

SORSOGON STATE UNIVERSITY



SORSOGON STATE UNIVERSITY
**CITIZEN'S
CHARTER**
CY 2023 | SECOND EDITION



@sorsogonstateuniversity

SORSOGON STATE UNIVERSITY

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Pamantasan ng Puso 



INSTITUTIONAL PROFILE

The former Sorsogon State College was established in 1907 as the Sorsogon Provincial Trade School, an elementary school to train boys and girls with aptitude in the trades for immediate employment. Situated in a two-hectare campus, a portion of which is part of the present SSC Main Campus, the school initially offered woodworking as the only trade course for intermediate pupils. In the school year 1926-1927, the school began offering a secondary course and eventually phased out the elementary program. Then in 1950, it opened its doors to girls who could take food trades, cosmetology or dressmaking for specialization.

By virtue of RA 704 dated May 14, 1952, it was renamed Sorsogon School of Arts and Trades (SSAT). The shop course offerings were expanded to include architectural drafting, building construction, electricity and furniture and cabinet making. Two years later, the two-year technical course with specialization in the same trades as those for the secondary course was introduced. Soon machine shop practice, radio mechanics, automotive mechanics and refrigeration and air conditioning were added as major courses.

On April 17, 1977, the Secretary of Education and Culture approved the school's conversion into a tertiary institution as Sorsogon College of Arts and Trades (SCAT). With its new status, it began to offer Bachelor of Science in Industrial Technology. These courses easily attracted enrollees, some of whom were graduates of the two-year technical course who, after having been out of school for a time, were given an opportunity to earn degrees. The first few batches of graduates easily found employment in the locality as well as in Metro Manila and abroad.

As early as the mid-1970's during the term of Rep. Rafael C. Aquino, plans for the conversion of the school into a state college were brought about. Assemblyman Augusto G. Ortiz showed interest in pursuing a conversion move at the Batasang Pambansa, but there was a moratorium on creation of state colleges and universities.

From the late 1970s through the early 1990s, SCAT, as an institution under the Bureau of Vocational Education, had strong support from the national government and some international organizations. Under the Technical-Vocational Education Project (TVEP), many faculty members were recipients of scholarships in both the vocational and academic fields. A one of the ten PATVEP schools in the country, SCAT obtained special funding for the offering of Diploma in Technology. Many faculty members were sent to Australia for one-year training in technical fields under the Philippine Australia Technical-Vocational Education Program (PATVEP).

Moreover, the school was a recipient of a number of machines and equipment for mechanical technology, automotive technology, civil technology and electrical technology from the Australian government. Some faculty members were also given the opportunity to study abroad through the Colombo Plan.

It was in the early 1990s when the conversion plans were seriously considered and pursued primarily through the efforts of Rep. Salvador H. Escudero III. While working for the passage of HB 4210, the congressman in coordination with the SCAT Officer-In-Charge, Dr. Bonifacio H. Ativo, initiated school-based activities in preparation for the transition. After the passage of the bill by the House, Sen. Leticia Ramos Shahani pushed for its passage in the Senate.

The Sorsogon State College was established by virtue of R.A 7666 approved on December 30, 1993 through the efforts of the late Congressman Salvador H. Escudero III. The College was operationalized through a province-wide umbrella system where four vocational schools were integrated. The Sorsogon College of Arts and Trades (SCAT) became the School of Industrial Technology and Education (SITE) to concentrate on Teacher Education and Technology. The Sorsogon National Agriculture School (SNAS) became the School of Agriculture and Agriculture Based Technology (SAABT), to concentrate on Agriculture and Agriculture Based Technology. Bulan Vocational High School was renamed School of Arts and trades (SAT) and became Institute of Management and Information Technology (IMIT) to concentrate on Business Management and Information Communication Technology (ICT), and Magallanes School of Fisheries became School of Fisheries and Fisheries Based Technology (SFFBT) to concentrate on Fishery Technology and Fisheries Resource Development. The main campus is located at Magsaysay Street, Sorsogon City. Later, the campuses were renamed into Sorsogon State College Sorsogon City Campus, Bulan Campus, Castilla Campus and Magallanes Campus only.



Dr. Augusto R. Nieves became the first president of the college and served for two terms. He instituted reforms in the academic and institutional policies which contributed to the development of the college and to its prestige as a reputable institution in the province and in the region. He was succeeded by Dr. Antonio E. Fuentes who had two terms from 2005. During his term, he looked into the enhancement of the faculty development program, curriculum development and program accreditation. Dr. Fuentes was succeeded by Dr. Modesto D. Detera who pushed for new course offerings, improved faculty development program and quality instruction which led to the increase of the number of Board Examination Topnotchers and Board Exam Passers. Likewise, research done by the college contributed much to the tourism and trade industry of the province. Following Dr. Detera is Dr. Helen R. Lara, the first lady President of Sorsogon State College.

On October 11, 2018, House Bill No. 6203 sponsored by Hon. Congresswomen Evelina Escudero, Deogracias Ramos and Anthony Bravo was enacted into law thru the Republic Act No. 11088 approving the conversion of Sorsogon State College into Sorsogon State University. It became a fully fledged University upon compliance with Section 19 of said Act and upon official declaration of the Commission on Higher Education last May 8, 2021. A University Declaration Ceremony was held as an official event to announce its conversion. Dr. Geraldine F. De Jesus became the first University President on July 22, 2022.





UNIVERSITY PROFILE

Name of HEI: Sorsogon State University
Address: Magsaysay St., Sorsogon City
President: Dr. Geraldine F. De Jesus
SUC Level: III

SORSOGON STATE UNIVERSITY, Board of Regents (BOR) Members

Dr. Aldrin A. Darilag, CHRP, RMT, RN
CHED Commissioner
SorSU BOR Chairperson

Dr. Geraldine F. De Jesus
SorSU President,
SorSU BOR Vice Chairperson

Hon. Francis Joseph G. Escudero
Chairperson, Senate Committee on Higher, Technical and Vocational Education
SorSU BOR Member
Represented by **Hon. Evelina G. Escudero**

Hon. Mark O. Go
Chairperson, House Committee on Higher and Technical Education
SorSU BOR Member
Represented by **Congw. Marie Bernadette G. Escudero**

Dir. Luis G. Banua
NEDA ROV, Regional Director
SorSU BOR Member

Dir. Rommel R. Serrano
DOST ROV, Regional Director
SorSU BOR Member

Dir. Rodel P. Tornilla
DA ROV, Regional Executive Director
SorSU BOR Member

Hon. Achilles G. Honasan
Faculty Federation President
SorSU BOR Member

Dr. Jhonner D. Ricafort
Alumni Federation President
SorSU BOR Member

Hon. Erwin Formento
Student Federation President
SorSU BOR Member

Atty. Mary Joy C. Bongapat
Acting Board Secretary



VISION, MISSION, CORE VALUES, QUALITY POLICY STATEMENT

The University vision, mission, core values and thrusts are all pointing to specific directions of producing quality and productive workforce as an output of instruction research and extension services, that impacts income levels, reduces poverty and improves the quality of lives of Sorsogonans.

VISION

A research university with a culture of excellence in developing globally competitive and values-oriented leaders and professionals.

MISSION

To provide research-based quality education, innovations, and collaborative extension services for sustainable national and international development.

CORE VALUES

- H** - Humility
- E** - Excellence
- A** - Accountability
- R** - Resiliency
- T** - Trustworthiness

QUALITY POLICY STATEMENT

The Sorsogon State University commits to deliver quality education anchored on its vision and mission for the development and growth of the community. SorSU shall transform knowledge through research, instruction, extension, and production as it adheres to statutory and regulatory requirements for continual improvement of its systems.

PROGRAM THRUSTS AND PRIORITIES

Quality and Excellence

Provide instruction to produce quality graduates of teacher education, management and information technology with specialization in fishery, agriculture and industry that would enhance the development of the province and assist the government in improving the competitiveness of Filipino manpower.

Access and Equity

Develop the present instructional facilities to promote an ideal teaching-learning environment.

Relevance and Responsiveness

Develop highly competent instructors, professors, and support personnel to enhance effective delivery of services. Conduct researches that would lead to the improvement of the quality of life of the people and the productivity of the industrial production sectors.

Provide extension services that would improve productivity, attain food security and raise the income of farmers and fishermen.

Efficiency and Effectiveness

Provide appropriate knowledge, skills and technology of practical applications to people living in the depressed areas. Enhance and intensify income-generating projects to be able to derive the much-needed funds in support of its expanding operations.



INTRODUCTION

Good service dictates that the best interest of the clients should be the first order of business. It was necessary to give information as to the service rendered by the University. To address this need, it is only proper to give the basic relevant information that would make them understand how the University renders its frontline services.

RA 11032 - An Act on Promoting Ease of Doing Business and Efficient Delivery of Government Services. Amending for the purposes Republic Act 9485, mandates all government agencies to provide a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and nonbusiness related transactions in government. This further strengthens the old provisions of A.A 9485 otherwise known as the Anti Red Tape Act of 2007 which mandates all government agencies, State Universities and Colleges included, to formulate their own Citizen Charter. It is a document summarizing all the frontline services. It would not just synchronize and systematize office procedures and processes but would also pave the way for reconciling personal differences. It is a concrete guide on the different services rendered.

Acknowledging that the students/clients are the reason the University exists, this reader – friendly and client oriented manual is presented following the format provided by CSC, under MC. No. 12, s. 2008 re: Republic Act No. 9485 and its Implementing Rules and Regulations. It is hoped that this Citizen's Charter will serve its purpose; that of providing information that will, in the end, make our services easier and more effective both for the client and service provider.





SERVICE PLEDGE AND COMMITMENT

We, the Sorsogon State University officials and employees, in the spirit of genuine public service, commit to be of service to our clients by carrying out our sworn duties as civil servants to the best of our capabilities, guided by our mission to be a premier institution of higher learning in Sorsogon and beyond, we pledge to deliver the following services:



HOW TO USE THE MANUAL

The Sorsogon State University Manual on the Key Services, also called the Citizen's Charter, is divided into three major parts. Part I is an introduction and description about Sorsogon State University, meanwhile, Part II presents the Sorsogon State University Services, and Part III contains the Redress & Feedback Mechanism, Directory of SorSU Officials, and Client Feedback Form. Specific contents by parts are provided below:

Part I

- Profile of Sorsogon State University
- Vision, Mission, Core Values, Quality Policy Statement, and, Program Thrusts & Priorities
- Introduction
- Pledge of Commitment (This is the statement of commitment by the University officials and employees.)
- Table of Contents
- How to use the manual

Part II

- The services are divided into two categories, namely the external and internal services. Each contains the offices/units with detailed information such as the service name, description, classification of service, transaction type, client groups, checklist of requirements, schedules, client groups, and the procedures in availing the service.

Part III

- The Redress Mechanism (This mechanism outlines the steps a client can take in case the University personnel fail to deliver the service)
- Directory of SorSU Officials
- Customer Feedback Form through which the clients/citizens can provide comments on the delivery of the service.





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EXTERNAL SERVICES

ADMISSION SERVICES UNIT

SERVICE NAME	ADMISSION SERVICES		
DESCRIPTION OF SERVICE	<p>The Admission Services Unit is responsible for providing the University with an effective and efficient admission system to screen applicants for Graduate School and foreign students in accordance with the existing admission policies but not limited to future policy enhancements. It also selects and places first-year college applicants in the four campuses of Sorsogon State University, applicants for Laboratory High School (Grade 7 and Grade 11), transferees from other schools, colleges, or universities, and shifters. The Office is also accountable for the admittance and placement of deserving and qualified student-applicants in their respective course preferences in accordance with the standards set by the University per CHED-approved policies.</p> <p>Likewise, it implements policies and handle correspondences & other inquiries about curricular offerings and application procedures of the different academic programs of the University. Moreover, Admission Services Unit helps students needing career orientation and guidance throughout the admission season and facilitates their transition into a college career and the world of work. Admission Services operates with consideration to applicants and/or persons with disabilities (PWD) as stipulated in Republic Act No. 7277.</p>		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Student-applicant - Any person who has completed basic education (elementary/secondary), bachelor's degree, master's degree, who wants to avail of any of the program/courses being offered by the University.		
SERVICE SCHEDULE	<p>All SorSU Campuses Monday to Friday 8:00 am - 5:00 pm</p> <p>All Campuses (College Applicants) Monday to Friday from October to December each year 8:00 am - 5:00 pm without noon break</p> <p>Sorsogon City Campus (Laboratory High School Applicants) Monday to Friday from January to February of each year 8:00 am - 5:00 pm without noon break</p> <p>Sorsogon City Campus (Graduate School Applicants) Monday to Friday 8:00 am - 5:00 pm without noon break 1st Semester - June to July of each year 2nd Semester - November to December of each year Mid-Year Term - April to May of each year</p>		





REQUIREMENTS COLLEGE APPLICANTS

1. Senior High School Graduating Student

- Duly signed Certification (FM-ADS-003A) generated by the Online Pre-Admission System
- Authenticated photocopy of Grade 11 SHS Form 137/SF 10 or Form 138/SF9 reflecting the GWA per semester
- One (1) piece recent 2" x 2" ID Picture (colored picture with white background)
- One (1) piece long size white folder (not plastic)

2. Senior High School Graduate Student

- Duly signed Certification (FM-ADS-003A) generated by the Online Pre-Admission System
- Authenticated photocopy of Form 138/SF 9 (Grade 12 Report Card)
- One (1) piece recent 2" x 2" ID Picture (colored picture with white background)
- One (1) piece long size white folder (not plastic)

3. Transferee

- Duly signed Certification (FM-ADS-003A) generated by the Online Pre-Admission System
- Authenticated photocopy of Official Transcript of Records/Certificate of Grades
- Certificate of General Weighted Average
- One (1) piece long size white folder (not plastic)
- One (1) piece recent 2" x 2" ID Picture (colored picture with white background)

4. Non-Degree Holder College Student

- Duly signed Certification (FM-ADS-003A) generated by the Online Pre-Admission System
- Authenticated photocopy of Official Transcript of Records/Certificate of Grades
- Certificate of General Weighted Average
- One (1) piece recent 2" x 2" ID Picture (colored picture with white background)
- One (1) piece long size white folder (not plastic)

