

Republic of the Philippines  
**Mindanao State University System**  
<http://www.msu.edu.ph>

# **CITIZEN'S CHARTER**

# **Philosophy, Mission and Purpose**

## **Philosophy**

The Mindanao State University shall, in the pursuit of its mission, be committed to the total development of man and to the search for truth, virtue and academic excellence.

## **Mission**

- To provide a relevant and integrated system of equality general education that will promote national identity, cultural consciousness, moral integrity and spiritual vigor;
- To produce a supply of quality manpower required for regional as well as for national development;
- To engage in research and extension activities that will lead to economic upliftment of the surrounding communities; and
- To help humanity live a superior life.

## **Purpose**

- In addition to the traditional function of instruction, research and extension services, the University shall promote and accelerate the economic, political and sociocultural development of rural tribal communities and facilitate their integration into the mainstream of the national body politic.
- In brief, the University acts as an instrument for national policy formulation in addition to its traditional function as an institution of higher learning.

# Performance Pledge

We, the officials and employees of the Mindanao State University System, profess our commitment to public service and pledge to:

**S**erve promptly with utmost care through a kind and friendly workplace;

**O**bserve transparency in all transactions by providing access to information in our policies, programs and services;

**A**lways render efficient, quality and continuous service to the stakeholders;

**R**espond to all queries, feedbacks, comments, complaints and suggestions;

**H**eighten the level of competence of our personnel by upgrading technical and office work skills through relevant trainings and workshops;

**I**nstil the true meaning of “public service” and eliminate “graft and corrupt practices” by supporting and implementing anti-fixing campaigns and through other related measures;

**G**enerate feedback from the stakeholders through continuing and regular surveys and constant collaboration;

**H**elp revitalize a challenging learning environment and promote good governance and enlightened leadership;

**M**aintain decent and upright practices that demonstrate the qualities and ethical standards of good public service;

**S**ustain an enduring culture of academic excellence and extend the knowledge frontiers of the campus through information and communications technology application;

**U**nderstand the uniqueness that every individual brings, in regard to their history, cultural values, traditions and thereby gain recognition as a Peace University in the Philippines that promotes a culture of peace; and

**S**trengthen the University core values and renew our commitment to inter-regional and cross border education.

# CITIZEN'S CHARTER

## I. ADMISSIONS AND ENROLLMENT SERVICES

### ACCEPTANCE OF COURSE / PROGRAM RESERVATION

<b>Schedule of Availability of Service:</b>	Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break
<b>Who May Avail of the Service:</b>	Students who took and passed the MSU-SASE
<b>What are the Requirements:</b>	(1) MSU-SASE Report of Rating; and (2) Reply Slip
<b>Duration:</b>	25 minutes
<b>How to Avail of the Service:</b>	

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Inquire how to enroll in the university campus.	Explain the details on program reservation and enrollment procedure.	10 minutes	Office of the Admissions and Scholarship Administration personnel (OASA)	None	None
2	Submit Reply Slip to the Admissions Office.	Receive and evaluate / match with MSU-SASE Report of Rating and Reply Slip. Advise MSU-SASE passer who needs to change the chosen degree course/s to call on the given date for confirmation.	5 minutes			Processed Reply Slip
3	Wait for the course to be confirmed in order to proceed to enroll.	Process the Reply Slip and confirm the program slot.	10 minutes per query			Processed Reply Slip and College Course List
<b>END OF TRANSACTION</b>						

## ENROLLMENT PROCEDURE FOR INCOMING COLLEGE FRESHMAN AND TRANSFEREE STUDENTS

**Schedule of Availability of Service:** Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break  
**Who May Avail of the Service:** Incoming College Freshman and Transfer Student  
**What are the Requirements:** (1) Transfer Credentials; (2) Good Moral Certificate; (3) National Statistics Office (NSO)-Authenticated Birth Certificate; (4) MSU-SASE Result; (5) 1 piece 2"x2" recent colored picture; (6) duly accomplished Program Slots Availability Certification (transfer); and (7) Admission Card and ID Number  
**Duration:** 2 hours and 45 minutes  
**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
<b>1</b>	Present all valid Enrollment Requirements.	Receive and verify valid Enrollment Requirements and then issue Color Coded Admissions Card.	20 minutes	Office of the Admissions and Scholarship Administration (OASA) Personnel	None	All valid Enrolment Requirements
<b>2</b>	Fill out the Color Coded Admissions Card.	Instruct client to proceed to specific college for admission.	5 minutes			Color Coded Admissions Card
<b>3</b>	Present the color coded admission card to the Department Year Level Academic Program Adviser.	Accept the color coded admission card and issue Pre-Registration Form (PRF). Guide students in filling out the Pre-Registration Form (PRF) and check conflict of schedules.	20 minutes	Department Year Level Academic Program Adviser		Pre-Registration Form
<b>4</b>	Present the Pre-Registration Form to the Department Faculty Controller.	Receive student's Pre-Registration Form and control courses/subjects and pertinent data. Print assessment of fees. Note to Controller: Ensure that all required data are encoded; otherwise, controlling/assessing will not be processed.	45 minutes	Department Faculty Controller / Assessor		Printed Controlled Subjects

<b>5</b>	Pay assessment of fees to the Cashier's Office.	Receive assessment of fees and payment and issue Official Receipt.	15 minutes	Cashiering Personnel	Per unit assessment fees based on Board of Regents (BOR) resolution	Official Receipt
<b>6</b>	Pay insurance and student medical assistance fee to the KASAMA (Student Organization) office.	Receive insurance payment and medical assistance fees. Issue receipts for insurance and medical assistance fees.	15 minutes	Student Organization Representative	Php100.00 to be paid only during the first semester	Official Receipt
<b>7</b>	Present the official receipts of the assessment of fees and insurance and medical assistance fee to the College Clerk.	Check Official Receipts and assessment of fees. Check insurance and medical assessment fees receipts. Print Certificate of Registration (COR).	30 minutes	College Clerk	None	Certificate of Registration (COR)
<b>8</b>	Present the Certificate of Registration to the Year Level Academic Program Adviser for signature.	Check COR if all subjects reflected in the PRF match with the COR and then sign COR.	5 minutes	Year Level Academic Program Adviser		None
<b>9</b>	Present the Certificate of Registration to the Department Chairperson / Dean for signature.	Sign the Certificate of Registration (COR).	5 minutes	Department Chairperson / Dean		
<b>10</b>	Present COR to the Registrar's Office to confirm enrollment.	Receive and stamp ENROLLED on the COR of the client.	5 minutes	Registrar's Clerk		COR
<b>END OF TRANSACTION</b>						

## ENROLLMENT PROCEDURE FOR INCOMING GRADUATE PROGRAM STUDENTS

**Schedule of Availability of Service:** Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break  
**Who May Avail of the Service:** Those who seek admission to a graduate program  
**What are the Requirements:** (1) Two (2) sets of application credentials with Official Transcript of Records (OTR); (2) Picture; (3) Transfer Credentials, (4) Recommendation Letters from two (2) former professors; and (5) Official Receipt for Application Processing Fee  
**Duration:** 1 hour and 26 minutes  
**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
<b>1</b>	Submit two (2) sets of SGS application forms with photocopy of OTR, 2x2 size picture, transfer credentials, official receipt for application processing fee, two (2) recommendation letters and duly accomplished SGS Application form for Graduate Coordinator's signature.	Verify the submitted documents.	5 minutes	School of Graduate Studies (SGS) Personnel	Php100.00	SGS Application Form
		Prepare Notice of Admission for SGS Dean's signature.	5 minutes		None	SGS Application Form
		Release Notice of Admission to client then. Inform client of the succeeding steps in the enrollment process.	1 minute			SGS Application Form
<b>2</b>	Receive the Notice of Admission and then proceed to the Department Chairperson / College Graduate Program Coordinator (CGPC).	Evaluate subjects for validation. Check the filled-up Pre-Registration Form (PRF) in case of conflict of schedule.	20 minutes	Department Chairperson / Coordinator of Graduate Program (CGP)		Registration Form
<b>3</b>	Present the Pre-Registration Form to the Department Faculty Controller.	Receive student's Pre-Registration Form (PRF) and control courses and pertinent	20 minutes	Controller / Assessor	None	Printed Controlled

		data. Print assessment of fees. Note to Controller: Ensure that all required data are encoded; otherwise, controlling/assessing will not be processed.				Subjects
4	Pay assessment of fees to the Cashier's Office.	Receive assessment of fees and issue Official Receipt.	15 minutes	Cashiering Personnel	Per unit assessment fees based on Board of Regents (BOR) resolution	Official Receipt
7	Present the official receipts of the assessment of fees and insurance and medical assistance fee to the College Clerk.	Check Official Receipts and assessment of fees. Check insurance and medical assessment fees receipts. Print Certificate of Registration (COR).	5 minutes	College Clerk	None	Certificate of Registration (COR)
8	Present the Certificate of Registration to the Year Level Academic Program Adviser for signature.	Check COR if all subjects reflected in the PRF match with the COR and then sign COR.	5 minutes	Department Chairperson / CGP		None
9	Present the Certificate of Registration to the Department Chairperson / Dean for signature.	Submit COR to the Department Chairperson / Dean for signature.	5 minutes	Department Chairperson / Dean		None
	Present COR to the Registrar's Office to confirm enrollment.	Receive and stamp ENROLLED on the COR of the client.	5 minutes	Registrar's Clerk		COR
<b>END OF TRANSACTION</b>						

## ENROLLMENT PROCEDURE FOR OLD UNDERGRADUATE PROGRAM STUDENTS

**Schedule of Availability of Service:** Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break  
**Who May Avail of the Service:** MSU Old students from First Year of Second Semester to Fifth Year students  
**What are the Requirements:** (1) College Clearance; and (2) Report of Grades  
**Duration:** 1 hour and 20 minutes  
**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
<b>1</b>	Present to the Year Level Academic Program Adviser the Report of Grades taken last semester.	Check and evaluate records / review Incomplete subjects (INCs) and subjects for validation. Guide students in filling out Pre-Registration Form (PRF) and check conflict of schedules.	20 minutes	Year level Faculty Adviser	None	Registration Form
<b>2</b>	Present the Pre- Registration Form to the Department Faculty Controller.	Receive student's PRF and control subjects and pertinent data. Print assessment of fees.	10 minutes	Controller/Assessor		Printed Controlled Subjects
<b>3</b>	Pay assessment of fees to the Cashier's Office.	Receive assessment of fees and payment and issue Official Receipt.	15 minutes	Cashiering Personnel	Per unit assessment fees based on BOR resolution	Receipt
<b>4</b>	Pay insurance and student medical assistance fee to the KASAMA (Student Organization) office.	Receive insurance payment and medical assistance fees. Issue receipts for insurance and medical assistance fees.	15 minutes	Student Organization Representative	Php100.00 to be paid only during the first semester	Official Receipt

5	Present the official receipts of the assessment of fees and insurance and medical assistance fee to the College Clerk.	Check Official Receipts and assessment of fees. Check insurance and medical assessment fees receipts. Print Certificate of Registration (COR).	5 minutes	College Clerk	None	Certificate of Registration (COR)
6	Present the Certificate of Registration to the Year Level Academic Program Adviser for signature.	Check COR if all subjects reflected in the PRF match with the COR and then sign COR.		Department Chairperson / CGP		None
7	Present the Certificate of Registration to the Department Chairperson / Dean for signature.	Submit COR to the Department Chairperson / Dean for signature.	5 minutes	Department Chairperson / Dean		
8	Present COR to the Registrar's Office to confirm enrollment.	Receive and stamp ENROLLED on the COR of the client.		Registrar's Clerk		COR
<b>END OF TRANSACTION</b>						

## SCHOOL OF GRADUATE STUDIES - ENROLLMENT PROCEDURE FOR OLD GRADUATE PROGRAM STUDENTS

**Schedule of Availability of Service:** Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break  
**Who May Avail of the Service:** MSU Graduate Program Students  
**What are the Requirements:** (1) College Clearance; and (2) Report of Grades  
**Duration:** 1 hour  
**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Present to the Year Level Academic Program Adviser the Report of Grades taken last semester.	Check and evaluate records / review Incomplete subjects (INCs) and subjects for validation. Guide students in filling out Pre-Registration Form (PRF) and check conflict of schedules.	20 minutes	Year level Faculty Adviser	None	Registration Form

2	Present the Pre- Registration Form to the Department Faculty Controller.	Receive student's PRF and control subjects and pertinent data. Print assessment of fees.	10 minutes	Controller/Assessor		Printed Controlled Subjects
3	Pay assessment of fees to the Cashier's Office.	Receive assessment of fees and payment and issue Official Receipt.	15 minutes	Cashiering Personnel	Per unit assessment fees based on BOR resolution	Receipt
4	Present the official receipts of the assessment of fees and insurance and medical assistance fee to the College Clerk.	Check Official Receipts and assessment of fees. Check insurance and medical assessment fees receipts. Print Certificate of Registration (COR).	5 minutes	College Clerk	None	Certificate of Registration (COR)
5	Present the Certificate of Registration to the Year Level Academic Program Adviser for signature.	Check COR if all subjects reflected in the PRF match with the COR and then sign COR.		Department Chairperson / CGP		None
6	Present the Certificate of Registration to the Department Chairperson / Dean for signature.	Submit COR to the Department Chairperson / Dean for signature.		Department Chairperson / Dean		None

**SCHOOL OF GRADUATE STUDIES - APPROVAL FOR COMPREHENSIVE EXAMINATION (For MSU-IIT only)**

**Schedule of Availability of Service:** Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break  
**Who May Avail of the Service:** MSU Graduate Students who have been recommended by the department to take the comprehensive examination  
**What are the Requirements:** Duly accomplished Nomination of Members of Advisory Panel and Approval for Comprehensive Examination Forms and Official Receipt of the Comprehensive Fee  
**Duration:** 25 Minutes  
**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Pay assessment of fees to the Cashier's Office.	Receive assessment of fees and payment and issue Official Receipt.	15 Minutes	Cashiering Personnel	Php1, 500.00	None

2	Present the duly accomplished forms and official receipt.	Verify the accomplished SGS Forms 10 and 11.	5 Minutes	SGS Personnel	None	SGS Forms (10 and 11)
		Sign SGS forms 10 1nd 11 and Release the signed SGS Forms 10 and 11 to the client.		SGS Dean		
<b>END OF TRANSACTION</b>						

## SCHOOL OF GRADUATE STUDIES - APPROVAL FOR SPECIAL PROJECT / THESIS / DISSERTATION FINAL DEFENSE (For MSU-IIT only)

**Schedule of Availability of Service:** Monday to Friday; 8:00 AM to 5:00 PM; No Noon Brea

**Who May Avail of the Service:** MSU Graduate Students who have passed the comprehensive examination and had defended the thesis / dissertation proposal

**What are the Requirements:** (1) Duly accomplished Nomination of Members of Advisory Panel and Approval for Final Defense Forms; (2) Copy of the Manuscript; (3) Official Receipt of the Comprehensive Fee; and (4) An A4 bond paper poster containing a summary of the study (Abstract, Introduction, Research Design and Methodology, Results and Discussions, Conclusions and Recommendations)

**Duration:** 22 Minutes

**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Pay assessment of fees to the Cashier's Office.	Receive assessment of fees and payment and issue Official Receipt.	15 Minutes	Cashiering Personnel	Php5, 000.00 for the Thesis Adviser Php1, 500.00 per panel member for SP / Thesis Defense (for MA/MS programs) Php6, 000.00 for the Thesis Adviser Php2, 000.00 per panel member for Dissertation	None

					Defense (for PhD programs)	
2	Present the duly accomplished forms with the copy of the manuscript, official receipt and the A4 bond paper poster.	Verify the documents.	5 Minutes	SGS Personnel	None	SGS Forms (5 and 6)
		Take the forms to the SGS Dean for signature.	1 Minute			
3	Receive SGS Forms 5 and 6.	Release the signed SGS Forms 5 and 6.				
<b>END OF TRANSACTION</b>						