5. Degree Holder College Student

- Duly signed Certification (FM-ADS-003A) generated by the Online Pre-Admission System
- Authenticated photocopy of Official Transcript of Records/Certificate of Grades
- Certificate of General Weighted Average
- One (1) piece recent 2" x 2" ID Picture (colored picture with white background)
- One (1) piece long size white folder (not plastic)
- Official Receipt of payment for the testing fee (Php 250.00)

LABORATORY HIGH SCHOOL APPLICANTS

Incoming Grade 7

- Duly signed Certification (FM-ADS-003C) generated by the Online Pre-Admission System
- One (1) piece recent 2" x 2" ID Picture (colored picture with white background)
- Certification from the School Principal or Class Adviser that the applicant is a graduating elementary student at the end of the current school year
- Photocopy of Grade 5 Form 138/Report Card with GWA
- Official Receipt of payment for the testing fee (Php 100.00)
- One (1) piece short size yellow folder (not plastic)

Incoming Grade 11

- Duly signed Certification (FM-ADS-003B) generated by the Online Pre-Admission System
- One (1) piece recent 2" x 2" ID Picture (colored picture with white background)
- Certification from the School Principal or Class Adviser that the applicant is completing Junior High School at the end of the current school year
- Photocopy of Grade 9 Form 138/Report Card with GWA
- Official Receipt of payment for the testing fee (Php 100.00)
- One (1) piece short size pink folder (not plastic)

GRADUATE SCHOOL APPLICANTS

1. Duly signed certification (FM-ADS-003D) generated by the Online Pre-Admission System (OPAS)
2. Authenticated Photocopy of TOR with remarks for enrollment or copy for Sorsogon State University Graduate School
3. Certificate of General Weighted Average (GWA)
4. One (1) piece recent 2” x 2” ID Picture (colored picture with white background)
5. Official Receipt of payment for the testing fee (Php500.00)
6. One (1) piece short size green folder (not plastic) - for Master’s Degree Program one (1) piece short size red folder (not plastic) - for Doctorate Programs
7. Recommendation form (FM-ADS-008) for Doctorate Program

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Register online at http://admissions.sorsu.edu.ph Download and print the Certification generated by the Online Pre-Admission System (OPAS) and prepare requirements indicated in the certification.	<ol style="list-style-type: none"> a. Set application period and examination schedule in the Online Pre-Admission System (OPAS). b. Secure confidentiality of data submitted online. 	None	3 minutes	Head, Admission Services Unit Admissions Coordinator, ICT Staff/Admission Services Office
2. Pay testing fee at the Cashier’s Office amounting to Php250.00 for degree holder applicants; Php100.00 for Grades 7 and 11 applicants; and Php500.00 for Graduate School applicants.	Issue official receipt of testing fee	Php250.00 (Testing Fee) for degree holder applicants Php100.00 (Testing fee) for Grades 7 and 11 applicants Php500.00 (Testing Fee) for Graduate School applicants	3 minutes	Collecting Officer/ Cashier’s Office
3. Submit application requirements to the Admissions Services Unit or at a drop-off box located at the campus gate.	<ol style="list-style-type: none"> a. Verify completeness and authenticity of documents. b. Validate application code. c. Evaluate data submitted online. Issue an official test permit to the applicant through their registered d. Email address in the OPAS 	None	3 minutes	Head, Admission Services Unit Admissions Coordinator ICT Staff/Admission Services Office
4. Take the entrance exam as scheduled.	Administer admission test	None	1 hour (Tertiary) 1 hour (Grade 7) 2 hours (Grade 11) 1 hour (Graduate School)	Head, Admission Services Unit, Admissions Coordinator, Guidance Counselor Psychometrician
5. Verify test results through SorSU Official website and Facebook Pages with enrollment advice.	Post admission test result at: <ul style="list-style-type: none"> - www.sorsu.edu.ph - https://www.facebook.com/sorsogonstateuniversityofficial - https://www.facebook.com/SorSU-Admission-Services-Unit. 	None	3 minutes	ICR Staff, Head, Admissions Services Unit, Admission Coordinator



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
6. Pre-register before the enrollment through Online Pre-Admission System (OPAS)	Issue an admission slip for enrollment through their OPAS account Disseminate enrollment dates, requirements and procedures.	None	3 minutes	Head, Admission Services Unit Admissions Coordinator ICT Staff
TOTAL PROCESSING TIME: PROCESSING OF APPLICATION ADMINISTRATION OF TEST:			15 minutes/ applicant 1 hour (tertiary) 1 hour (Grade 7) 2 hours (Grade 11) 1 hour (Graduate School)	

REGISTRAR'S OFFICE

SERVICE NAME	I. PROCESSING AND SUBMISSION OF REQUEST FOR ACADEMIC FORMS		
DESCRIPTION OF SERVICE	The Office of the Registrar provides assistance student-clients who would like to request student records.		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Students who are presently enrolled at Sorsogon State University		
CHECKLIST OF REQUIREMENTS	Certificate of Registration Student ID		
SERVICE SCHEDULES	Monday to Friday; 8:00 am - 5:00 pm		





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Ask for issuance of academic form	<p>a. Let the student present the school ID before issuance of the requested academic form</p> <p>b. Evaluation of academic standing and endorsement of request. Evaluate the academic standing of the student, if found qualified, recommend for approval by affixing signature in the academic form. If disapproved, explain the reasons and advised the student of possible appropriate action</p> <p>c. Validation and Signing of Request: Verify the academic standing of the student based on evaluation conducted and affix signature in the duly accomplished form if found in order.</p> <p>d. Approves the duly accomplished academic form.</p>	<p>FEES AND CHARGES: Adding form - Php50.00 Dropping form - Php50.00 Changing form - Php50.00 Completion form - Php50.00 Cross enrollment form: Sorsogon City Campus - none Bulan Campus - none Castilla Campus - Php10.00 Magallanes Campus - none</p> <p>EXPRESS LANE: Form for waiver prerequisite – none Form for substitution of subject - none Form for application for graduation - none Form for overloading units - none Form for shifting course - Php100.00</p>	<p>a. 1 minute</p> <p>b. 5 minutes</p> <p>c. 2 minutes</p> <p>d. 2 minutes</p>	<p>a. Frontline Personnel</p> <p>b. Dean</p> <p>c. Registrar</p> <p>d. Campus Director</p>
2. Payment of fees	<p>a. Accept payment and issue Official Receipt.</p> <p>b. Encoding in the SIAS: The approved request shall be encoded in the SIAS to update the student academic record</p>	None	<p>a. 2 minutes</p> <p>b. 2 minutes</p>	<p>a. Cashier</p> <p>b. Registrar Personnel</p>
3. Submission of the academic form and official receipt of payment	<p>a. Record payment and file the duly approved academic form</p>	None	1 minute	Registrar Personnel
TOTAL PROCESSING TIME:			15 minutes	



LIBRARY SERVICES

The SorSU Library offers quality services to its clientele in support with the vision, mission, goal and objectives of the institution. It provides efficient access to various references and relevant information to clientele for lifelong learning.

SERVICE NAME	I. VIRTUAL LIBRARY OFFICE		
DESCRIPTION OF SERVICE	To students and clients to access Virtual Library.		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Students, Faculty, Non-Teaching Personnel, Alumni, Visiting Researchers		
CHECKLIST OF REQUIREMENTS	Validated library card, any valid ID		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm No Noon Break		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. The Library service is available through accessing the SorSU library Facebook page https://www.facebook.com/sorsogonsulibrary	Post link of online electronic resources	None	3 minutes	Library/Library Staff
TOTAL PROCESSING TIME:			3 minutes	

SERVICE NAME	II. VISITING RESEARCHERS		
DESCRIPTION OF SERVICE	To facilitate visiting researchers		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Visiting Researchers		
CHECKLIST OF REQUIREMENTS	Validated library card, any valid ID		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm No Noon Break		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Present a validated library card or valid ID and/or referral letter from the librarian or sending institution	Staff loans the book/s properly	None	3 minutes	Library/Library Staff
2. Register name in the logbook				
3. Proceed to circulation area				
4. Present book at the counter to be read or borrowed only inside the library.				
TOTAL PROCESSING TIME:			3 minutes	

GUIDANCE AND COUNSELING SERVICES OFFICE

SERVICE NAME	REFERRAL SERVICES (EXTERNAL)		
DESCRIPTION OF SERVICE	The Guidance and Counseling Services provides external referral services. It refers to the assistance rendered to clients in obtaining appropriate intervention from a multidisciplinary of specialists to ensure that the special needs of clients are met.		
CLASSIFICATION	G2B	TYPE OF TRANSACTION	Complex
CLIENT GROUPS	Students, Faculty and Personnel, Parents		
CHECKLIST OF REQUIREMENTS	Certificate of Registration/Identification Card and Filled out forms		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm No Noon Break		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Report /visit the Guidance and Counseling Office	Have the client write the information in the log book (SSU-QR-GUC-016 Logbook for Visitors)	None	1 minute	Guidance Counselor
2. Attend and participate in the meeting/conference/session.	a. Provide an appropriate option from among the list of outside referral sources b. Document the referral	-	30 minutes to 1 hour	Guidance Counselor
3. Fill up the Release of Information form	Have the client fill up the Release of Information form FM-GUC-018	-	1 minute	Guidance Counselor
4. Submit the filled-out form	Receive and keep the accomplished form	-	30 seconds	Guidance Counselor
5. Wait for the update	Contact and inform referral agency	-	1 day	Guidance Counselor
6. Confirm and commit to the referral process	Notify the client about the schedule, process and fees of the referral service.	-		Guidance Counselor
7. Fill out the monitoring and evaluation and feedback forms	Issue and have the client fill-up the monitoring and evaluation forms https://forms.gle/L6qA3m9EbLSYuQ7p9	-	2 minutes	Guidance Counselor
8. Submit the accomplished monitoring and evaluation forms	Receive and keep the accomplished monitoring and evaluation forms.	None	30 seconds	
END OF TRANSACTION	Document the effectiveness of the referral	-		Guidance Counselor
TOTAL PROCESSING TIME:			1 day, 1 hour and 5 minutes	



RECORDS SERVICES

SERVICE NAME	REQUEST FOR COPIES / PRODUCTION OF DOCUMENTS, AUTHENTICATION		
DESCRIPTION OF SERVICE	Reproduction of authenticated documents and records		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C, G2G
CLIENT GROUPS	Students, Personnel, Researchers, Agencies		
CHECKLIST OF REQUIREMENTS	Request, Identification Card		
SERVICE SCHEDULE	Monday to Friday: 8:00 am - 5:00 pm No Noon Break		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Client submit request for copies of documents	a. Receive request, and scan /find the document needed b. Submit request for approval of authorities to release the documents c. Photocopy the document, stamped controlled copy, and record in the logbook d. Release requested document to the client.	None	a. 5 minutes b. 3 minutes c. 5 minutes d. 3 minutes	Record Officer/Staff
2. Submit documents for authentication	Verify if document is issued by the University. Only documents issued by Sorsogon State University shall be authenticated by the Records Officer. Students' records shall be authenticated by the Registrars Office of the University. Release / Record Authenticated document to requesting client.	None	10 minutes	Record Officer III
TOTAL PROCESSING TIME:			26 minutes	

CASHIER'S OFFICE

SERVICE NAME	COLLECTION		
DESCRIPTION OF SERVICE	The Cashier's Office facilitates the collection for payments of accounts of students, personnel, and clients.		
CLASSIFICATION	Complex	TYPE OF TRANSACTION	G2C, G2B, G2G
CLIENT GROUPS	<ul style="list-style-type: none"> - Students who are presently enrolled at Sorsogon State University - Students who dropped/stop their secondary / college education at Sorsogon State University - Faculty and Non-teaching personnel Suppliers, creditors, bidders and contractors - Non-government organizations, LGU, GOCC and National Government Agencies - Private person / corporation contracting business with the Sorsogon State University 		

CHECKLIST OF REQUIREMENTS	Job Order for Payment/Request for Payment
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Acquire order of payment and cash/check receipts	a. Receive order of payment cash check payments and documents b. Issue Official receipts for every payment based on order of payment/assessment.	None	a. 1 minute b. 1 minute / OR	Cashier
TOTAL PROCESSING TIME:			2 minutes	
2. Cash collection	a. Receive copy of Official Receipts and cash payments from designated collectors b. Count cash and tallies collection received based on the OR c. Classify income collected d. Record collection to logbook e. Prepare deposit slip, and deposit collection to depository bank.	None	a. 2 minutes b. 3 hours c. 2 hours d. 1 hour e. 2 minutes	Cashier
TOTAL PROCESSING TIME:			6 hours and 2 minutes	

SERVICE NAME	CHECK DISBURSEMENT		
DESCRIPTION OF SERVICE	The Cashier's Office facilitates the issuance and payment for cash/check disbursement charged to University accounts.		
CLASSIFICATION	Complex	TYPE OF TRANSACTION	G2C, G2B
CLIENT GROUPS	<ul style="list-style-type: none"> - Students who are presently enrolled at Sorsogon State University - Students who dropped/stop their secondary / college education at Sorsogon State University - Faculty and Non-teaching personnel Suppliers, creditors, bidders and contractors - Non-government organizations, LGU, GOCC and National Government Agencies - Private person / corporation contracting business with the Sorsogon State University 		
CHECKLIST OF REQUIREMENTS	For claims of checks by the suppliers, creditors, and contractor's Valid ID Official receipt If the claimant is not the owner, Special Power of Attorney, ID of the owner, and ID of the representative are required. For claims of wages of student assistants and OJT School ID		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm No Noon Break		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Receive disbursement vouchers	a. Receive and classify disbursement vouchers for payment. b. Record and prepare checks for Fund 101, STF, Fiduciary and IGP; Prepares ACIC/LDDAP/EMDS and process checks for signing and delivered to bank	None	1 hour	Cashier/Staff
2. Receive the check	Release checks	-	4 minutes/check	Cashier/Staff
3. Receive salary, wages, and refund.	a. Disburse cash to personnel and students b. Prepare reports.	-	a. 3 minutes	Cashier/Staff
TOTAL PROCESSING TIME:			1 hour and 7 minutes	