### SCHOOL OF GRADUATE STUDIES - APPROVAL FOR THESIS / DISSERTATION PROPOSAL HEARING (For MSU-IIT Only)

**Schedule of Availability of Service:**

Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break

**Who May Avail of the Service:**

MSU Graduate Students who have been admitted for candidacy to the degree

**What are the Requirements:**

(1) Duly accomplished Nomination of Members of Advisory Panel and Approval for Proposal Hearing Forms; (2) Copy of the Manuscript; and (3) Official Receipt of the Comprehensive Fee

**Duration:**

22 Minutes

**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Pay assessment of fees to the Cashier's Office.	Receive assessment of fees and payment and issue Official Receipt.	15 Minutes	Cashiering Personnel	Php2, 000.00 for the Thesis Adviser Php500.00 per panel member for Thesis Defense Php2, 500.00 for the Thesis Adviser Php700.00 per panel member for Dissertation Defense	None
2	Present the duly accomplished forms with	Verify the documents.	5 Minutes	SGS Personnel	None	SGS Forms

	the copy of the manuscript and official receipt.	Take the forms to the SGS Dean for signature.	1 Minute	SGS Personnel		(1 and 3)
<b>4</b>	Receive SGS Forms 1 and 3.	Release the signed SGS Forms 1 and 3.				
<b>END OF TRANSACTION</b>						

### SCHOOL OF GRADUATE STUDIES - CHECKING OF MANUSCRIPTS AND ISSUANCE OF APPROVAL SHEETS (For MSU-IIT only)

**Schedule of Availability of Service:** Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break

**Who May Avail of the Service:** MSU Graduate Students who have defended their SP / Thesis / Dissertation and those who are applying for approval for final binding of their manuscript

**What are the Requirements:** (1) Approval for Binding Form (SGS Form 9); (2) Copy of the Manuscript for final binding; and (3) Official Receipt for the approval sheets

**Duration:** 1 hour and 15 minutes

**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
<b>1</b>	Present the Approval for Binding Form duly signed by the Panel Members and Program / College Coordinator.	Verify the documents.	2 Minutes	SGS Personnel	Php10.00 / page	SGS Form 9
<b>2</b>	Present a copy of manuscript for final binding and the official receipt for the approval sheet.	Check the manuscript for correct formatting and compliance with the correction / suggestions from the panel members.	1 Hour	SGS Secretary	None	
		Sign SGS Form 9	1 Minute	SGS Dean		
		Print the Approval Sheets.	10 Minutes	SGS Secretary		

5	Receive the Approval Sheets, manuscript and SGS Form 9.	Release the Approval Sheets, manuscript and SGS Form 9 and inform student of other requirements to be submitted prior to signing of approval sheets by the dean.	2 Minutes			
<b>END OF TRANSACTION</b>						

## II. CERTIFICATION, AUTHENTICATION AND VERIFICATION SERVICES

### ISSUANCE OF REPORT OF RATING

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<b>Schedule of Availability of Service:</b>	Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break
<b>Who May Avail of the Service:</b>	Students who have taken the MSU-SASE
<b>What are the Requirements:</b>	Valid Identification Card / Admission Slip
<b>Duration:</b>	4 minutes
<b>How to Avail of the Service:</b>	

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Presents Admissions Slip / valid identification card (ID Card).	Receive and verify document/s presented.	2 minutes	Office of the Admissions and Scholarship and Administration (OASA) Personnel	N/A	Admissions Slip
2	Receive Report of Rating with remarks of status and letter of invitation, information bulletin and other necessary data for enrolment.	Explain and release Report of Rating with remarks of status and letter of invitation, information bulletin and other necessary data for enrolment.				MSU-SASE Report of Rating

**END OF TRANSACTION**

**ISSUANCE OF SASE APPLICATION FORM**

**Schedule of Availability of Service:** Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break  
**Who May Avail of the Service:** Students from other Schools / Colleges who want to study in MSU with College background  
**What are the Requirements:** (1) Copy of Grades for Evaluation; (2) Two copies 1x1 ID Pictures; and (3) Testing Fee  
**Duration:** 10 minutes  
**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Ask information regarding transferee requirements.	Give information and list of transferee requirements.	2 minutes	OASA Personnel	None	List of Transferee Requirements
2	Submit copy of grades.	Orient on the transferee policy and give SASE Application Form and Assessment Slip.				MCAT Application Forms Copy of Grades
3	Fill out the Assessment Slip and submit to OAS.	Process, release the assessment slip and advise to proceed to Cashier.	1 minute			OASA Assessment Slip
4		Receive assessment of fees and payment and issue Official Receipt.	2 minutes	Cashiering Personnel	Php250.00	Official Receipt (OR)
5	Submit duly accomplished SASE Application Form and Official Receipt (OR) to OAS.	Receive and review the accomplished SASE Application Form; Process and give SASE Admission Slip; Advise student to go to the test venue on the scheduled date.	3 minutes	OASA Personnel	N/A	SASE Permit and OR

**END OF TRANSACTION**

## ISSUANCE OF CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)

<b>Schedule of Availability of Service:</b>	Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break
<b>Who May Avail of the Service:</b>	MSU alumnus / alumna / student or authorized representative
<b>What are the Requirements:</b>	<p>(1) Official Transcript of Records; (2) Certification; (3) Original Copy of Diploma; (4) One (1) long brown envelope; and (5) duly accomplished request form</p> <p>If claimed by the alumnus/alumna, a valid Identification Card (ID Card) must be presented.</p> <p>If claimed by an authorized representative, the following items must be presented:</p> <ul style="list-style-type: none"> <li>• Authorization letter (Duly notarized authorization letter for CHED CAV request);</li> <li>• Photocopy of at least 2 (two) valid Identification (ID) cards of the authorizing person (owner); and</li> <li>• Original and valid Identification (ID) card of the authorized representative.</li> </ul>
<b>Duration:</b>	5 working days and 48 minutes
<b>How to Avail of the Service:</b>	

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Accomplish request form.	Receive/review accomplished request form; assess and advise client to pay at the Cashier.	2 minutes	Registrar's Personnel		Accomplished Form
		*File must first be retrieved from the archive. Prepare the CAV.	5 working days			
2	Pay assessment of fees to the Cashier's Office.	Receive assessment of fees and payment and issue Official Receipt.	15 minutes	Cashiering Personnel	P 370.00	
3	Present official receipt and submit all requirements.		1 minute	Registrar's Personnel	none	
4	Receive claim stub for schedule of release.		1 minute			
5	Submit claim stub for requested documents on release schedule.		1 minute			
6	Acknowledge documents received.	Release CAV.	1 minute			
<b>END OF TRANSACTION</b>						

## ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS (OTR) AND TRANSFER CREDENTIALS

**Schedule of Availability of Service:** Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break

**Who May Avail of the Service:** MSU alumnus / alumna / student or authorized representative

**What are the Requirements:** Clearance and duly accomplished request form. If claimed by the alumnus/student himself, a valid Identification (ID) card must be presented. If claimed by an authorized representative, the following items must be presented:  
 (1) Authorization letter (Duly notarized authorization letter for CHED CAV request); (2) Photocopy of at least 2 (two) valid Identification (ID) cards of the authorizing person (owner); (3) Original and valid Identification (ID) card of the authorized representative

**Duration:** 5 working days and 48 minutes

**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
<b>1</b>	Submit clearance and duly accomplished request form.	Receive / review accomplished request form; assess and advise client to pay to the Cashier. *In case of inactive student – retrieve file at the archive. If the student was already cleared, update his/her personal information. *In case of no clearance- advise the client to secure first duly signed clearance before the request is to be processed.	29 minutes – 5 working days	Registrar’s Personnel	Php50.00/page for the OTR and Php150.00 for TC	Request form
<b>2</b>	Pay assessment of fees to the Cashier’s Office.	Receive assessment of fees and payment and issue Official Receipt.	15 minutes	Cashier’s Personnel		Official Receipt
<b>3</b>	Present Official Receipt and submit all requirements.		1 minute	Registrar’s Personnel		
<b>4</b>	Receive claim stub for schedule of release.		1 minute			
<b>5</b>	Submits claim stub for requested documents on release schedule;		1 minute			
<b>6</b>	Receive documents and acknowledge documents received	Release CAV.	1 minute			Signed CAV
<b>END OF TRANSACTION</b>						