HUMAN RESOURCE MANAGEMENT OFFICE

SERVICE NAME	RECRUITMENT/SELECTION/PLACEMENT - INTERNAL & EXTERNAL		
DESCRIPTION OF SERVICE	<p>The Sorsogon State University highly practices equal opportunity to all qualified applicants including Persons with Disabilities (PWD), members of the indigenous communities, and members of the LGBTQIA community who meets the minimum requirement for the position being filled.</p> <p>Job vacancies are posted in three conspicuous places as well as in the SorSU webpage and FB account. Application for employment shall be addressed to the SUC President III.</p>		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	<ul style="list-style-type: none"> - Faculty and Non-Teaching Personnel Applicant for Employment - Public 		
CHECKLIST OF REQUIREMENTS	<p>Application Letter Curriculum Vitae/Personal Data Sheet, Transcript of Records Certificate of Eligibility (if any) Certificate of Good Standing (for applicants with PRC License) Other Relevant Documents</p>		
SERVICE SCHEDULE	<p>Monday to Friday; 8:00 am - 5:00 pm No Noon Break</p>		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Submit application letter including other required documents.	a. Letters of application shall be stamped "RECEIVED". b. Preliminary interview shall be conducted to the walk-in applicants c. All applications that are received during the period of publication shall be included in the database of applicants with specific code	None	a. 5 minutes b. 5 minutes c. 5 minutes	a. Records Officer/ Receiving Clerk b. HRMO / HRMO c. Staff / HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
2. Initial Assessment of applicants	<ul style="list-style-type: none"> a. The HRMO matches the qualification of the applicants to the requirements of the vacant position b. Job applicants not included in the list of qualified applicants shall be informed in writing on the deficiency in the qualification requirements. c. Prepare Profile of Applicants 	-	<ul style="list-style-type: none"> a. 10 minutes b. 10 minutes c. 10 hours 	<ul style="list-style-type: none"> a. HRMO b. HRMO/ HRMPSB/ FASSB Secretary c. HRMO/ HRMPSB/ FASSB Secretary
3. Written Examination	Applicants included in the short list shall be informed of the schedule of the written examination and what to bring during examination day	-	5 minutes	HRMO HRMPSB/FASSB Secretary
4. HRMPSB/ FASSB deliberation.	The HRMPSB/FASSB conducts:	-	a. 15 minutes	a. HRMPSB/FASSB
	a. Behavioral events interview		b. 20 minutes 240 minutes	b. Committee / HRMPSB/FASSB
	b. Background Investigation		c. 30 minutes	c. Committee HRMO HRMPSB/FASSB
	c. Deliberate on the result of the assessment		d. 60 minutes	d. Chair, Secretary SUC President III
	d. Submit the Comparative Assessment Result to the Head of Office			
e. The appointing officer choose among the top five (5)/ short-listed candidates deemed most qualified for appointment to the vacant position				
5. Preparation of Appointment	The HRMO notifies the candidate for appointment to submit the requirements to support his/her appointment	None	3-5 days	AO-V
6. Issuance of Appointment	Upon submission of the requirement the HRMO prepares the appointment. Appointment is signed and approved	None	1-2 days with complete requirements	AO-V SUC President III
7. Confirmation by the Board of Regents	The AO-V indorses the approved appointment to Administrative Council for endorsement and confirmation by the Board of Regents	None	Scheduled Meeting – ADCO, BOR	AO-V ADCO Secretary Board Secretary BOR
8. On-Boarding Session	The AO-V shall conduct an orientation on the roles and responsibilities of the appointee before indorsing to the receiving office or unit	None	45 minutes	AO-V Immediate Supervisor
TOTAL PROCESSING TIME:			10 days 30 minutes (estimate)	



SUPPLY AND PROPERTY OFFICE

SERVICE NAME	I. PROCUREMENT PROCESS (RECEIVING SUPPLIES/EQUIPMENT AND OTHER DISPOSITION)		
DESCRIPTION OF SERVICE	<p>Procurement Process - this procedure covers activities for the requisition of supplies & materials for procurement as governed by the Revised Implementing Regulations of Republic Act 9184.</p> <p>Monitoring – this covers the activities for monitoring the overall management of properties of the University.</p> <p>Inventory – activities for the checking the integrity of property custodianship.</p> <p>Disposal – Timely and complete disposal of unserviceable properties.</p>		
CLASSIFICATION	Complex	TYPE OF TRANSACTION	G2B, G2C
CLIENT GROUPS	<p>Students who are presently enrolled at Sorsogon State University Faculty & Non-Teaching Personnel</p> <p>Suppliers, Creditors, Bidders</p> <p>Non-Government Organizations, Local Government Unit, Government Owned and Controlled Corporations, National Government Agencies</p> <p>Public contracting business with the Sorsogon State University</p>		
CHECKLIST OF REQUIREMENTS	<p>Approved written request</p> <p>FM-SOC-SUP-001 (Req. and Issuing Slip)</p> <p>FM-SOC-SUP-002 (Purchase Request)</p> <p>FM-SOC-SUP-003 (Funding Request) Approved APP/PPMP</p> <p>QR-SOC-SUP-002 (PR/RIS/FR Logbook) Purchase Order</p>		
SERVICE SCHEDULE		Monday to Friday; 8:00 am - 5:00 pm	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. End-user/ Requisitioning officer submits letter request with complete specification of his/her requested items	a. The Supply Officer / Staff review the APP and prepares Purchase Request, Requisition and Issue Slip, and Funding Request b. The Supply Officer certifies as to the availability of supplies and whether it is included in the Annual Procurement Plan. c. The procurement documents are forwarded to CA or VPAF for signature and approval of Funding and Purchase Request. d. The staff forwards the approved procurement documents to the BAC for further action. e. BAC post the transaction in PhilGEPS and prepares Purchased Order f. Delivery and serving of Purchase Order to the winning supplier/bidder	None	a. 10 minutes b. 3 Minutes c. 1 day d. 5 minutes e. 7 days f. 1 day	Supply Officer/ Staff/ Supply Office
2. The supplier/bidder presents the P.O. upon the delivery of supplies together with the Delivery Receipt or Sales Invoice Receipt to the Supply Office.	The Supply Officer/Staff receives and checks the delivered supplies, materials, and equipment.	None	15 minutes	Supply Officer/Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
3. The Supply Officer and TWG check and inspects the specification of the delivered supplies and materials.	The Supply Officer informs the TWG for inspection of the deliveries	None	1 day	Supply Officer/Staff/ TWG / End-User
4. The end-user receives the supplies and materials.	The Supply Officer issue the supplies and materials to the end user The Supply Officer/Staff prepares the documents for payment.	None	10 minutes 20 minutes	Supply Officer/Staff/ TWG / End-User Supply Officer/Staff
TOTAL PROCESSING TIME:		10 days, 1 hour and 3 minutes		

SORSOGON PEOPLES' INITIATIVE TO LEVERAGE INNOVATION FABRICATION LABORATORY (FABLAB)

SERVICE NAME	I. FABRICATION AND PROTOTYPING		
DESCRIPTION OF SERVICE	The Sorsogon PILI FabLab provides open-access high-tech workshop to assist faculty, student, MSMEs and other stakeholders to develop custom-made things and offer the possibility of digital fabrication and rapid prototyping for projects in various fields.		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Faculty Members, Students, MSMEs, other stakeholders		
CHECKLIST OF REQUIREMENTS	Compilation of Job Order form Compilation of accomplished Intake Form Other relevant documents		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm No Noon Break		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	RESPONSIBLE PERSON/OFFICE
1. The client is required to fill out the logbook upon entering the facility. She/ He will provide the necessary information about the services requested.	The technical staff will determine the requirements and needs (such as design, 3D Models, etc.) of the client in relation to their request.	None	30 minutes	Technical Staff
2. The client decides to pursue with the project.	a. The technical staff will arrange and confirm schedule. He/She will then endorse the filled-out Job Order Form to the FabLab Manager for proper action. b. The technical staff will assist the client and provide the services requested. Upon completion of the service/s she/ he will accomplish the billing portion of the Job Order form and present the same to the client.	-	5 minutes *	Technical Staff FabLab Manager

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	RESPONSIBLE PERSON/OFFICE
3. The client, after receipt of the accomplished billing statement, presents the same to the Office of the Business Affairs for the issuance of Order of Payment Request. He/ She then proceeds to the University Cashier for payment.	The staff upon presentation of proof of payment of the client from the University Cashier, the technical staff releases the items to the Client.	-	30 minutes	Technical Staff FabLab Manager
4. Client fills out the Intake Form after the facility has provided the requested services.	The Technical Staff collects the Job Order Form and Intake Form for proper filing.	-	10 minutes	Technical Staff FabLab Manager
TOTAL PROCESSING TIME:			Processing time varies depending on the complexity of the project/service	

* Processing time varies depending on the complexity of the project/service.

* Varies depending on the complexity of the services provided. The schedule of fees are listed under office memorandum No. 128, s.2022.





ISO 9001 : 2015



INTERNAL SERVICES





REGISTRAR'S OFFICE

SERVICE NAME	I. ENROLLMENT		
DESCRIPTION OF SERVICE	The Office of the Registrar provides assistance to a student-clients who are interested in enrolling at Sorsogon State University		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	<p>All Incoming first year students who passed the admission test and qualified for enrollment</p> <p>All transferee students who passed the admission test and qualified for enrollment</p> <p>All students previously enrolled at Sorsogon State University</p>		
CHECKLIST OF REQUIREMENTS	<p>Incoming First Year Students</p> <ol style="list-style-type: none"> 1. Admission Test Result 2. Form 138/Report Card 3. Form 137A (if available) 4. Certificate of Good Moral Character 5. Police Clearance 6. One (pc.) 2x2 latest ID Picture 7. Birth Certificate issued by Philippine Statistics Authority (PSA) 8. One long white folder with family name, first name, and middle initial at the side <p>Note: All documents must be in original copy except Birth Certificate.</p> <p>Transferee Students:</p> <ol style="list-style-type: none"> 1. Honorable Dismissal issued by the school last attended 2. Official Transcript of Records (OTR) or Certificate of Grades (COG) 		
CHECKLIST OF REQUIREMENTS	<p>Old Students:</p> <ol style="list-style-type: none"> 1. Duly accomplished Student Clearance <p>International Student:</p> <ol style="list-style-type: none"> 1. University Admission Test 2. Certificate of Completion of a Secondary Curriculum 3. Original Transcript of Records 4. Personal Data Sheet 5. Affidavit of Support 6. Alien Certificate of Registration (ACR) 7. Result of TOEFL/TELS 8. Student Visa 		
CHECKLIST OF REQUIREMENTS	<p>Graduate School Students:</p> <ol style="list-style-type: none"> 1. Official Transcript of Records with mark "for enrollment purposes" 2. Honorable Dismissal issued by the school last attended 3. Admission Test Result 4. Application for Admission 5. Recommendation for Admission 6. Form 201 – Personal Data Sheet 7. One (1) pc. White long size folder 8. One (1) pc. 2 x 2 decent colored picture with white background <p>Note: All documents must be in original copy</p> <p>Transferee Students:</p> <ol style="list-style-type: none"> 1. Honorable Dismissal issued by the school last attended 		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Scholarship Identification (for scholars only)	Validate the students name in the enrollment system based on the type of scholarship	Please see below	3 minutes	Scholarship Coordinator
2. Subjects' evaluation for old, transferee, shifter and returnee students	The students must be evaluated by the Dean for the subjects credited and the subjects to be taken prior to enrollment	None	10 minutes	Scholarship Coordinator
3. Payment of School Fees (for student disqualified of free education)	Accept payment and issue official receipt and posting of payment for non-scholars	None	2 minutes	Cashier
4. Enrollment, Issuance and Validation of Certificate of Registration (COR)	Issuance of COR after the following verification: <ul style="list-style-type: none"> - Check the completeness of the submitted documents and verify the authenticity of the same for new/transferee student. - Issuance of Certificate of Registration - Presentation of the Official receipt of payment for non-scholars before the issuance of COR 	None	20 minutes (For new and transferee student) 15 minutes (For old students)	Registrar Personnel
5. Online Application for Student ID https://admission.sorsu.edu.ph/user/idapplication	Fabricate student Identification Card (ID) to new and transferee students	None	9 minutes	ICT Personnel
6. End of Enrollment		None		
TOTAL PROCESSING TIME:			39 - 44 minutes	

SERVICE NAME	GRADUATION SERVICES		
DESCRIPTION OF SERVICE	The Office of the Registrar provides assistance to students who want to apply as candidate for graduation.		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Students who are enrolled as 4th or 5th year college		
CHECKLIST OF REQUIREMENTS	Certificate of Registration (COR), Student ID		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Student request for release of application for graduation	Check student name in the roster of candidates for graduation	None	1 minute	Frontline Personnel



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
2. Verification of student academic record	Verify the academic standing. If found in order and complete, print the student academic record and evaluation of grades. *Students with deficiency shall be advised to settle within the prescribed time frame	None	10 minutes	Personnel In charge of records
3. Payment of fees for the evaluation of grades	Accept payment and issue Official Receipt	None	2 minutes	Cashier
4. Issuance of application for graduation.	Record payment of fees and issuance of application of graduation together with the evaluation of grades	None	1 minute	Personnel In charge of records
5. Approval of the application for graduation	Concerned personnel signed the application form	None	1 minute	Instructors, Dean, Registrar, Campus Director
6. Submission of application for graduation	Ask student to log in to the log book, in-charge of records shall file the application form.	None	1 minute	Frontline Personnel
TOTAL PROCESSING TIME:			16 minutes	

SERVICE NAME	PROCESSING OF STUDENT RECORDS		
DESCRIPTION OF SERVICE	The Office of the Registrar provides assistance to student-client who wants to request for student records.		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Graduates of Sorsogon State University Students who are presently enrolled at Sorsogon State University Students who dropped/stopped their secondary education/college education and graduate education at Sorsogon State University		
CHECKLIST OF REQUIREMENTS	Accomplished request form Student clearance for first request Student ID or any valid ID Special Power of Attorney (SPA) for the representative of the student 1 pc. Documentary stamp per request 1 pc. 2 x 2 recent colored picture Original and photocopy of credentials (for Authentication)		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Issuance of request form	Ask the student to submit the needed requirements for the specific credentials requested. The request form will only be given to the clients if they comply with the requirements.	-	3 minutes	Frontline Personnel



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
2. Validation of student academic records	Pull out the student folder from the records room to verify the completeness of the student's academic records. If with deficiency, require student to settle.	-	10 minutes	In-Charge of records
3. Payment of fees	Accept payment and issue official receipt	TOR-Php50.00/ page CA-Php80.00 Restructured Diploma -Php100.00 Authentication fee -Php5.00/page Certification fee -Php25.00 Evaluation of Grades-Php15.00 Honorable Dismissal -Php25.00 Form 137- Php50.00 Correction of personal data- Php60.00 EXPRESS LANE: TOR-Php250.00/ page CAV-Php160.00 Certification -Php100.00	2 minutes	Cashier
4. Submission of the request form and Official Receipt (O.R.) of payment and issuance of the claim stub.	Issuance of the claim stub and logging of request to the logbook	-	5 minutes	Frontline Personnel
5. Preparation of the requested credential	Preparation of credentials: - TOR - CAV - Reconstructed Diploma - Form 137 - Evaluation of Grades - Certification - Express Lane	-	(Working Days) 10 days (regular) 1-3 days 1-3 days 1-3 days 1-5 days 1-3 days 1 day	Registrar Personnel
6. Presentation of claim stub and ID	Release of Records: Issuance of requested credentials after the student sign the logbook	-	2 minutes	Frontline Personnel
TOTAL PROCESSING TIME:			22 minutes	



LIBRARY SERVICES

The SorSU Library offers quality services to its clientele in support with the vision, mission, goals and objectives of the institution. It provides efficient access to various reference and relevant information to clientele for lifelong learning.

SERVICE NAME	I. APPLICATION FOR LIBRARY CARD		
DESCRIPTION OF SERVICE	Facilitate students and clients in acquisition of library card		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Students, Faculty, Non-Teaching Personnel, Alumni, Visiting Researchers		
CHECKLIST OF REQUIREMENTS	Validated library card, any valid ID		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm No Noon Break		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Checks the current registration form (Students may now apply for a library card)	Issue library card to students	Php10.00	7 minutes	Library/Library Staff
TOTAL PROCESSING TIME:			7 minutes	

SERVICE NAME	II. VIRTUAL LIBRARY OFFICE
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. The Library service is available through accessing the SorSU library Facebook page https://www.facebook.com.sorsogonsulibrary	Post link of online electronic resources	None	3 minutes	Library/Library Staff
TOTAL PROCESSING TIME:			3 minutes	

SERVICE NAME	III. CIRCULATION : CHARGING OF BOOKS AND OTHER MATERIALS
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. The clientele inquires on the availability of books and locate the books at the shelves 2. The clientele presents his/her library card and book/s to be borrowed to the librarian/library stand. 3. Clientele signs the book card he/she is borrowing.	1. The Librarian/Staff assists the client locate the books at the shelves. 2. Librarian/library staff checks the books and its book card. 3. The librarian/library staff files the book card together with the library card of the clientele.	None	3 minutes	Library/Library Staff
TOTAL PROCESSING TIME:			3 minutes	

SERVICE NAME IV. CIRCULATION : DISCHARGING OF BOOKS AND OTHER MATERIALS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. The client presents the book/s to be returned, 2. Borrower with overdue pays the corresponding book fines and signs in the logbook.	Post link of online electronic resources	None	3 minutes 3 minutes	Library/Library Staff
TOTAL PROCESSING TIME:			6 minutes	

SERVICE NAME V. ONLINE REFERENCE ASSISTANCE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Library users may send their queries through the SorSU library messenger page. Any library staff on duty may respond.	Responses to library queries and concerns	None	3-5 minutes	Library/Library Staff
TOTAL PROCESSING TIME:			4 minutes (estimate)	

SERVICE NAME VI. VISITING RESEARCHERS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Present a validated library card or valid ID and/or referral letter from the librarian or sending institution 2. Register name in the logbook 3. Proceed to circulation area 4. Present book at the counter to be read or borrowed only inside the library	Staff loans the book/s properly.	None	3 minutes	Library/Library Staff
TOTAL PROCESSING TIME:			3 minutes	

SERVICE NAME VII. ONLINE REFERENCE ASSISTANCE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Receive the clearance from the student/ faculty member.	Verify the record of the client. Sign and release the clearance.	None	5 minutes	Library/Library Staff
TOTAL PROCESSING TIME:			5 minutes	



RECORDS SERVICES

SERVICE NAME	RECEIVING, RECORDING, RELEASING AND ROUTING COMMUNICATIONS		
DESCRIPTION OF SERVICE	The Records Office undertakes the receiving, releasing, securing, maintaining, and disposal of the University's records.		
CLASSIFICATION	Complex	TYPE OF TRANSACTION	G2C, G2G
CLIENT GROUPS	SorSU Officials and Unit Heads SorSU Faculty and Non-Teaching Personnel SorSU Students Other State Universities and Colleges Stakeholders Government and Non-Government Officials Public Contracting Business with Sorsogon State University		
CHECKLIST OF REQUIREMENTS	None		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Submit reports, requests, communications	a. Stamp Received, and record/encode the documents b. Submit documents to Office of the SorSU President for action c. Receive acted documents, reproduce, and retain copy, d. Route acted documents to concerned units/personnel,	None	a. 5 minutes b. 5 minutes c. 10 minutes d. 10 minutes	Record Officer/Staff
2. Submit outgoing documents for release,	a. Verify as to the completeness of attachments of the document. b. Record / Encode in the logbook (Released) c. Photocopy the document and retain Office File. d. Stamp Released, and submit / issue / mail the document to concerned person or agency.	None	a. 5 minutes b. 5 minutes c. 5 minutes d. 10 minutes	Record Officer/Staff
TOTAL PROCESSING TIME:			55 minutes	

SERVICE NAME	REQUEST FOR COPIES / PRODUCTION OF DOCUMENTS, AUTHENTICATION		
DESCRIPTION OF SERVICE	Reproduction of authenticated documents and records.		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C, G2G
CLIENT GROUPS	Students, Personnel, Researchers, Agencies		
CHECKLIST OF REQUIREMENTS	Request, Identification Card		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Submit request for copies of documents	Receive request, and scan/find the document needed	None	5 minutes	Record Officer/Staff
	Submit request for approval of authorities to release the documents		3 minutes	Record Officer/Staff
	Photocopy the document stamped controlled copy, and record in logbook		5 minutes	Record Officer/Staff
	Release requested document to the client.		3 minutes	Record Officer/Staff
2. Submit documents for authentication	Verify if document is issued by the University Only documents issued by Sorsogon State University shall be authenticated by the Records Officer.	None	10 minutes	Record Officer/Staff
	Students' records shall be authenticated by the Registrar's Office of the University			
	Verify if document is issued by the University. Only documents issued by Sorsogon State University shall be authenticated by the Records Officer. Students' records shall be authenticated by the Registrar of the University Release/Record Authenticated document to requesting client.			
TOTAL PROCESSING TIME:			26 minutes	

SERVICE NAME	RECORDS KEEPING, ARCHIVING, AND RECORDS DISPOSITION		
DESCRIPTION OF SERVICE	This pertains to the records maintenance and disposition services of the Unit.		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C, G2G
CLIENT GROUPS	Personnel		
CHECKLIST OF REQUIREMENTS	None		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. File retained copies of reports, documents / communications	- Classify records according to its group and records series.	None	1 hour, daily	Record Officer/Staff
	- Assign respective code and label documents - File documents according to the filing system adapted by the Records Office	None	10 minutes	Record Officer/Staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
2. Archive documents with archival value	<ul style="list-style-type: none"> - Determine the value of copies of documents retained in the office. - Documents of archival, research, historical, legal, and other vital use shall be properly kept in the Archives Unit of the University. 	None	30 minutes, daily	Record Officer/Staff
3. Classify documents for disposal	<ul style="list-style-type: none"> - Determine / Classify documents which are for disposal using the Records Disposition Schedule issued by the government - Mode of Disposition shall be determined by the RMIC after undergoing process of proper disposal stipulated in the guidelines issued 1 hour daily Record Officer/Staff by the government 	None	1 hour daily	Record Officer/Staff
TOTAL PROCESSING TIME:			2 hours and 40 minutes	

CASHIER'S OFFICE

SERVICE NAME	I. COLLECTION		
DESCRIPTION OF SERVICE	The Cashier's Office facilitates the collection for payments of accounts of students, personnel and clients.		
CLASSIFICATION	Complex	TYPE OF TRANSACTION	G2C, G2B, G2G
CLIENT GROUPS	<ul style="list-style-type: none"> - Students who are presently enrolled at Sorsogon State University Students who dropped/ stop their secondary/college education at Sorsogon State University - Faculty and Non-teaching personnel Suppliers, creditors, bidders and contractors - Non-government organizations, LGU, GOCC and National Government Agencies - Private person / corporation contracting business with the Sorsogon State University 		
CHECKLIST OF REQUIREMENTS	Job Order for Payment/Request for Payment		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm (No noon break)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Acquire order of payment and cash/check receipts	- Receive order of payment cash check payments and documents	None	1 minute	Cashier
	- Issue Official receipts for every payment based on order of payment/assessment.	None	2 minutes/OR	Cashier

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
2. Cash collection	- Receive copy of Official Receipts and cash payments from designated collectors - Count cash and tallies collection received based on the Official Receipts	None	2 minutes	Cashier
	- Classify income collected	None	3 hours	
	- Record collection to logbook	None	2 hours	
	- Prepare deposit slip, and deposit collection to depository bank	None	1 hour	
TOTAL PROCESSING TIME:			6 hours and 5 minutes	

SERVICE NAME	II. CHECK DISBURSEMENT		
DESCRIPTION OF SERVICE	The Cashier's Office facilitates the issuance and payment for cash/check disbursement charged to University accounts.		
CLASSIFICATION	Complex	TYPE OF TRANSACTION	G2C, G2B
CLIENT GROUPS	Students who are presently enrolled at Sorsogon State University Students who dropped/ stop their secondary / college education at Sorsogon State University Faculty and Non-teaching personnel Suppliers, creditors, bidders and contractors Non-government organizations, LGU, GOCC and National Government Agencies Private person / corporation contracting business with the Sorsogon State University		
CHECKLIST OF REQUIREMENTS	For claims of checks by the suppliers, creditors and contractor's Valid ID Official receipt If the claimant is not the owner Special Power of Attorney, ID of the owner and ID of the representative are required. For claims of wages of student assistants and OJT School ID		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm (No noon break)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE	
1. Receives disbursement vouchers	- Receive and classifies disbursement vouchers for payment - Record and prepare checks for Fund 101, STF, Fiduciary and IGP; Prepares ACIC/LDDAP/EMDS and process checks for signing and delivered to bank	None	1 hour	Cashier/Staff	
2. Claimant receives the check	- Release checks		3 minutes/check		Cashier/Staff
3. Claimant receives salary, wages and refund	- Disburse cash to personnel and students - Prepare reports.		3 minute 1 hour		Cashier/Staff
TOTAL PROCESSING TIME:			1 hour and 7 minutes		



HUMAN RESOURCE MANAGEMENT OFFICE

SERVICE NAME	I. RECRUITMENT/SELECTION/PLACEMENT		
DESCRIPTION OF SERVICE	<p>The Sorsogon State University highly practices equal opportunity to all qualified applicants including Persons with Disabilities (PWD), members of the indigenous communities, and members of the LGBTQIA community who meets the minimum requirement for the position being filled.</p> <p>Job vacancies are posted in three conspicuous places as well as in the SorSU webpage and FB account. Application for employment shall be addressed to the SUC President III.</p>		
CLASSIFICATION	Complex	TYPE OF TRANSACTION	G2C, G2B
CLIENT GROUPS	<ul style="list-style-type: none"> - Faculty and Non-Teaching Personnel Applicant for Employment - Public 		
CHECKLIST OF REQUIREMENTS	<p>Application Letter Curriculum Vitae/Personal Data Sheet, Transcript of Records Certificate of Eligibility (if any) Certificate of Good Standing (for applicants with PRC License) Other Relevant Documents</p>		
SERVICE SCHEDULE		Monday to Friday; 8:00 am - 5:00 pm	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Submit application letter including other required documents.	- Letters of application shall be stamped "RECEIVED".	None	5 minutes	Records Officer/ Receiving Clerk
	- Preliminary interview shall be conducted to the walk-in applicants.		5 minutes	HRMO
	- All applications that are received during the period of publication shall be included in the database of applicants with specific code.		5 minutes	HRMO Staff
2. Initial Assessment of applicants	- The HRMO matches the qualification of the applicants to the requirements of the vacant position		10 minutes	HRMO
	- Job applicants not included in the list of qualified applicants shall be informed in writing on the deficiency in the qualification requirements.		10 minutes	HRMO HRMPSB/ FASSB Secretary
	- Prepare Profile of Applicants		10 hours	HRMO HRMPSB/ FASSB Secretary
3. Written Examination	- Applicants included in the short list shall be informed of the schedule of the written examination and what to bring during examination day		5 minutes	HRMO HRMPSB/ FASSB Secretary

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE	
4. HRMPSB/ FASSB deliberation.	The HRMPSB/FASSB conducts: - Behavioral events interview	None	15 minutes	HRMPSB/FASSB	
	- Background Investigation		20 minutes / 240 minutes /	Committee HRMPSB/FASSB	
	- Deliberate on the result of the assessment		30 minutes	Committee HRMO HRMPSB/FASSB	
	- Submit the Comparative Assessment Result to the Head of Office		60 minutes	Chair, Secretary SUC President III	
	- The appointing officer choose among the top five (5)/short- listed candidates deemed most qualified for appointment to the vacant position				
5. Preparation of Appointment	The HRMO notifies the candidate for appointment to submit the requirements to support his/her appointment			3-5 days	AO-V
6. Issuance of Appointment	Upon submission of the requirement the HRMO prepares the appointment. Appointment is signed and approved			1-2 days with complete requirements	AO-V SUC President III
7. Confirmation by the Board of Regents	The AO-V indorses the approved appointment to Administrative Council for endorsement and confirmation by the Board of Regents			Scheduled Meeting – ADCO, BOR	AO-V ADCO Secretary Board Secretary BOR
8. On-Boarding Session	The AO-V shall conduct an orientation on the roles and responsibilities of the appointee before indorsing to the receiving office or unit		45 minutes	AO-V Immediate Supervisor	
TOTAL PROCESSING TIME:			7 days, 7 hours and 30 minutes		