## ISSUANCE OF CERTIFICATION

<b>Schedule of Availability of Service:</b>	Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break
<b>Who May Avail of the Service:</b>	MSU alumnus / alumna / student or authorized representative
<b>What are the Requirements:</b>	Duly accomplished request form
<b>Duration:</b>	3 working days and 28 minutes
<b>How to Avail of the Service:</b>	

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Accomplish request form.	Receive/review accomplished request form.	2 minutes	Registrar's Personnel	None	Request form
2	Pay assessment of fees to the Cashier's Office.	Receive assessment of fees and payment and issue Official Receipt.	15 minutes	Cashiering Personnel	Php 50.00	Official Receipt
3	Present O.R. and wait for the request to be processed.	Encode certificate; forward certificate to Acting Institute Registrar for signature *In case of inactive student – retrieve file from the archive.	10 minutes – 3 working days	Registrar's Personnel		Certificate
4	Receive the certificate.	Release certificate.	1 minute			Signed Certificate
<b>END OF TRANSACTION</b>						

## SCHOOL OF GRADUATE STUDIES - ISSUANCE OF CERTIFICATION OF GRADES (For MSU-IIT only)

**Schedule of Availability of Service:** Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break  
**Who May Avail of the Service:** All active and in-active MSU Graduate Students  
**What are the Requirements:** Official Receipt for the Approval Sheets  
**Duration:** 27 Minutes  
**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
<b>1</b>	Ask for payment slip to pay certification fee at the Cashier's Office.	Give payment slip.	1 Minute	SGS Personnel	None	None
<b>2</b>	Pay assessment of fees to the Cashier's Office.	Receive assessment of fees and payment and issue Official Receipt.	15 Minutes	Cashiering Personnel	Php50.00	
<b>3</b>	Present official receipt of certification fee.	Print evaluation of grades.	10 Minutes	SGS Personnel	None	
<b>4</b>	Receive certification of grades.	Prepare the certification and attaches the official receipt and evaluation sheet. Take the evaluation sheets to the SGS Dean for signature. Release the certification of grades to client.	1 Minute			
<b>END OF TRANSACTION</b>						

## ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER (CGMC) For MSU-IIT only

**Schedule of Availability of Service:** Monday to Friday; 8:00 AM to 5:00 PM; No noon break  
**Who May Avail of the Service:** MSU students / graduates may avail said service.  
**What are the Requirements:** Request slip; Official Receipt for the Php50.00 paid to the Cashier's Office  
**Duration:** 10 minutes  
**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Inquire how to acquire Certificate of GMC.	Give Request Slip and instruct how to fill up the Request Slip.	3 minutes	DSA Personnel	P50.00	Request slip for certificate of GMC
2	Pay to the Cashier's office	Advise client to pay to the Cashier	3 minutes	Cashier's personnel		Official receipt
2	Give Official Receipt with the CGMC.	Advise client to come back at 11:30 am or 4:30 pm; prepares the Certificate of GMC.	5 minutes	DSA Personnel		CGMC
3		Submit for the DSA Director's signature.	1 minute	DSA Personnel DSA Director		
4	Claim the Certificate of GMC.	Release the certificate of GMC.	1 minute	DSA Personnel		
<b>END OF TRANSACTION</b>						

## ISSUANCE OF DIPLOMA

<b>Schedule of Availability of Service:</b>	Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break
<b>Who May Avail of the Service:</b>	MSU alumnus / alumna / student or authorized representative
<b>What are the Requirements:</b>	Duly Accomplished Return Slip. If claimed by the alumnus/student himself, a valid Identification (ID) card must be presented. If claimed by an authorized representative, the following items must be presented: (1) Authorization letter (Duly notarized authorization letter for CHED CAV request); (2) Photocopy of at least two (2) valid Identification (ID) cards of the authorizing person (owner); and (3) Original and valid Identification (ID) card of the authorized representative.
<b>Duration:</b>	3 working days and 28 minutes
<b>How to Avail of the Service:</b>	

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Accomplish request form.	Receive/review accomplished request form; assess and advise client to pay to the Cashier's Office.	2 minutes	Registrar's Personnel	Php10.00 per copy	Request form
2	Pay assessment of fees to the Cashier's Office.	Receive assessment of fees and payment and issue Official Receipt.	15 minutes	Cashiering Personnel		Official Receipt
3	Present Official Receipt and wait for the request to be processed.	Locate the diploma; place the notarial seal; photocopy (3 copies), marked with certified true copy to be signed by the Acting Institute Registrar; *In case of wrong entry of student details in the request form, student will be contacted.	10 minutes – 3 working days	Registrar's Personnel		
4	Receive the Diploma.	Release Diploma.	1 minute	Registrar's Personnel		Original Diploma and Photocopies
<b>END OF TRANSACTION</b>						

## ISSUANCE OF EVALUATION OF GRADES, REPORT OF GRADES AND CERTIFICATE OF REGISTRATION

**Schedule of Availability of Service:** Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break  
**Who May Avail of the Service:** MSU alumnus / alumna / student or authorized representative  
**What are the Requirements:** (1) Clearance; and (2) duly accomplished request form  
**Duration:** 1 working day and 28 minutes  
**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
<b>1</b>	Accomplish request form.	Receive / review accomplished request form; assess and advise client to pay to the Cashier.	2 minutes	Registrar's Personnel		Request form
<b>2</b>	Pay assessment of fees to the Cashier's Office.	Receive assessment of fees and payment and issue Official Receipt.	15 minutes	Cashiering Personnel	Eval – Php50.00 ROG and COR – Php20.00	Official Receipt
<b>3</b>	Present OR and waits for the request to be processed.	Print out evaluation grades, R.O.G. and C.O.R. *In case of inactive student – file must be retrieved from the archive.	10 minutes – 1 working day	Registrar's Personnel		
<b>4</b>	Receive the evaluation of grades, R.O.G. and C.O.R.	Release Evaluation of grades, R.O.G. and C.O.R.	1 minute	Registrar's Personnel		Signed Evaluation of grades, R.O.G. and C.O.R.
<b>END OF TRANSACTION</b>						

## ISSUANCE OF PERMIT TO CROSS-ENROLL

<b>Schedule of Availability of Service:</b>	Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break
<b>Who May Avail of the Service:</b>	MSU alumnus / alumna / student or authorized representative
<b>What are the Requirements:</b>	Duly accomplished request form
<b>Duration:</b>	1 working day and 43 minutes
<b>How to Avail of the Service:</b>	

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Accomplish Permit to cross-enroll form.	Receive/review accomplished request form and advise client to pay to the Cashier's Office.	2 minutes	Registrar's personnel	None	Request form
2	Pay assessment of fees to the Cashier's Office.	Receive assessment of fees and payment and issue Official Receipt.	15 minutes	Cashiering Personnel	Php50.00	Official Receipt
3	Present O.R. and wait for the request to be processed.	Encode Permit to Cross-Enroll; forward to Institute Registrar for Signature. *In case of wrong entry in the request form, student will be contacted.	25 minutes – 1 working day	Registrar's Personnel		Permit to Cross-Enroll
4	Receive the Permit to cross-enroll.	Release Permit to Cross-Enroll.	1 minute			Signed Permit to Cross-Enroll
<b>END OF TRANSACTION</b>						

## REQUEST FOR AUTHENTICATION OF DOCUMENTS

<b>Schedule of Availability of Service:</b>	Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break
<b>Who May Avail of the Service:</b>	MSU alumnus / alumna / student or authorized representative
<b>What are the Requirements:</b>	Duly accomplished request form
<b>Duration:</b>	1 working day and 43 minutes
<b>How to Avail of the Service:</b>	