SERVICE NAME	II. FILING AN APPLICATION FOR LEAVE OF ABSENCE		
DESCRIPTION OF SERVICE	Every non-teaching employee at Sorsogon State University whether permanent, temporary or casual who render work during the prescribed office hours shall be entitled to 15-day vacation and 15 days' sick leave annually with full pay exclusive of Saturdays, Sundays, Public Holidays. Leave credits are used by the employees when the need to temporarily leave work arises, either due to illnesses or personal circumstances. Actual leaves are deducted from these leave credits. If an employee's leave period goes beyond the accrued credits, he/she will not be entitled to pay for the excess leave.		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Faculty and Non-Teaching Personnel		



CHECKLIST OF REQUIREMENTS	<p>Accomplished Application for Leave (CSC Form 6) Medical Certificate for sick leave exceeding five (5) days Clearance from Money and Property Accountabilities for:</p> <ul style="list-style-type: none"> - Claims of Terminal Benefits Maternity Leave - Leave of Absence for 30 days and beyond Study Leave/Scholarship
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SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Secure Application for Leave (CSC-Form 6) and accomplish two (2) copies for signature of the Unit head/Dean/ immediate supervisor	Provide 2 copies of Application for Leave	None	2 minutes	HR staff/HRMO
2. Submit application for leave to the person-in charge in the HR Office	Application for leave stamped "RECEIVED"	None	2 minutes	HR staff/HRMO
3. HR staff records application for leave and checks whether the supporting documents are correct and in order	The HR staff provide the accrued leave balance to ensure that the employee concerned has enough leave balance and that the applied leave is still with pay or without pay. The application for leave is forwarded to the AO-V for certification of leave balance.	None	15 minutes	HR staff/HRMO
	The application for leave is forwarded to the Office of the SUC President III for approval	None	2 minutes	
4. Approved application for leave is returned to the HR Office.	Applied leave is recorded and deducted from the accumulated leave balance of the employee concerned and kept on file.	None	5 minutes	HR staff/HRMO
<p>NOTE: Special privilege leave shall be filed in advance (1 week before) Maternity leave shall be filed in every instance of pregnancy Mandatory five-day vacation leave shall be arranged with the Department Head/Unit Heads Vacation leave shall be filed in advance (discretion of the head of office) Sick leave shall be filed upon employee return to office except for medical check-up which can be filed in advance Service credits earned by faculty shall be used to offset absences on account of illness</p>				HR staff/HRMO
TOTAL PROCESSING TIME:			26 minutes	

SERVICE NAME	III. SECURING SERVICE RECORD, CERTIFICATE OF EMPLOYMENT AND OTHER PERSONAL RECORD		
DESCRIPTION OF SERVICE	<p>The SorSU employees and former employees may request from the Office of the Administrative Officer V (HRMO) for copies of Service Records, Certificate of Employment, other certifications and other personal records. These are usually required for loans, credit E-Card application, NOSA, Step Increments/Promotions, retirement, terminal leave, and employment purposes</p>		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Faculty and Non-Teaching Personnel, Former employees of Sorsogon State University		



CHECKLIST OF REQUIREMENTS	Accomplished Request Form (FN-HRM-034)
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Clients accomplished the request form indicating the type of personal record requested including its purpose.	The request form is stamped "Received".	None	2 minutes	HR staff/ HRMO
	The HR staff conducts interview to the requesting party on the documents being requested.		2 minutes	HR staff/ HRMO
	The HR staff checks and updates the record.		10 minutes	HR staff/ AO-V (HRMO)
	Documents is prepared and printed.		5 minutes	HR Staff/ HRMO
	HR staff submits the printed document for signature of AO-V		2 minutes	AO-V/ HRMO
	Clients receives the requested document from the HR staff		1 minute	HR staff/ HRMO
TOTAL PROCESSING TIME:			22 minutes	

OFFICE OF THE VICE PRESIDENT FOR RESEARCH, EXTENSION, AND TRAINING (OVPRET)

SERVICE NAME	I. APPROVAL/RECOMMENDING APPROVAL (INTER-OFFICE COMMUNICATION AND TRANSACTIONS)		
DESCRIPTION OF SERVICE	The Office of the Vice President for Research, Extension and Training (OVPRET) being the recommendatory personnel, verifies the accuracy and checks if all requirements are met and evaluate whether the request should be approved.		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2G- Government to Government
CLIENT GROUPS	Faculty, Non-Teaching Staff		
CHECKLIST OF REQUIREMENTS	Documents for Approval		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Log in of incoming communication and/or endorsement from other offices	Receive submitted document/s	None	1 minute	Staff VPRET Office
	The staff will check the attached document and whether the document is signed by the proper signatories. Document with incomplete attachment will be returned to the client for completion.		3 minutes	Staff VPRET Office
	Document with complete requirements will be recorded by the staff		3 minutes	Staff VPRET Office
	The Vice President will evaluate and act on document.		10 minutes	Vice President RET Office
	Log out of outgoing communication and/or endorsement from the Office of the Vice President for Research, Extension and Training		2 minutes	Clerk VPRET Office
TOTAL PROCESSING TIME:			19 minutes	

SERVICE NAME	II. INCOMING COMMUNICATION AND/OR ENDORSEMENT FROM THE OFFICE OF THE UNIVERSITY PRESIDENT TO THE OFFICE OF THE VP FOR RESEARCH, EXTENSION AND TRAINING		
DESCRIPTION OF SERVICE	This service allows smooth and clear communication and transaction with the Office of the University President since all communication are done in writing.		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2G- Government to Government
CLIENT GROUPS	Office of the President and other offices		
CHECKLIST OF REQUIREMENTS	Communication and/or Endorsement from the University President		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Log in of incoming communication and/or endorsement from the University President	Receive submitted document/s	None	1 minute	Staff VPRET Office
	Check and evaluate the document Note: Document with incomplete attachment will be returned to the client for competition		3 minutes	Staff VPRET Office
	Document with complete requirements will be recorded by the staff Note: For returned documents, rechecking will be utilized for further clarification.		3 minutes	Staff VPRET Office
	The Vice President will evaluate and act on the document		5 minutes	Staff VPRET Office
	Log out of outgoing communication and/or endorsement from the Office of the Vice President for Research, Extension and Training.		2 minutes	Vice President RET Office
TOTAL PROCESSING TIME:			14 minutes	

SUPPLY AND PROPERTY OFFICE

SERVICE NAME	I. PROCUREMENT PROCESS (RECEIVING SUPPLIES/EQUIPMENT AND OTHER DISPOSITION)		
DESCRIPTION OF SERVICE	<p>Procurement Process- this procedure covers activities for the requisition of supplies & materials for procurement as governed by the Revised Implementing Regulations of R.A. 9184.</p> <p>Monitoring – this covers the activities for monitoring the overall management of properties of the University.</p> <p>Inventory – activities for the checking the integrity of property custodianship.</p> <p>Disposal – Timely and complete disposal of unserviceable properties.</p>		
CLASSIFICATION	Complex	TYPE OF TRANSACTION	G2B, G2C
CLIENT GROUPS	<p>Students who are presently enrolled at Sorsogon State University</p> <p>Faculty & Non-Teaching Personnel</p> <p>Suppliers, Creditors, Bidders</p> <p>Non-Government Organizations, Local Government Unit, Government Owned and Controlled Corporations, National Government Agencies</p> <p>Public contracting business with the Sorsogon State University</p>		
CHECKLIST OF REQUIREMENTS	<p>Approved written request</p> <p>FM-SOC-SUP-001 (Req. and Issuing Slip)</p> <p>FM-SOC-SUP-002 (Purchase Request)</p> <p>FM-SOC-SUP-003 (Funding Request)</p> <p>QR-SOC-SUP-002 (PR/RIS/FR Logbook)</p> <p>Approved APP / PPMP</p> <p>Purchased Order</p>		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. End-user/ Requisitioning officer submits letter request with complete specification of his/her requested items.	The Supply Officer / Staff review the APP and prepares Purchase Request, Requisition and Issue Slip, and Funding Request	None	10 minute	Supply Officer/ Staff/ Supply Office
	The Supply Officer certifies as to the availability of supplies and whether it is included in the Annual Procurement Plan.		3 minutes	
	The procurement documents are forwarded to CA or VPAF for signature and approval of Funding and Purchase Request.		1 day	
	The staff forwards the approved procurement documents to the BAC for further action.		5 minutes	
	BAC post the transaction in PhilGEPS and prepares Purchased Order		7 days	
	Delivery and serving of Purchase Order to the winning supplier/bidder		1 day	
2. The supplier/bidder presents the P.O. upon the delivery of supplies together with the Delivery Receipt or Sales Invoice Receipt to the Supply Office	The Supply Officer/Staff receives and checks the delivered supplies, materials and equipment.	None	15 minutes	Supply Officer/Staff
3. The Supply Officer and TWG checks and inspect the specification of the delivered supplies and materials.	The Supply Officer informs the TWG for inspection of the deliveries.	None	1 day	Supply Officer/Staff/ TWG / End-User
4. The end user receives the supplies and materials.	The Supply Officer issue the supplies and materials to the end user	None	10 minutes	Supply Officer/Staff/ TWG / End-User
	The Supply Officer/Staff prepares the documents for payment.		20 minutes	Supply Officer/Staff
TOTAL PROCESSING TIME:			10 days, 1 hour and 3 minutes	



SERVICE NAME		II. MONITORING		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. The end-user submits a letter of request for repair and maintenance of equipment	The Supply Officer checks the schedule of repair and maintenance of properties based on the useful life of equipment and recommends the concerns to TWG.	None	3 minutes	Supply Officer/Staff/
	The Supply Officer together with TWG conducts on the spot inspection of equipment/ machine/facilities. After the property/ies is/are inspected, a pre-inspection report must be prepared and submitted to the Supply Office for further action.		15 minutes to 30 minutes	Supply Officer/ Staff/ TWG
	The Supply Officer/Staff prepares for the procurement of services for the repair and maintenance of the properties.		10 minutes	Supply Office Staff/ Supply Officer
	If the request for repair is already approved, the Supply Officer informs the Supplier / Contractor who will repair the equipment.		1 day	Supply Officer
	After the equipment is repaired, it will be returned to Supply Office for proper turn-over to end-user.		10 minutes	Supply Officer
2. The end user receives the repaired equipment.	The Supply Officer issues the equipment to end user and reflects the transaction in the property ledger card.		10 minutes	Supply Officer/ End-User
TOTAL PROCESSING TIME:			1 day and 48 minutes	

SERVICE NAME		IV. CONDUCT OF ACTUAL INVENTORY		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. The Supply Officer together with the Inventory Committee conducts actual inventory	The Supply Officer, together with the Inventory Committee, conducts an actual physical inventory of all the assets of the Campus.	None	30 minutes to 1 hour visit per office	Supply Officer / Staff/Accountable Officer
2. Accountable Officer recommends if the properties on hand is/are serviceable or unserviceable	The Supply Officer checks the recommendation and proper classification of inventories by categories.	None	20 minutes to 30 minutes	Supply Officer/Staff/ Accountable Officer
	The Supply Officer prepares Inventory and Inspection Report of Unserviceable Expendable and Semi-Expendable Property and Waste Material Report for items that are not functional and classified for disposal.	None	1 day	Supply Officer/Staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
3. Supply Office Staff/Personnel forward disposal documents to Disposal Committee, COA, and Office of the President.	The Supply Officer forwards the documents to the Disposal Committee, and Office of the Vice-President for inspection, recommendation, and approval.	None	1 day	Supply Officer/Staff
4. Supply Officer drops from the inventory all the item classified for disposal	After the documents are approved, the Supply Officer drops from the Property Inventory all the classified assets that is approved for disposal and keep it safe in the Material Recovery facility for proper disposal.	None	30 minutes	Supply Officer/Staff
5. Supply Officer prepares the Property Inventory Report.	The Supply Officer prepares 3 copies of Property Inventory Report signed by the Supply Officer and approved by the Campus Director and submits documents to the Accounting Office and COA.	None	20 minutes	Supply Officer/Staff
TOTAL PROCESSING TIME:			2 days, 2 hours and 30 minutes	

SERVICE NAME	V. DISPOSAL
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. The end user/accountable officer recommends the equipment for disposal and return to Supply Office.	1.1 The Supply Officer identifies and classifies assets approved for disposal into Scrap, Surplus, and Waste.	None	1 hour	Supply Officer/ Staff/ Supply Office
	1.2 The Supply Officer prepares all the necessary documents and forward to the Disposal Committee and Office of the President for recommendation and approval.	None	30 minutes	Supply Officer
	1.3 The Supply Officer facilitates and supervises the disposal.			
	1.4 The Supply Officer coordinates with other offices of any observation regarding the disposal of properties.	None	1 hour	Supply Officer
TOTAL PROCESSING TIME:			2 hours	

STUDENT COUNCIL AFFAIRS

The Office of the Student Council Affairs supervises the operation of all Student Organizations, in-campus and off-campus activities of the Student Organizations and coordinates with the Campus Directors, Office of the Student Development and Services (OSDS) Director, Student Council Affairs Coordinators, Deans, Student Organization Advisers, and other offices on student activities.

SERVICE NAME	I. PROCESSING OF RECOGNITION/RE-ACCREDITATION OF STUDENT ORGANIZATION
DESCRIPTION OF SERVICE	The service allows the students to submit the required documents regarding the mandated registration period (first 30 days of the school year)



CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Students, Student Leaders		
CHECKLIST OF REQUIREMENTS	Valid school ID or Registration Form		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Prepare all the required documents (forms available at the Student Affairs Unit)	Issue forms and templates	None	4 weeks (first 30 days of the school year)	Student Council Affairs Coordinators, Head-Student Council Affairs
For Recognition: <ul style="list-style-type: none"> - Copy of approved Constitution and Bylaws and their Bio data - List of officers and their bio data - List of all members and their addresses, course, and year level Calendar of activities - Formal letter of intent for recognition signed by at least 20 bonafide members 	Vice President for Academic Affairs (VPAA) endorses to the offices of the President, if applicable.		-	-
For Re-accreditation/Renewal: <ul style="list-style-type: none"> - Accomplishment report for the preceding school year Financial statements - List of offices and bonafide student members. - Amendment of Constitution, if any - Program of Activities - Evaluation of results of officers, adviser, and activities undertaken - Copy of the certificate of ratings of officers in the previous semester 			-	-
2. Submit the documents to the Student Council Affairs Unit	Receive and review submitted documents	None	-	-
3. Receives the Certificate of Recognition (for new) Certificate of Accreditation (for renewal)	Issue a Certificate of Recognition/Accreditation	None	1 day during the Induction process	Head-Student Council Affairs, Student Council Affairs Coordinators
TOTAL PROCESSING TIME:			31 days	





SERVICE NAME	II. CONDUCT THE STUDENT ORGANIZATION ACTIVITIES WITHIN THE CAMPUS		
DESCRIPTION OF SERVICE	The service allows the students to prepare their required documents for the approval of their on-campus activity		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Students, Student Leaders		
CHECKLIST OF REQUIREMENTS	Valid school ID or Registration Form		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Prepare and submit request letter/proposal letter on the conduct of the activity and all other required supporting documents (if applicable) to the Student Council Affairs Unit.	Receives and review the completeness of the documentary requirements submitted by the Student Organizations within 7 days before the event. The Adviser/ faculty in-charge, dean/s, Campus Director and Student Development and Services Director shall recommend.	None	2 hours	Head-Student Council Affairs
	Final approval and signing of the activity will be at the Office of the President.		5 minutes	Head- Student Council Affairs Student Council Affairs Coordinator/ OSDS Director, Campus Director
2. Receive the forwarded approved request to conduct an activity.	Student Council Affairs Head and Student Council Affairs Coordinator monitor the implementation of the approved student activity	None		Head- Student Council Affairs Student Council Affairs Coordinator/ OSDS Director, Campus Director
TOTAL PROCESSING TIME:			2 hours 5 minutes	

SERVICE NAME	III. CONDUCT OF STUDENT ORGANIZATION ACTIVITIES OUTSIDE CAMPUS		
DESCRIPTION OF SERVICE	The service allows the students to prepare their required documents for the approval of their off-campus activity		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Students, Student Leaders		
CHECKLIST OF REQUIREMENTS	Valid school ID or Registration Form		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Prepare and submit request letter/proposal letter on the conduct of the activity an all other required supporting documents (if applicable) to the Student Council Affairs.	Receives and review the completeness of the documentary requirements submitted by the Student Organization within 7 days before the event. The Adviser/ faculty in-charge, dean/s, Campus Director and Student Development and Services Director shall recommend. Final approval and signing of the activity will be at the Office of the President.	None	1 hour	Head-Student Council Affairs
2. Receive the forwarded approved request to conduct activity	Student Council Affairs Head and Student Council Affairs Coordinator monitor the implementation of the approved student activity.	None	5 minutes	Head-Student Council Affairs Student Council Affairs Coordinator/OSDS Director, Campus Director
TOTAL PROCESSING TIME:			1 hour and 5 minutes	

SERVICE NAME	IV. ELECTION OF UNIVERSITY STUDENT COUNCIL (FIRST WEEK OF OCTOBER)		
DESCRIPTION OF SERVICE	The service allows the students to prepare their required documents regarding the set registration period for the application of candidacy as the University Student Council Officer.		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Students, Student Leaders		
CHECKLIST OF REQUIREMENTS	Valid school ID or Registration Form		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Request form of Certificate of Candidacy	Issue Certificate of Candidacy Form	None	5 minutes	Head-Student Council Affairs
2. Submit the filled-out form and other required documents to the Student Council Affairs Unit for checking	Receive and review the submitted documents and forward to the University Student Council. University Student Council will post and disseminate the notice information about the campaign period and election.	None	15 minutes	Head- Student Council Affairs Student Council Affairs Coordinator/ OSDS Director, Campus Director University Student Council Officer. ELECOM
TOTAL PROCESSING TIME:			20 minutes	





PLACEMENT SERVICES

The Placement Services shall provide continuous approaches and innovations to ensure effective implementation of the University program in terms of on-the-job training (OJT) and job placement. It shall establish linkages with agencies and industrial sectors in the different fields of specialization in response to the needs of the students and the thrust of the government towards economic productivity through the development of the technical knowledge and skills, positive attitudes, and habits

SERVICE NAME	I. DATA GATHERING (GRADUATE'S INFORMATION)		
DESCRIPTION OF SERVICE	This service facilitates the data gathering of student information for placement services.		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Graduating Students Graduates SorSU Employees and Partner Institutions		
CHECKLIST OF REQUIREMENTS	Valid School ID or Registration Form, SorSU ID, Company Profiles/SEC/BIR/DOLE Documents		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Proceed to the Placement Services Unit. Fill out/sign in the logbook.	The Placement Officer (PO) validates the identification of the client and let him/her sign in the logbook. The PO provides the client PSO Form 2 (Basic Information Sheet for Graduating Students) or PSO Form 10A (Information Sheet-Graduate)	None	1 minute	Placement Officer
2. Fills out the PSO Form 2 or PSO Form 10a and submits the same to PO	Upon receipt of the filled-out Form 2 or Form 10A, the PO checks the submitted form to ensure that all data is provided**. If there is no problem with the form, the PO files for encoding. If there is a problem, the form is returned to the client and retrieved once the lacking data is provided.	None	5 minutes	Placement Officer
TOTAL PROCESSING TIME:			6 minutes	

SERVICE NAME	II. JOB POSTING AND OTHER REQUEST		
DESCRIPTION OF SERVICE	This services facilitates the endorsement of students for job posting.		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Graduating Students Graduates SorSU Employees and Partner Institutions		
CHECKLIST OF REQUIREMENTS	Valid School ID or Registration Form, SorSU ID /PSO forms Company Profiles/SEC/BIR/DOLE Documents		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Proceed to the Placement Services Unit and fill out/sign in the logbook. Fill out the forms and submit the same to PO.	The Placement Officer to validates the identification of the client and let him/her sign in the logbook. The PO provides the client with appropriate PSO forms (depending on the requested service)	None	6 minutes	Placement Officer
2. Evaluation and endorsement to the appropriate office for action and approval	The PO evaluates the filled-out form and the documents provided (as per requirements indicated). If there is no problem with the filled-out form and the document submitted, the PO signs the form and endorses them to appropriate office for action and approval.	None	4 minutes	Placement Officer
TOTAL PROCESSING TIME:			10 minutes	

GUIDANCE AND COUNSELING SERVICES OFFICE

SERVICE NAME	II. FOLLOW-UP SERVICES		
DESCRIPTION OF SERVICE	The Guidance and Counseling Services provides follow-up services to its student-clients. It is designed to determine the progress and development of clients who received assistance to further assess what other support to offer so that the service is complete and holistic.		
CLASSIFICATION	G2C	TYPE OF TRANSACTION	Complex
CLIENT GROUPS	Students, Faculty and Personnel, Parents		
CHECKLIST OF REQUIREMENTS	Certificate of Registration/Identification Card and Filled out forms		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Report and present the call-on slip to the Guidance and Counseling Services Office	Receive and acknowledge the call-on slip (FM-GUC-003).	None	1 minute	Guidance Counselor
2. Register in the log book	Have the client write the information in the log book (SSU-QR-GUC-016) Logbook for counseling		30 seconds	Guidance Counselor
3. Attend and participate in the counseling session.	Utilize appropriate approaches. Terminate the session.		45 minutes to 1 hour	Guidance Counselor
4. Fill out the monitoring and evaluation and feedback forms	Issue and have the client fill-up the monitoring and evaluation forms (FM-GUC-015) https://forms.gle/bygDCPTgpZuoqK3TA .		2 minutes	Guidance Counselor
5. Submit the accomplished monitoring and evaluation forms	Receive and keep the accomplished monitoring and evaluation forms.		30 seconds	
6. END OF TRANSACTION (case maybe close or subject for follow-up as the need arises)	Prepare and keep the case note summary (FM-GUC-007).			Guidance Counselor



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
TOTAL PROCESSING TIME:			1 hour and 4 minutes or a maybe necessary	

SERVICE NAME	III. REFERRAL SERVICES			
DESCRIPTION OF SERVICE	The Guidance and Counseling Services provides internal referral services. It refers to assistance rendered to referred clients in obtaining appropriate intervention to meet their personal-social, academic, and career needs.			
CLASSIFICATION	G2C (The referring individual)	TYPE OF TRANSACTION	Simple	
CLIENT GROUPS	Students, Faculty and Personnel, Parents			
CHECKLIST OF REQUIREMENTS	Certificate of Registration/Identification Card and Filled out forms			
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Report /visit the Guidance and Counseling Office	Have the referring person write the information in the log book (SSU-QR-GUC-016 Logbook for Visitors).	None	1 minute	Guidance Counselor
2. Fill out the Referral form	Issue and have the referring person fill out the Referral form (FM-GUC-006).		1 minute	Guidance Counselor
3. Submit the filled-out form	Receive and keep the accomplished Referral form (FM-GUC-006).		30 seconds	Guidance Counselor
4. Inform the client to confirm and commit to the referral process	Contact the client.		1 day	Guidance Counselor
5. Fill out the monitoring and evaluation and feedback forms	Issue and have the client fill out the monitoring and evaluation forms (FM-GUC-015) https://forms.gle/L6qA3m9EbLSYuQ7p9		2 minutes	Guidance Counselor
6. Submit the accomplished monitoring and evaluation forms	Receive and keep the accomplished monitoring and evaluation forms.		30 seconds	
TOTAL PROCESSING TIME:			1 day and 5 minutes	

SERVICE NAME	IV. PSYCHOLOGICAL TESTING			
DESCRIPTION OF SERVICE	The Guidance and Counseling Office provides testing services from administration, scoring, and interpretation to individual or group of students. The data obtained from the test results are vital in appraising the individual capacity and potential of the student-clients. Tests administered to students-clients are Personality Test, Aptitude Test, Intelligence Test, Interest, Survey on Study Habits and Attitudes Tests, Emotional Quotient Test, Work Values and Attitudes.			
CLASSIFICATION	G2C	TYPE OF TRANSACTION	Complex	
CLIENT GROUPS	Students, Faculty and Personnel			
CHECKLIST OF REQUIREMENTS	Certificate of Registration/Identification Card and Filled out forms			
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Registration at the Psychological Testing Logbook		None	1 minute	Guidance Counselor
2. Registration at the Psychological Testing Logbook	Receive and have the client write the information in the log book (SSU-QR-GUC-016 Logbook for Psychological Testing).		1 minute	Psychometrician
3. Fill out request for psychological test form.	Issue the request for psychological testing.		2 minutes	Psychometrician
4. Answer the psychological test.	Conduct orientation and administer psychological test/s		1 to 2 hours or as maybe necessary	Psychometrician
5. Fill out the monitoring and evaluation forms.	Issue the monitoring and evaluation forms. The psychometrician will notify the client about the scheduled release of the test result.		2 minutes	Psychometrician
6. Submit the accomplished monitoring and evaluation forms.	Receive and keep the accomplished monitoring and evaluation forms. https://forms.gle/Qv7waGkWTqsmQycn6	None	30 seconds	Psychometrician
7. Wait for test result to be released (on schedule).	Check, scores, and interprets test results.			Psychometrician
TOTAL PROCESSING TIME:			2 hours, 5 minutes and 30 seconds	

SERVICE NAME	V. INDIVIDUAL INVENTORY SERVICE		
DESCRIPTION OF SERVICE	The Guidance and Counseling Office collects and evaluates data of every student. Included are the information like personal data, age, family background and home environment, goals, personal strengths, schools attended, course taken; and social data.		
CLASSIFICATION	G2C	TYPE OF TRANSACTION	Simple
CLIENT GROUPS	Students, Faculty, and Personnel		
CHECKLIST OF REQUIREMENTS	Certificate of Registration/Identification Card		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Registration in the Individual Inventory Logbook	Receive and have the client write the information in the log book (SSU-QR-GUC-016 Logbook for Individual Inventory).	None	1 minute	Guidance Counselor
2. Receive and fill out the individual inventory form.	Issue the individual inventory form (FM-GUC-001/FM-GUC-002).	None	20 minutes	Guidance Counselor
3. Submit the filled out individual inventory form.	Retrieve the filled out individual inventory form.	None	30 seconds	Guidance Counselor
4. Fill out the monitoring and evaluation forms.	Issue the monitoring and evaluation forms (https://forms.gle/EooUUn8CEafXRRTD6).	None	2 minutes	Guidance Counselor



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
5. Submit the accomplished monitoring and evaluation forms.	Receive and keep the accomplished monitoring and evaluation forms.	None	30 seconds	Guidance Counselor
TOTAL PROCESSING TIME:			24 minutes	

SERVICE NAME	VI. ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER (CGMC)			
DESCRIPTION OF SERVICE	The Guidance and Counseling Office issues Certificate of Good Moral Character (CGMC) to students and graduates, specific to On-the-Job training/apprenticeship, scholarship and financial assistance, employment, board examination, enrollment and reference			
CLASSIFICATION	G2C	TYPE OF TRANSACTION	Simple	
CLIENT GROUPS	Students, Faculty and Personnel, Alumni			
CHECKLIST OF REQUIREMENTS	Certificate of Registration/Identification Card and Filled-Out Forms, Official Receipt as proof of payment; Documentary Stamp (1pc. violet or 2 pcs. brown)			
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Present the official receipt and documentary stamp Registration at the Request for Certificate of Good Moral Character Form Logbook	Receive and have the client write the information in the log book (SSU-QR-GUC-016 Logbook for Certificate of Good Moral Character https://forms.gle/MV6MC7agm52on7CP7 Receive the Official Receipt and Documentary Stamp.	Php25.00	1 minute	Guidance Counselor
2. Fill out request for Certificate of Good Moral Character form	Issue and retrieve the filled-out request for CGMC form FM-GUC-019.	None	1 minute	Guidance Counselor
3. Wait at the designated waiting area	Prepare the Certificate of Good Moral Character FM-GUC-012.	None	3 minutes	Guidance Counselor
4. Receive the Certificate of Good Moral Character	Issue the Certificate of Good Moral Character FM-GUC-012.	None	30 seconds	Guidance Counselor
5. Fill out the monitoring and evaluation forms	Issue the monitoring and evaluation forms (https://forms.gle/M7JASBRrtoUvQtXX8).	None	2 minutes	Guidance Counselor
6. Submit the accomplished monitoring and evaluation forms	Receive and keep the accomplished monitoring and evaluation forms.	None	30 seconds	
TOTAL PROCESSING TIME:			8 minutes	