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Accomplish request form.	Receive / review accomplished request form and advise client to pay to the Cashier.	2 minutes	Registrar's Personnel	None	Request form
2	Pay assessment of fees to the Cashier's Office.	Receive assessment of fees and payment and issue Official Receipt.	15 minutes	Cashiering Personnel	Php10.00/page	Official Receipt
3	Present OR and wait for the request to be processed.	Photocopy original copy of Certification, Official Transcript of Records or Diploma.	25 minutes – 1 working day	Registrar's Personnel	None	Certified true copy of Cert., OTR and Diploma
4	Receive the authenticated Certificate, Official Transcript of Records and Diploma.	Release of authenticated Certification, Official Transcript of Records and Diploma.	1 minute			Signed Certified true copy of Cert., OTR and Diploma
<b>END OF TRANSACTION</b>						

## REMOVAL OF GRADE AND GRADE COMPLETION

<b>Schedule of Availability of Service:</b>	Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break
<b>Who May Avail of the Service:</b>	MSU alumnus / alumna / student or authorized representative
<b>What are the Requirements:</b>	Accomplished assessment of fees form
<b>Duration:</b>	20 minutes
<b>How to Avail of the Service:</b>	

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
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1	Accomplish assessment of fees form.	Assess and advise client to pay at the Cashier's Office.	1 minute	Registrar's Personnel		Assessment form
2	Pay assessment of fees to the Cashier's Office.	Receive assessment of fees and payment and issue Official Receipt.	15 minutes	Cashiering Personnel	Php20.00	Official Receipt
3	Accomplish the form in 3 copies then give the filled-up form to the faculty.	Receive the grade completion form and the faculty member shall give the corresponding grade .	2 minutes	Faculty member	none	Grade completion form
4	Wait for the filled –up grade completion form	Transmit the filled-up grade completion form to the registrar's Office.	10 minutes	College Personnel/staff		Grade completion form
5	Request the student's copy of the grade completion form	Release of removal examination / grade completion.	5 minutes			
5	Receive the grade completion form - first copy (original) for Registrar, second copy for Dept., third copy for student.					
<b>END OF TRANSACTION</b>						

## ACADEMIC LOAD REVISION PERMIT

**Schedule of Availability of Service:**

Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break

**Who May Avail of the Service:**

MSU alumnus / alumna / student or authorized representative

**What are the Requirements:**

Certificate of Registration

**Duration:**

21 minutes

**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
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1	Request for a Academic Load Revision Permit form	Release of Academic Load Revision Permit form.	1 minute	Registrar's Personnel	None	Academic Load Revision Permit form
2	Accomplish the permit in three (3) copies.	Controller Enter the subject approved by the Professor and advise the student to pay at the Cashier's Office.	15 minutes	Department faculty controller	None	
3	Pay assessment of fees to the Cashier's Office.	Receive assessment of fees and payment and issue Official Receipt.	15 minutes	Cashiering Personnel	P 20.00	Official Receipt
4	Submit Academic Load Revision Permit.	Receive/review / confirm the Academic Load Revision Permit.	2 minutes	Registrar's Personnel	None	
5	Receive the Academic Load Revision Permit.	Release Academic Load Revision Permit.	1 minute			
<b>END OF TRANSACTION</b>						

## SCHOOL REQUEST FOR OFFICIAL TRANSCRIPT OF RECORDS

**Schedule of Availability of Service:**

Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break

**Who May Avail of the Service:**

MSU alumnus / alumna / student or authorized representative

**What are the Requirements:**

Accomplished Return Slip. If claimed by the alumnus/student himself, a valid Identification (ID) card must be presented. If claimed by an authorized representative, the following items must be presented:

(1) Authorization letter (Duly notarized authorization letter for CHED CAV request); (2) Photocopy of at least 2 (two) valid Identification (ID) cards of the authorizing person (owner); and (3) Original and valid Identification (ID) card of the authorized representative

**Duration:**

20 minutes

**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
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1	Submit accomplish return slip.	Receive accomplished return slip.	5 minutes	Registrar's Personnel		Registrar Form 1
2	Receive Official Transcript of Records.	Send Official Transcript of Records via mail or office delivers the document.	15 minutes			Registrar Form 2
<b>END OF TRANSACTION</b>						

### ISSUANCE OF STUDENTS EVALUATION RECORD

**Schedule of Availability of Service:** Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break  
**Who May Avail of the Service:** MSU College Students  
**What are the Requirements:** Assessment Slip  
**Duration:** 19 minutes  
**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Accomplish assessment slip form.	Issue assessment slip form and advise client to pay to the cashier.	1 minute	College Clerk		Assessment slip form
2	Pay assessment of fees to the Cashier's Office.	Receive assessment of fees and payment and issue Official Receipt.	15 minutes	Cashiering Personnel	Php50.00	Official receipt
3	Present OR and wait for the request to be processed.	Print evaluation record of students and sign by the person in charge.	3 minutes	College Clerk		Evaluation form
<b>END OF TRANSACTION</b>						

### ISSUANCE OF STUDENTS REPORT OF GRADES

**Schedule of Availability of Service:** Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break  
**Who May Avail of the Service:** College Students  
**What are the Requirements:** Assessment Slips  
**Duration:** 19 minutes

**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Accomplish assessment slip form.	Issue assessment slip form and advise client to pay to the cashier.	1 minute	College Clerk		Assessment slip form
2	Pay assessment of fees to the Cashier's Office.	Receive assessment of fees and payment and issue Official Receipt.	15 minutes	Cashiering Personnel	Php20.00	Official receipt
3	Present OR and wait for the request to be processed.	Print report of grade of students signed by the person in charge.	3 minutes	College Clerk		
<b>END OF TRANSACTION</b>						

**HUMAN RESOURCE MANAGEMENT OFFICE - ISSUANCE OF CERTIFICATE OF EMPLOYMENT**

**Schedule of Availability of Service:** Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break  
**Who May Avail of the Service:** MSU Employees and former employees  
**What are the Requirements:** Request Form and Assessment Form  
**Duration:** 23 minutes  
**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Accomplish request form.	Receives/reviews accomplished request form;	2 minutes	HRMO Personnel	none	Request Form and Assessment Form
		Issue Assessment Form and advise client to pay to the Cashier while the requested document is being processed.				
		Encode data needed for each request and check before printing.	5 minutes			

<b>2</b>	Pay assessment of fees to the Cashier's Office.	Receive assessment of fees and payment and issue Official Receipt.	15 minutes	Cashiering Personnel	Php30.00 per copy	Official Receipt
<b>3</b>	Present Official Receipt and get the document requested.	Release service record.	1 minute	HRMO Personnel		Signed certificate
	***{In case of second person, authorization letter from the owner of the service record must be presented.}					
<b>END OF TRANSACTION</b>						

### III. INFORMATION MEDIA SERVICES

#### PROVISION OF INTELLECTUAL INFORMATION

**Schedule of Availability of Service:** Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break; Saturday: 8:00 AM – 12:00 PM

**Who May Avail of the Service:** A. Outside Users (Alumni: retired faculty and staff: faculty and students from neighboring institutions who are referred to the Library; government employees doing research; personnel of business and industrial firms doing Research for official purposes.

**What are the Requirements:** A. Outside Users - referral letter from their school or from their office and ID - Permit from the Institute Librarian.  
B. MSU Constituents – ID and Borrowers Card

**Duration:** one (1) day and 6 minutes/ depending on the gravity of the research.

**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Present Referral letter from their school/office at the Auxiliary Services.	Verify User ID card and other documents,	20 minutes	Library Desk Staff	none	Referral / Permit
2	Fill out Permit to use library materials form.	Issue Permit to Use Library materials of the different unit libraries.	5 minutes			
3	Pay assessment of fees to the Cashier's Office.	Release the Permit to Use Library material	5 minutes	Cashiering personnel	Php 50.00/day	OR
4	Present OR from Cashier's office.	Receive the OR	1 minute	Library Staff	none	Permit to Use
5	Receive Permit to Use Library Materials.	Direct client to the location of resources for browsing and retrieval.	1 day			
6	Present Permit to library desk staff member to Use Library.					
7	Browse the library database using on-line public access catalog (OPAC) for materials needed.					
8	Present books and/or other resources to the loan desk for loan charging.	Countercheck book cards against book information for verification and monitoring.	2 minutes			
9	Sign the respective book cards of each	After the borrower/signed the book card/s and the				

	material to be borrowed.	desk staff attached them to the ID, the borrower can have the materials for inside reading or out from the library for photo-duplication only. Attach the signed Book Card/s to the accountable borrower's ID. Interfile BC and Book Card/s Cancel library accountability. Return library resources borrowed.				
<b>10</b>	<b>MSU CONSTITUENTS</b> Present valid ID card and borrower's card.	Examine documents presented.	2 minutes	Library Desk Staff	none	ID and Borrower's Card
<b>11</b>	Follow steps 7, 8, 9 and 10 indicated for outside Users.					
<b>END OF TRANSACTION</b>						

## APPLICATION FOR NEW BORROWER'S CARD

**Schedule of Availability of Service:**

Monday – Friday 8:00 – 12:00 A.M. – 1:00 – 6:00 P.M

**Who May Avail of the Services:**

MSU New Students

**What are the Requirements:**

Validated University ID, COR, and 2 copies 1x1 ID picture

**Duration:**

15 minutes

**How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
<b>1</b>	Present requirements.	Evaluate requirements of applicant.	3 minutes	Circulation Desk Staff	none	Validated University ID, COR, Registration Form, and 2 pcs. 1x1 picture
<b>2</b>	Get Registration Form for Borrower's Card.	Issue Registration Form for Borrower's Card.	3 minutes			Circulation Registration Form
<b>3</b>	Fill out BC Registration Form.	Check information entries of client. Encode applicant's data in MSU library system.	6 minutes			Circulation Registration Form / Borrower's Card

4	Claim Borrower's Card.	Release validated Borrower's card.	3 minutes	Circulation Desk Staff		Validated Borrower's Card
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**END OF TRANSACTION**

## READER'S SERVICES

**Schedule of Availability of Service:** Monday – Friday 8:00 – 12:00 A.M. – 1:00 – 6:00 P.M  
**Who May Avail of the Services:** MSU Students, faculty and staff, outside researchers  
**What are the Requirements:** Borrower's Card/Visitor's Permit  
**Duration:** 5 minutes  
**How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1	Swipe in ID card in the Library Registration Program.	Verify the identity of the client.	1 minute	Reader's Services Librarian	none	University ID
2	Search the needed library material through the Online Public Access Catalog (OPAC).	Secure call number and location of the library material.	1 minute	Library user		
3	Proceed to the library section where the library material can be found.	Assist client in the selection of needed books/library material.	1 minute	Reader's Services Librarian		
4	Present queries.  For non MSU constituents: present permit to use the library materials, and official receipt.	Answer reference enquiries and on-the-spot questions and assist users with the resolution of their queries.  Direct all possible resources to assist the user and supervise the search.	2 minutes			

**END OF TRANSACTION**

## OVERNIGHT LOAN FOR BOOKS

<b>Schedule of Availability of Service:</b>	Monday – Friday 8:00 – 12:00 A.M. – 1:00 – 6:00 P.M
<b>Who May Avail of the Services:</b>	MSU Students, faculty and staff
<b>What are the Requirements:</b>	Borrower's Card / Valid Identification Card (ID Card)
<b>Duration:</b>	20 minutes
<b>How to Avail of the Services:</b>	

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1	Swipe in valid ID card in the Library Registration Computer Program.	Allow the entrance of the user to the different sections where the resources are shelved.	3 minutes	Circulation Desk Staff	none	Valid ID and duly validated BC
2	Browse library resources and request for overnight loan.	Check book card's accession number.	4 minutes			Library Book Card and Borrower's Card
3	Sign book card.	Check book card for client's signature.	4 minutes			
4	Attach book card in the Borrower's Card.	Check library card for the correct accession number.	5 minutes			
5	Receive borrowed library material.	Check out book in the library database; interfile borrower's Card and book cards	4 minutes			
<b>END OF TRANSACTION</b>						

## RENEWAL / VALIDATION OF BORROWER'S CARD

**Schedule of Availability of Service:**

Monday – Friday 8:00 – 12:00 A.M. – 1:00 – 6:00 P.M

**Who May Avail of the Services:**

MSU Old Students (Undergraduate and Graduate)

**What are the Requirements:**

Old Students: Previous Borrower's Card, COR, and Validated University ID

**Duration:**

5 minutes

**How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1	Present requirements.	Receive documents.	1 minute	Circulation Desk Staff		COR, BC, and Validated University ID
2	Locate previous Borrower's Card Registration file.	Stamp date and validate Borrower's Card.	3 minutes			Borrower's Card
3	Claim validated Borrower's Card.	Issue validated Borrower's Card.	1 minute			Validated BC
<b>END OF TRANSACTION</b>						

## REPLACEMENT OF LOST BORROWER'S CARD

**Schedule of Availability of Service:**

Monday – Friday 8:00 – 12:00 A.M. – 1:00 – 6:00 P.M

**Who May Avail of the Services:**

MSU Undergraduate and Graduate Students

**What are the Requirements:**

Certificate of Registration (COR), Validated University ID, and 1piece of 1x1 ID picture

**Duration:**

5 minutes

**How to Avail of the Services:**

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1	Request for Replacement of lost Borrower's Card.	Verify name in the library database.	2 minutes	Circulation Desk Staff		COR, BC, and Validated University ID

<b>2</b>	Get schedule of release of Borrower's Card.	Prepare schedule of release/replacement.	2 minutes			Borrower's Card
<b>3</b>	Claim Validated Borrower's Card after one (1) week.	Issue Validated Borrower's Card.	1 minute			Validated BC
<b>END OF TRANSACTION</b>						

## RETURN OF BORROWED BOOKS

**Schedule of Availability of Service:** Monday – Friday 8:00 – 12:00 A.M. – 1:00 – 6:00 P.M  
**Who May Avail of the Services:** MSU Students, faculty and staff  
**What are the Requirements:** Borrower's Card  
**Duration:** 20 minutes  
**How to Avail of the Services:**

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
<b>1</b>	Proceed to circulation desk and return borrowed books.	Check in loaned books.	3 minutes	Circulation Desk Staff		Valid ID
<b>2</b>	For borrowed books returned after 10:00 AM, proceed to step 3.	Check database for library fine.	3 minutes			Assessment Slip
<b>3</b>	Get Assessment slip.	Issue order of payment.	3 minutes			Assessment Slip
<b>4</b>	Pay corresponding library fines.	Issue official receipt.	5 minutes	Cashiering Personnel		Official Receipt
<b>5</b>	Present Official Receipt.	Record Official Receipt.	3 minutes	Circulation Desk Staff		Assessment Slip/ Official Receipt
<b>6</b>	Claim Borrower's Card.	Issue Borrower's Card.	3 minutes			Borrower's Card
<b>END OF TRANSACTION</b>						

## MULTIMEDIA SERVICES ( For MSU-IIT only)

<b>Schedule of Availability of Service:</b>	Monday – Friday 8:00 – 12:00 A.M. – 1:00 – 6:00 P.M
<b>Who May Avail of the Services:</b>	MSU Students, Faculty and Staff Members
<b>What are the Requirements:</b>	Borrower’s Card
<b>Duration:</b>	15 minutes
<b>How to Avail of the Services:</b>	

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1	Sign in and swipe valid ID card in the Library Registration Program.	Verify the identity of the client as authorized user of the Institute Library.	4 minutes	Library Staff	none	Valid ID
2	Proceed to the Multimedia services section and present your Borrower’s Card.	Verify Borrower’s Card comparing the picture attached in the Borrower’s Card with the holder of the card.	4 minutes			Borrower’s Card
3	Log in to use the library computers.	Check entries (time in/out) of users.	3 minutes			
4	Access to electronic resources including internet research, e-Journals, e-Books, and other databases for educational and scholarly purposes.	Monitor the user (each user is allowed (1) hour internet access on a first-come, first served basis.	4 minutes			
<b>END OF TRANSACTION</b>						