HEALTH SERVICES UNIT (HSU)

SERVICE NAME	I. HEALTH SERVICES UNIT (HSU)		
DESCRIPTION OF SERVICE	The Health Services Unit (HSU) offers quality medical and dental Services to students, teaching and non-teaching personnel. It provides effective and systematic health care to its clients in pursuit of holistic growth and development.		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Students, Faculty, Non-teaching personnel		
CHECKLIST OF REQUIREMENTS	Valid school ID or Registration Form		
SERVICE SCHEDULE	<p>Medical Services: Monday to Friday 8:00 am-5:00 pm</p> <p>Dental Services: Monday to Friday (except Thursday) 8:00 am - 5:00 pm Thursday: Bulan, Castilla, Magallanes Campus (alternately)</p>		

SERVICE NAME	A. NURSING INTERVENTION
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Fill out the logbook	The Nurse validates identification of the client and lets him/her sign the Logbook	None	1 minute	HSU/Nurse
2. Provide relevant information	The Nurse retrieves Client's Record and gathers comprehensive information about the client. Patients who are deemed to have more serious condition, pregnant, and PWDs will be prioritized.		5 minutes	HSU/Nurse
3. Receive medical/dental evaluation and prescription	The Nurse formulates Nursing diagnosis depending on the result of the initial assessment.		3 minutes	HSU/Nurse
4. Receives prescribed medication and follows instruction.	The Nurse renders prompt initial care to clients. Only over the counter basic medications will be given. The Nurse has to decide whether the patient will be sent back to class, kept at the clinic for rest and observation, sent home, or to be taken to the hospital.		5 minutes	HSU/Nurse
5. Receives referral from and fill out client feedback form.	Clients are asked to fill-out client's feedback form. Then, the patients are advised to come back after recovery from illness for followup check-up.		3 minutes	HSU/Nurse
TOTAL PROCESSING TIME:			17 minutes	

SERVICE NAME	B. MEDICAL AND DENTAL CONSULTATION
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Fill out the logbook.	The Nurse validates identification of the client and lets him/her sign the Logbook.	None	1 minute	HSU/Nurse



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
2. Provide relevant information.	The Nurse retrieves Client's Record and gathers comprehensive information about the client, then relays clients to Medical/Dental Officer. Patients who are deemed to have more serious condition, pregnant and PWDs will be prioritized.	None	5 minutes	HSU/Nurse
3. Receive medical/dental evaluation and prescription.	The Medical/Dental Officer assesses/evaluated the client who seek medical/dental concerns or minor illnesses and performs diagnostic procedure, prescription of medicines and health education.	None	5 minutes	HSU/Medical/Dental Officer
4. Receives prescribed medication and follows instruction.	The Nurse dispenses prescribed medicines and lets the client sign in the Medicine Dispensed Form or Dental Dispensed Form or Dental Extraction and Medicine Dispensed Form and instruct the client on how to take prescribed medications.	None	5 minutes	HSU/Nurse
5. Receives referral from and fill out client feedback form.	For clients that need referral, the Medical/Dental Officer will refer them to medical/dental specialists for further treatment and evaluation and ask client to fill out Client's Feedback Form.	None	5 minutes	HSU/Nurse
TOTAL PROCESSING TIME:			21 minutes	

SERVICE NAME	C. TOOTH EXTRACTION
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Fills out logbook	The Nurse validates identification of the client and lets him/her sign the Logbook.	None	1 minute	HSU/Nurse
2. Provide relevant information.	The Nurse retrieves Client's Record and gathers comprehensive information about the client. Then relays clients to Dental Officer.	None	5 minutes	HSU/Nurse
3. Receive evaluation and diagnostic procedure.	The Dental Officer assesses/evaluates the client vital signs, performs diagnostic procedure, skin testing if needed and health education.	None	5 minutes	HSU/Dental Officer
4. Submit for tooth extraction.	The Dental Officer performs the removal of tooth indicated for extraction.	None	20-30 minutes	HSU/Dental Officer
5. Receive prescribed medication and sign the Dental Extraction and Medicine Dispensed Form.	The Nurse dispenses prescribed medicines and lets the client sign in the Medicine Dispensed Form or Dental Extraction and Medicine Dispensed Form..	None	5 minutes	HSU/Nurse

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
6. Receive Referral form and fill out Customer Feedback Form and come back for follow-up check-up.	In case of complicated cases, the Dental Officer refers the client to dental/medical specialist and advise him/her to come back for follow-up check up and ask him/her to fill-out Client's Feedback Form.	None	3 minutes	HSU/Dental Officer
TOTAL PROCESSING TIME:			49 minutes	

SERVICE NAME D. ISSUANCE OF MEDICAL EXAMINATION RESULT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Fills out logbook.	The client requests for the issuance of Medical Examination Result. The Nurse presents logbook for signing.	None	1 minute	HSU/Nurse
2. Submit/present laboratory requirement.	The Nurse collates the requirements from clients. The Nurse reviews and evaluate the laboratory results and attaches it to Medical Examination form.	None	3 minutes	HSU/Nurse
3. Fills out Medical Examination Form and provides relevant information.	The Nurse asks the client to fill out form with attached laboratory results. The Nurse obtains comprehensive information about the client's medical history and gets the vital signs before submitting to the Medical Officer.	None	5 minutes	HSU/Nurse
4. Receive evaluation/diagnostic and treatment procedures.	The Medical Officer assesses the client and evaluates laboratory results and perform treatment, diagnostic procedures, and health education. Records the findings on the Medical Examination Form.	None	5-10 minutes	HSU/Medical Officer
5. Receive Medical Examination Result and fills out customer feedback form.	The Nurse detaches the duplicate copy of the accomplished Medical Examination form together with the photocopy of all laboratory results for record keeping. The original copy of the accomplished Medical Examination form will be given to the client.	None	2 minutes	HSU/Nurse
TOTAL PROCESSING TIME:			21 minutes	

SAFETY AND SECURITY UNIT

SERVICE NAME	I. APPLICATION FOR VEHICLE PASS STICKER		
DESCRIPTION OF SERVICE	This service includes the action on application for vehicle pass sticker of personnel and clients of the University.		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Faculty, Administrative Staff and Students		



SERVICE NAME	I. APPLICATION FOR VEHICLE PASS STICKER
CHECKLIST OF REQUIREMENTS	Application form; Documentary requirements: Driver's License, OR, CR, School ID
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Obtain the application form from the Security Guard at the entrance gate. Fill out the form then attach a photocopy of OR, CR, Driver's License, and School ID. Submit the application form and documentary requirements to the security guard at the entrance gate.	Check and endorse the filed application form and forward it to the Head of the Safety and Security Unit.	None	20 minutes	Guard on Duty at the Entrance Gate Chief Security Officer (CSO) Head, Safety and Security Unit
2. Claim the approved application from the Head of the Safety and Security Unit.	Head of Safety and Security Unit receives and approves the application and return the form to the client for payment.		20 minutes	Head, Safety and Security Unit
3. Pay at the Cashier's Office.	Cashier's Office issues receipt.		5 minutes	Cashier's Office Personnel
4. Present Official Receipt to Head of the Safety and Security Unit and claim the Vehicle Pass Sticker.	Head of Safety and Security Unit check the vehicle, review, and issues Vehicle Pass Sticker.		5 minutes	Head, Safety and Security Unit
TOTAL PROCESSING TIME:			50 minutes	

SERVICE NAME	II. FACILITATING REPORTS AND CLAIMS FOR LOST ITEMS		
DESCRIPTION OF SERVICE	To log lost and found items within the University and facilitate in the claiming of said items		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Faculty, Administrative Staff, and Students		
CHECKLIST OF REQUIREMENTS	Application form; Documentary requirements: Driver's License, OR, CR, School ID		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. To report a lost item, visit/proceed to the Safety and Security Office/Guard House.	<ul style="list-style-type: none"> - Log lost and found item for safe keeping. - Verify ownership of the item with claimants. - Log claimed item before releasing it to the verified owner. 	None	20 minutes	Guard on Duty at the Entrance Gate Chief Security Officer (CSO) Head, Safety and Security Unit
TOTAL PROCESSING TIME:			20 minutes	

SERVICE NAME	III. PROVIDING SECURITY FOR OFFICIAL SCHOOL ACTIVITY		
DESCRIPTION OF SERVICE	This service provides security details upon request for official school activities		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Faculty, Administrative Staff, and Students		
CHECKLIST OF REQUIREMENTS	Application form, Request letter addressed to the President thru the Director, OSDS		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Fill out the application form and submit the request letter to the Head of the Safety and Security Unit.	- Endorse and forward the request to the Director of the Office of Student Development Services (OSDS). - The OSDS Director endorses and forwards the request to the Office of the President for approval	None	2 days	Head, Safety and Security Unit, Director, Office of Student Development Services
	- The Office of the President issues decision and endorse it back to the Director of the OSDS	None	1 day	President, Director, OSDS
2. Claim the approved request from the Director of the OSDS and Submits a copy to Safety and Security Unit.	- Conduct Safety and Security Survey on the area. - Provide security during the activity.	None		Head, Safety and Security Unit Safety and Security Unit personnel
TOTAL PROCESSING TIME:			3 days	

SERVICE NAME	IV. INCIDENT INVESTIGATION		
DESCRIPTION OF SERVICE	This service Conduct Initial investigation of incidents involving the University constituents or properties, provides a written report on the incident.		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Faculty, Administrative Staff, and Students		
CHECKLIST OF REQUIREMENTS	Request letter for Investigation addressed to the President through the VPAF		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Report the incident that occurred to the Safety and Security Unit. Submit a letter requesting for investigation of the incident involving SorSU constituents or properties.	- Conduct preliminary investigation, including interview and evidence gathering. - Provide all investigation report. - Submit report to the office of the VPAF (cc. Director, OSDS)	None	10 days	Head, Safety and Security Unit Investigator (PNP, SOCO, Agency Investigation Team Chief, Security Officer)
	- VPAF endorses to the Office of the President, if applicable	None	1 day	University President Office of the President Staff
2. Claim result of investigation, if applicable.	The Office of the President takes necessary action, if applicable.	None	1 day	Safety and Security unit
TOTAL PROCESSING TIME:			12 days	



SERVICE NAME	V. SAFETY AND SECURITY THREAT AND RISK ASSESSMENT		
DESCRIPTION OF SERVICE	This service identifies threat/s and assesses the level of threat incident poses to the university, administration, faculty & non-faculty personnel, and students		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Faculty, Administrative Staff, and Students		
CHECKLIST OF REQUIREMENTS	Request Letter to conduct Safety and Security Threat and Risk Assessment		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Submission of Request Letter to conduct Safety and Security Threat and Risk Assessment	Conduct Safety and Security threat and Risk Assessment	None	14 days	Head, Safety and Security Unit Chief, Security Officer
2. Approval from the Office of OSDS, VPAF and OP	Report on findings	None		VPAF, VPAF Staff
TOTAL PROCESSING TIME:			14 days	

SCHOLARSHIP AND FINANCIAL ASSISTANCE UNIT

SERVICE NAME	SCHOLARSHIP AND FINANCIAL ASSISTANCE		
DESCRIPTION OF SERVICE	This office implements both school-sponsored and out-of-school sponsored scholarship programs to deserving students of the University. The program provide opportunities to students with high scholastic performance to finish their course without being dependent on their parents. The selection of students to these programs are based on the guidelines set by the sponsor.		
CLASSIFICATION	G2C	TYPE OF TRANSACTION	Simple
CLIENT GROUPS	Students		
CHECKLIST OF REQUIREMENTS	Application Form, Certificate of Registration, Certificate of Grades, Good Moral Character, Certificate of Indigency, School ID		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		

SERVICE NAME	I. ISSUANCE OF APPLICATION FORM FOR SCHOLARSHIP AND FINANCIAL ASSISTANCE			
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Register and fill-out the logbook.	Provide the logbook.	None	1 minute	Head, Scholarship and Financial Assistance Unit
2. Request Application Form for Scholarship and Financial Assistance.	Issue the application form to student applicant and discuss the necessary documentary requirements.	None	1 minute	Head, Scholarship and Financial Assistance Unit
3. Submit the documentary requirements.	Evaluate and verify the completeness and authenticity of the documentary requirements submitted by the student applicant.	None	2 minutes	Head, Scholarship and Financial Assistance Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
4. Receive communication on the status of application.	Inform the student applicant of the status of his/her application via SMS or e-mail.	None	1 minute	Scholarship Coordinator
5. Fill out the Customer Feedback Form.	Provide Customer Feedback Form to be filled out by the student applicant.	None	1 minute	Technical Staff
TOTAL PROCESSING TIME:			6 minutes	

SERVICE NAME II. ISSUANCE OF CLEARANCE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Register and fill out the logbook.	Provide the logbook.	None	1 minute	Head, Scholarship and Financial Assistance Unit
2. Request clearance.	Check the statement of accounts using the Student Information and Accounting Systems (SIAS).		2 minutes	Head, Scholarship and Financial Assistance Unit
3. Receive clearance.	Issue clearance to the client.		2 minutes	Scholarship Coordinator
4. Fill out the Customer Feedback Form.	Provide Customer Feedback Form to be filled-out by the client.		1 minute	Technical Staff
TOTAL PROCESSING TIME:			6 minutes	

SERVICE NAME III. REQUEST OF REFUND

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Register and fill out the logbook.	Provide the logbook.	None	1 minute	Head, Scholarship and Financial Assistance Unit
2. Request refund.	Check the record from the SIAS and ask the student to submit the needed documentary requirements.	None	1 minute	Head, Scholarship and Financial Assistance Unit
3. Submit the documentary requirements.	Evaluate and verify the authenticity and completeness of the documentary requirements submitted by the student	None	2 minutes	Head, Scholarship and Financial Assistance Unit
4. Receive communication on the status of refund.	Inform the student of the status of refund via SMS or e-mail.	None	1 minute	Scholarship Coordinator
5. Fill out the Customer Feedback Form.	Provide Customer Feedback Form to be filled out by the student.	None	1 minute	Technical Staff
TOTAL PROCESSING TIME:			6 minutes	