## SIGNING OF LIBRARY CLEARANCE

**Schedule of Availability of Service:**

Monday – Friday 8:00 – 12:00 A.M. – 1:00 – 6:00 P.M

**Who May Avail of the Services:**

MSU Students, faculty and staff

**What are the Requirements:**

Library Clearance Form

**Duration:**

30 minutes

**How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1	Present clearance form.	Check library database list of students/faculty/staff with library accountability.	5 minutes	Circulation Desk Staff	none	Library Clearance
2	Proceed to step 6, if student has no library accountability.	Sign library clearance.	3 minutes	Circulation Librarian		Library Clearance
3	Get order of payment or returned books borrowed, if student has library accountability (fines or books borrowed).	Issue order of payment to be paid to the Cashier's Office.	7 minutes	Circulation Desk Staff		Assessment slip
4	Pay corresponding library fines/accountability.	Issue official receipt.	10 minutes	Cashiering Personnel		Official receipt
5	Present official receipt.	Record official receipt number.	3 minutes	Circulation Librarian		Library Clearance/ Official Receipt
6	Claim Library Clearance.	Sign Library Clearance.	2 minutes			Library Clearance
<b>END OF TRANSACTION</b>						

## IV. STUDENT AID AND WELFARE SERVICES

## STUDENT LOAN PROGRAM (For MSU-IIT only)

<b>Schedule of Availability of Service:</b>	Monday to Friday; 8:00 AM to 5:00 PM; No noon break;
<b>Who May Avail of the Service:</b>	Any bonafide Student of MSU-IIT, with no outstanding account from the program
<b>What are the Requirements:</b>	Certificate of Registration (COR); Guarantor who must be permanent employee of MSU, not retirable, and with a net-take-home pay of at least Php7, 000.00
<b>How much is the Loanable Amount:</b>	Php1, 000.00; a bigger amount may be allowed depending on the merit of the purpose; payable in 30 days, bearing an interest of 1% per month
<b>Duration:</b>	3 days and 14 minutes
<b>How to Avail of the Service:</b>	

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Inform the person in-charge in applying for a loan; submit for interview; identify your loan Guarantor;	Interview the applicant; give a loan Form to the client to accomplish the said form, if qualified.	5 minutes	Department of Student Affairs (DSA) Personnel	None	SLF Loan Form
2	Present duly accomplished loan form.	Examine if entries are correct and if Guarantor is qualified; initially approve the loan.	5 minutes			
3	Submit the applied loan form for the DSA Director's final approval.	Approve the loan.	2 minutes	DSA Director		
4	Present the approved loan to the assigned person.	Release the Cash loan proceeds; file the approved loan; remind borrower to pay the loan within 30 days.	2 minutes	Disbursing Officer		
5	Pay loan to the Cashier's Office.	Accept the payment; locate the loan file; make it PAID (what do you mean?); give one copy to the borrower; retains one (1) file copy.				
		Prepare the "Status of Student Loan Program" Reports for submission to the OVCAA; submit it.	3 days	Disbursing Officer		
<b>END OF TRANSACTION</b>						

## CHED STUDENT ASSISTANCE FUND FOR EDUCATION (SAFE) LOAN (For MSU-IIT only)

<b>Schedule of Availability of Service:</b>	Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break
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**Who May Avail of the Service:**

Any Graduating Student of MSU

**What are the Requirements:**

COR; Guarantor's commitment to pay the Loan in case of default by the Principal Borrower  
Guarantor must be permanent employee of MSU, non-retirable, and with a net-take-home pay of at least Php7,000.00

**How much is the Loanable Amount:**

Maximum of Php8,000.00; No interest

**Duration:**

4 days, 2 hours and 10 minutes

**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Inform the person in-charge in applying for a loan; submit for interview; identify Guarantor.	Interview the applicant; if qualified, Guarantor's commitment Form - to pay the Loan in case of default by the Principal.	5 minutes	DSA Personnel	none	Commitment Form
2	Return to DSA; give to the person in-charge the filled-up Form.	Give Client the Contract of Loan Form to accomplish. Instruct client how to fill it up.	10 minutes			Contract of Loan Form
3	Present the duly accomplished form.	Examine if entries are correct.	3 minutes			
4	Submit the duly accomplished form to the DSA Director for final approval.	Approve the loan.	2 minutes			
5	Present the approved loan.	Inform the client to notarize it.	10 minutes			
6	Return the notarized Contract of Loan	Prepare the loan payroll. Submit it for the DSA Director's signature. Forward it to the Accounting Office.	3 hours			
7	Inquire when the loan proceeds be received.	Inform the client to claim the loan proceeds from the Cashier's Office 2 to 3 days after the Contract of Loan has been notarized.	2 minutes			Check
8	Receive the check and sign all pertinent documents and the name of the employee guarantor.	Release the check to the client/student	10 minutes			
<b>END OF TRANSACTION</b>						

### **STUDENT ASSISTANTSHIP PROGRAM (For MSU-IIT only)**

**Schedule of Availability of Service:**

Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break

**Who May Avail of the Service:** Any Student of MSU who is not rich whose parents' combined monthly income is not more than Php15,000.00; have at least one semester residence in MSU; must have carried at least 15 units load; must have obtained passing grades in all his subjects; can work for about 25 hours per week

**What are the benefits and privileges:** Salary of Php1, 000.00 / month for 100 hours of actual work; FTF; Miscellaneous Fee and Laboratory Fee

**What are the Requirements:** COR and ROG which shows no failing grades

**Duration:** 7 hours and 46 minutes

**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Inform the person in-charge in applying for as Student Assistant.	Conduct preliminary interview. Give Student Assistant application Form for the applicant to fill up.	5 minutes	DSA Personnel	none	SA Application Form
2	Submit duly accomplished Application Form.	Conduct further interview. Refer to the office (end-user) where there is an available slot for Student Assistantship.	8 minutes			
3	Go to the office where there is vacancy.	Conduct interview if he fits in to the need of the said office and accept the applicant.	20 minutes	Cost Center Head		
4	Submit signed and already accepted application by the cost center head.	Submit for final approval of the DSA Director, together with DSA's letter for Admission's Office to change the SA's status to FTF.	8 minutes	DSA Personnel		
5	Return to DSA the letter which is duly acted by Admission's Office.	File it and use it as reference in preparing the Special Order for all SAs for the said semester.	5 minutes			
6		Prepare Special Orders for all SAs and submit for the DSA Director's initials prior to the final approval of the Chancellor.	3 hours			
7		Prepare payroll for all SAs at the end of the month.	4 hours			
<b>END OF TRANSACTION</b>						

## **OFFICE ASSISTANTSHIP PROGRAM (For MSU-IIT only)**

**Schedule of Availability of Service:** Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break

**Who May Avail of the Service:**

Any Student of MSU who is not rich whose parents' combined monthly income is not more than Php15, 000.00; have at least one semester residence in MSU; must have carried at least 15 units load; must have obtained passing grades in all his subjects; can work about 25 hours per week; must know the proper use of Computer and photo copying machine; he knows some office work.

**What are the benefits & privileges:**

Salary of Php1, 500.00/ month for 100 hours of actual work; FTF, Free Miscellaneous and Lab Fees.