SERVICE NAME		IV. ISSUANCE OF CERTIFICATION		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Register and fill out the logbook.	Provide the logbook.	None	1 minute	Head, Scholarship and Financial Assistance Unit
2. Request for certification.	Ask for the School ID, check the data from the SIAS and Summary of Scholars, then encode the information needed using the template		3 minutes	Scholarship Coordinator
3. Receive the certification.	Issue the requested certification.		30 seconds	Technical Staff
4. Fill-out the Customer Feedback Form.	Provide Customer Feedback Form to be filled out by the client.		1 minute	
(Students can also request certification via this email add: scholarship@sorsu.edu.ph)				
TOTAL PROCESSING TIME:			5 minutes and 30 seconds	
OVERALL PROCESSING TIME:			23 minutes and 30 seconds	

NSTP

SERVICE NAME		I. ISSUANCE OF CERTIFICATE OF COMPLETION (W/ SERIAL NUMBER)	
DESCRIPTION OF SERVICE	The Office of the NSTP provides assistance to a students requesting for Certificate of Completion with serial numbers		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Students		
CHECKLIST OF REQUIREMENTS	Graduates of Sorsogon State University - NSTP Program and are presently enrolled at the University. Graduates of Sorsogon State University - NSTP Program whose names were not included in the submission for serial number application to CHED (CWTS/LTS)/ and to the Headquarter for Reserved Command (ROTC). Graduates of Sorsogon State University- NSTP Program who transferred school after completing the program.		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Fill out the logbook.	Hand the logbook to the student.	None	2 minutes	NSTP Director
2. Receive and fill out request form.	Provide the request form to the student to accomplish	None	3 minutes	NSTP Director
3. Submit Certificate of Grades.	- Receives Certificate of Grades. - The NSTP Coordinator prepares the prescribed data field standard.	None	10 minutes	NSTP Director NSTP Coordinator/ Registrar's Office
	- If there is no serial number present on the files, it will be applied for a request for an additional serial number to CHED Office.	None	1-2 weeks	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
4. Receive the Certificate of Completion with serial number.	- Prepare and release the Certificate of Completion with serial number indicated.	None	5 minutes	NSTP Director
	- For an additional serial number, it is necessary to wait until an additional serial number is issued by CHED and is forwarded to the NSTP Office.	None	1 week	
TOTAL PROCESSING TIME:			20 minutes 1-3 weeks (for additional serial number)	

INFORMATION COMMUNICATION TECHNOLOGY

SERVICE NAME	I. ID CARD APPLICATION FOR FRESHMEN		
DESCRIPTION OF SERVICE	This service includes the application process and issuance of ID cards for first-year students.		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Students		
CHECKLIST OF REQUIREMENTS	Certification of Registration		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Access ID application via this link: https://admission.sorsu.edu.ph/user/idapplication	Monitor received ID applications.	Php100.00	-	MIS Staff
2. Provide all the required information, and upload signature and ID picture as necessary	Check filled-out applications, fix errors, and confirm that the student is enrolled and that the student number is correct.	-	-	MIS Staff
3. Keep track of the application's progress by using the provided tracking code.	Update the status of the application to indicate whether it is ready for printing, has been printed, or is on hold.	-	-	MIS Staff
4. Once an SMS is received indicating that the ID card is ready to be claimed, proceed to the MIS/ICT office to claim the card.	Send an SMS to the client once the ID card is printed and ready to be claimed.	-	-	MIS Staff
5. Present Certificate of Registration (COR) as proof of status as a student at Sorsogon State University	Verify if the student is enrolled before releasing the ID card.	-	1 minute	MIS Staff
6. Claim ID Card, then filled out the Log Sheet.	Record the names of students who have claimed their ID cards.	-	2 minutes	Client-MIS
TOTAL PROCESSING TIME:			3 minutes	



SERVICE NAME	II. APPLICATION FOR A NEW ID CARD (LOST/RENEWAL)		
DESCRIPTION OF SERVICE	This service includes the application process and issuance of ID cards for students who have lost their ID cards or who need to renew their existing ones.		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C
CLIENT GROUPS	Students		
CHECKLIST OF REQUIREMENTS	Certificate of Registration, Payment Receipt (Cashier), Lost ID; Affidavit of Loss, Renewal; Old ID Card.		
SERVICE SCHEDULE	Monday to Friday; 8:00 am - 5:00 pm		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Access ID application via this link: https://admission.sorsu.edu.ph/user/idapplication	Monitor received ID applications.	Php100.00	1 minute	MIS Staff
2. Fill out all the required information, and upload signature and ID picture	Check filled-out applications, fix errors, and confirm that the student is enrolled and that the student number is correct.	-	1 minute	MIS Staff
3. Keep track of the application's progress by using the provided tracking code.	Update the status of the application to indicate whether it is ready for printing or is on hold.	-	1 minute	MIS Staff
4. Prepare the necessary documents: a. Lost ID: a. Payment receipt from the Cashier's Office. b. Affidavit of Loss b. ID Renewal: a. Payment receipt from the Cashier's Office. b. Old ID Card	Cashier's Office issues payment receipt. Review the Affidavit of Loss and determine if it is legitimate and on time.	-	1 minute	Cashier/MIS Staff
5. Once the status is ready for printing, proceed to the MIS/ICT Office to process your application.	Direct the Client to the correct table to process their ID application.	-	2 minutes	MIS Staff
6. Present Certificate of Registration (COR), payment receipt, and Affidavit of Loss.	Verify if the student is enrolled before releasing his/her new ID card. If the application type is renewal, keep the old ID card.	-	1 minute	MIS Staff
7. Confirm if all information is correct and wait for the ID card to be printed.	Allow the client to review the information before printing.	-	2 minutes	MIS Staff
TOTAL PROCESSING TIME:			9 minutes	

ACCOUNTING SERVICES

SERVICE NAME	ACCOUNTING SERVICES		
DESCRIPTION OF SERVICE	The Accounting Office receives and processes all types of claims for payment, records, post, prepare and render reports on all types of the college transactions.		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2B, G2C
CLIENT GROUPS	Graduate of Sorsogon State University Faculty and Non-Teaching Personnel Suppliers, Creditors, Bidders Non-Government organizations, Local Government Unit, Government Owned and Controlled Corporation, National Government Agencies Public contracting business with the Sorsogon State University		
CHECKLIST OF REQUIREMENTS	Valid claims duly supported by documents per GAAM and COA regulations		
SERVICE SCHEDULE		Monday to Friday; 8:00 am - 5:00 pm	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Forward documents and other claims for payment/ settlement for cash advances	Receiving: Communications, Funding Request, Purchase Request, Purchase Order and Vouchers, Disbursement Vouchers.	None	3-5 minutes (1-2 minutes per document)	Concerned Personnel Accounting Office Staff/ Accounting Office
2. Proceed to the Cashier Office to get/receive payments	Process: - Assigning/stamping the DV number /recording in the logbook/preparation of JEV		5 minutes	- Accounting Office Staff/ Accounting Office
	- Funding of purchase request		2 minutes	- Accounting Office Staff/ Accounting Office
	- Pre audit of vouchers		10 minutes	- Accounting Office Staff/ Accounting Office
	- Signing of vouchers		2 minutes	- Accounting Office Staff/ Accounting Office
	Preparation and submission of reports: - Paid Vouchers from cashiering services - Official Receipts from cashiering services		3-5 minutes	- Accounting Office Staff/ Accounting Office
TOTAL PROCESSING TIME:			29 minutes	



BUDGET SERVICES

SERVICE NAME	BUDGET SERVICES		
DESCRIPTION OF SERVICE	The Budget Office receives and processes all types of claims for payment, records, and posts, as well as prepares and renders reports on all types of the University transactions.		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2B, G2C
CLIENT GROUPS	Graduates of Sorsogon State University Students who are presently enrolled at Sorsogon State University Faculty and Non-Teaching Personnel Suppliers, Creditors, Bidders Non-Government Organizations, Local Government Unit, Government Owned and Controlled Corporations, National Government Agencies Public contracting business with the Sorsogon State University		
CHECKLIST OF REQUIREMENTS	Valid claims duly supported by documents per GAAM and COA regulations		
SERVICE SCHEDULE		Monday to Friday; 8:00 am - 5:00 pm	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Forward requests	- Receive funding requests / Obligation Request and Status/ Budget Utilization Request and Status from requesting units	None	3-5 minutes	Budget Office staff
	- Record the request in the log book.		3-5 minutes	Budget Office staff
	- Identify Fund Source and Sign the Funding request / Obligation Request and Status and Budget Utilization Request and Status.		5-10 minutes	Budget Office staff
	- Assign number to the Obligation Request and Status and Budget Utilization Request and Status and gets a copy.		3-5 minutes	Budget Office staff
	- Forward the request to the Accountant for signature.		3-5 minutes	Budget Office staff
	- Record the request in the log book.			
TOTAL PROCESSING TIME:			30 minutes	



ISO 9001 : 2015



ANNEXES





FEEDBACK AND COMPLAINT MECHANISM

The Sorsogon State University – the “Pamantasang may Puso”, aims to serve the public with a heart. Recognizing that every client needs to be valued and considered partners for the continuous development of the institution. Thus, serving with a heart includes the highest level of respect, courtesy, and accountability. For any feedback whether positive or not, or in an instance that a client for any reason felt that he/she has not been satisfied with the service rendered, the following actions may be undertaken:

HOW TO SEND A FEEDBACK?	- Answer the client feedback form and drop at the designated drop box per office.
HOW FEEDBACKS ARE PROCESSED?	- Client Feedbacks are collected, collated by the Office of Quality Assurance during Internal Audit; it is reported in Management Review and acted appropriately by the office concerned. - Any answer is relayed to the client. - For inquiries/follow up: clients may contact: Telephone No.: (056) 211-0200 (056) 211-0103
HOW TO FILE A COMPLAINT?	- Complaints maybe filed thru a letter addressed to: The President Sorsogon State University Magsaysay Street, Sorsogon City or: Email: op@sorsu.edu.ph - Complaints maybe also relayed thru telephone. Make sure to provide the following information: Name of the person being complained Incident Evidence - For inquiries and follow up: clients may contact: Telephone No.: (056) 211-0200 (056) 211-0103
HOW COMPLAINTS ARE PROCESSED?	- The complaints are directed to the specific offices that handle specific complaints; - Complaints Officer is in charge of facilitating the complaints in specific collegial bodies - The Complaints Officer will give the feedback/status of the complaint to the client - For inquiries and follow up: clients may contact: Telephone no. (056) 211-0200 (056) 211-0103
CONTACT INFORMATION:	
CONTACT CENTER NG BAYAN	Text: 0908-881-6565 Call: 1-6565 Log in at: www.contactcenterngbayan.gov.ph
PRESIDENTIAL ACTION CENTER	Contact Number: +63(2) 8736-8645/ 8736-8603 Email: pcc@malacanang.gov.ph Website: https://op-proper.gov.ph/presidential-action-center/
CITIZEN'S COMPLAINT CENTER	DIAL: 8888 Text: 8888 Website: www.888.gov.ph
ANTI RED TAPE AUHOTIRY	ARTAwag Center with mobile numbers: 0965-672-4943 and 0916-266-3138 for Globe and TM 0969-257-7242 and 0969-516-7765 for Smart, TNT, and Sun

Comments and suggestions aimed at improving policies, programs and services are also welcome. The comments/suggestions/complaints will be given a response from concerned office informing you of the action/s taken within 48 hours from receipt thereof.

DIRECTORY OF SORSU OFFICES AND CONTACT PERSONS

NAME	POSITION	CONTACT DETAILS
Dr. Geraldine F. De Jesus	SUC President III	op@sorsu.edu.ph
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Ms. Elsa D. Gredoña	Administrative Officer V-Records and Archives Unit	recordsoffice@sorsu.edu.ph
Ms. Mariesusan D. Caudilla	Administrative Officer V-Cashier's Office	cashier@sorsu.edu.ph
Mr. Wilfredo B. Berdin	Administrative Officer V-Liaison Officer	



CLIENTELE/CUSTOMER SATISFACTION SURVEY FORM

Name: _____ Date: _____

Customer Type:

- Student Parent/s Guardian
- Partner Alumni/Old student

Partner:

- Feeder School Community
- Government Agencies Industries

Name of Office/Unit Transacted/Visited: _____

Services Received: _____

Campus: Sorsogon City Bulan Castilla Magallanes

We want to serve you better and are committed to continually improving our client service standards. Please let us know how we served you.

Part I – Customer Satisfaction					
Rating Scale: 5 - Very Satisfied 4 - Satisfied 3 - Neither Satisfied nor Dissatisfied 2 - Dissatisfied 1 - Very Dissatisfied					
Indicators	5	4	3	2	1
• How satisfied were you in terms of the availability of personnel/employees to assist you and the response time to your transaction?					
• How satisfied were you in terms of the personnel/employee’s competence and skills in delivering the service?					
• How satisfied were you in terms of the building, ground and office cleanliness, and the office lighting quality?					
• How satisfied were you in terms of the information regarding the service provided?					
• How satisfied were you with the fees/charges required in your transaction?					
• How satisfied were you in terms of the personnel/employee’s honesty and true to his/her service provided?					
• How satisfied were you in terms of the personnel/employee’s courteousness/politeness and fair treatment in providing the requested service?					
• How satisfied were you in terms of the result/s of the service provided?					
Part II – Customer Feedback					
1. Is there anything that you are dissatisfied with SorSU? () Yes () No If Yes, please specify. _____ _____					
2. What recommendation/suggestion can you make to still improved the service delivery of the personnel and the office? _____ _____ _____					

THANK YOU VERY MUCH!!!

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VISION

A research university with a culture of excellence in developing globally competitive and values-oriented leaders and professionals.

MISSION

To provide research-based quality education, innovations, and collaborative extension services for sustainable national and international development.

CORE VALUES

Humility
Excellence
Accountability
Resiliency
Trustworthiness

QUALITY POLICY STATEMENT

The Sorsogon State University commits to deliver quality education anchored on its vision and mission for the development and growth of the community. SorSU shall transform knowledge through research, instruction, extension, and production as it adheres to statutory and regulatory requirements for continual improvement of its systems.