**What are the Requirements:**

COR and ROG

**Duration:**

7 hours and 38 minutes

**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Inform the person in-charge in applying for as Office Assistant.	Conduct preliminary interview; give OA application Form for the applicant to accomplish.	4 minutes	DSA Personnel	none	OA Application Form
2	Submit duly accomplished form.	Conduct further interview; refer to the office (end-user) where there is an available slot for Office Assistantship;	8 minutes			
3	Go to the office where there is vacancy.	Conduct interview if he fits in to the need of the said office and accept the applicant.	20 minutes	Cost Center Head		
4	Submit the duly filled-up OA Form already signed / accepted by the cost center head.	Submit for the DSA Director's final approval, together with DSA's letter for Admission's Office to change the SA's status to FTF.	5 minutes	DSA Personnel		
5	Return to DSA the letter which is duly acted by Admission's Office.	File it as reference in preparing the Special Order for all OAs for the said semester.	1 minute			Special Order
6		Prepare Special Orders for all SAs and submit for the DSA Director's initials prior to the final approval of the Chancellor.	3 hours			
7		Prepare payroll for all SAs at end of month.	4 hours			
<b>END OF TRANSACTION</b>						

**TEACHING ASSISTANTSHIP PROGRAM (For MSU-IIT)****Schedule of Availability of Service:**

Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break

**Who May Avail of the Service:** Any Junior or Senior Student of MSU who must have carried at least normal load; can work for about 25 hour per week; no grade lower than 2.5 in major subjects

**What is the Purpose of hiring TA:** To help the Instructor / Professor manage extremely large classes. TA is needed to help in correcting test papers, checking class attendance, maintaining order in the classroom and proctoring exams, among other academic-related activities

**What are benefits & privileges:** Salary of Php1, 500.00 / month for 100 hours of actual work; FTF, free Miscellaneous Fee and Lab Fee

**What are the Requirements:** COR and Evaluation of All previous grades

**Duration:** 7 hours and 51 minutes

**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Inform the person in-charge in applying for as Teaching Assistant; Present Dean's request for TA.	Conduct preliminary interview; give application Form to accomplish; remind the Dean when is he supposed to request for TA.	10 minutes	DSA Personnel	None	TA Application Form
2	Submit accomplished form.	Interview further; refer to the Department / Instructor who need TA.	8 minutes			
3	Go to the Department / Class Instructor in need for TA.	Will be interviewed if he fits in to the need of the said department / class; accepted	20 minutes	Dean / Instructor concerned		
4	Give to the person in-charge the filled up Form signed / accepted by the Instructor/Dean.	Submit to DSA Director for final approval, together with DSA's letter for Admission's Office to change the SA's status to FTF.	10 minutes	DSA Personnel DSA Director		
5	Give to Admissions Office DSA's request.	Instruct the TA to return to DSA the already acted letter for Admission's Office	2 minutes	DSA Personnel		
6	Return to DSA the approved letter.	File it; use as reference in preparing the SO for all TA's for the said semester	1 minute			
7		Prepare Special Orders for all OAs and submit for the DSA Director's initials prior to the final approval of the Chancellor.	3 hours	DSA Personnel DSA Director		
		Prepare payroll for all SAs - end of the month	4 hours	DSA Personnel		
<b>END OF TRANSACTION</b>						

## **STUDENT LABOR PROGRAM - (For MSU-IIT)**

## In coordination with the DOLE's Special Program for Employment of Students

**Schedule of Availability of Service:** Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break; End of Second Semester

**Who May Avail of the Service:** Any Student of MSU who is not rich whose parents' combined monthly income is not more than Php12,000.00; have served as SA/OA in MSU for least one semester; must have obtained passing grades in all his subjects; must know some office work.

**What are benefits & privileges:** His Salary is equal to the minimum wage; 60% to be paid by MSU; 40% shall be paid by DOLE

**What are the Requirements:** Report of Grades

**Duration:** 7 hours and 34 minutes

**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Inform the person in-charge in applying for as Student Labor.	Conduct preliminary interview; give SL application Form for him to accomplish.	4 minutes	DSA Personnel	None	SL Application Form
2	Submit duly accomplished form.	Interview further; refer to the office (end-user) where there is slot for SL.	4 minutes	DSA Personnel		
3	Go to the office where there is vacancy.	Will be interviewed if he fits in to the need of the said office; accepted	20 minutes	Cost Center Head		
4	Return filled-up Form already accepted by the cost center head.	Approve it initially; have it finally approved by DSA Director	5 minutes	DSA Personnel DSA Director		
5		File it; use as reference in preparing the SO for all SL's for the said Summer	1 minute	DSA Personnel		
6		Prepare Special Orders for all SLs and submit for the DSA Director's initials prior to the final approval of the Chancellor.	3 hours	DSA Personnel DSA Director		
7		Prepare payroll for all SAs.	4 hours	DSA staff		
<b>END OF TRANSACTION</b>						

## STUDENT HOUSING PROGRAM

<b>Schedule of Availability of Service:</b>	Monday to Friday; 8:00 AM to 5:00 PM; No noon break; During Summer
<b>Who May Avail of the Service:</b>	Incoming student of MSU coming from far places
<b>What are the Requirements:</b>	SASE Results
<b>Duration:</b>	44 minutes
<b>How to Avail of the Service:</b>	

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Request for assistance to the person in-charge regarding the need to look for lodging house.	Ask CLIENT to fill in the "Application for Lodging Accommodation" Form.	2 minutes	DSA Personnel I		Lodging Accommodation Form
2		Conduct interview to know the type of lodging house to be recommended for him considering the rental, his capacity to pay, facilities / accommodation he needs, distance.	5 minutes			
3		Recommend a lodging house for him to stay.	2 minutes			
4		Escort client to prospective lodging house.	35 minutes			
<b>END OF TRANSACTION</b>						

## MEDICAL ASSISTANCE PROGRAM (For MSU-IIT only)

<b>Schedule of Availability of Service:</b>	Monday to Friday; 8:00 AM to 5:00 PM; No noon break
<b>Who May Avail of the Service:</b>	All undergraduate students of MSU who got sick of natural sickness (not involved in an accident)
<b>MAP Policy:</b>	We reimburse only the expenses of natural sickness. The ceiling for hospitalization expenses or medical expenses which shall be reimbursed is Php5, 000.00 or 75% of the total cost of hospitalization (or total cost of the medicine purchased), whichever is lower. A student may be allowed to claim a maximum of three (3) times in one academic-year for the same sickness so long as the ceiling of Php5, 000.00 for one school-year is not yet consumed. The following shall be included as among the legitimate expenses: Laboratory Fee, Doctor's Fee and any similar expense which is properly receipted and with the doctor's

prescription attached; MAF will cover the room accommodation of P500.00 per day for a maximum of 4 days; In case of death, the beneficiary shall also be given Php5, 000.00;

**What to Submit:**

Put the following documents in a short brown envelop and submit the same to DSA:  
 Photo copy of KASAMA Receipt – which shows you have paid the MAF of P40.00  
 Photocopy of your current COR and MSU ID card (attach original for verification)  
 Medical Certificate (issued by the hospital, if hospitalized; or issued by MSU Doctor if not hospitalized)  
 Hospital’s Statement of Account or Claimant’s summary of authorized expenses  
 O.R. (original) for the purchased of medicine (together with Doctor’s prescription)

**Duration:**

3 days and 24 minutes

**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Tell person in-charge your request to have your Medical expenses reimbursed.	Interview the CLIENT briefly; instruct how to fill up the “Application for Med. Reimbursement” Form; tell him of all the requirements.	4 minutes	DSA Personnel	None	Application for Medical Reimbursement
2	Return the duly accomplished Form.	Interview again; evaluate the claim; examine the entries & all supporting documents; tell him of your findings and the expected proceeds.	10 minutes			
3	Submit it the person in-charge for approval.	Initial approval after evaluating the previous step	2 minutes	DSA Personnel		
4		Finally approval by DSA Director	3 minutes	DSA Director		
5	Claims the proceeds.	Proceed / Claim release; file the paid claim	5 minutes	DSA Personnel		
		Prepare the “Status of MAF” Report for submission to the OVCAA.	3 days			
<b>END OF TRANSACTION</b>						

**STUDENTS TESTING SERVICES (For MSU-IIT only)**

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**Schedule of Availability of Service:** Monday to Friday; 9:00 AM to 11:00 AM – 2:00 PM to 4:00 PM  
**Who May Avail of the Service:** MSU students  
**What are the Requirements:** Request slip; Official Receipt for the Php50.00 paid to the Cashier's Office  
**Duration:** 38 minutes and 30 seconds  
**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Present ID Card for identification and logs in the attendance book.	Verify if student is officially enrolled.	2 minutes	Guidance Counselor Personnel	Php20.00	Answer Sheet
2	Proceed to testing room.	See if the 30 students per batch are properly seated.	2 minutes		none	
3	Fill out answer sheet with necessary information.	Distribute answer sheets and pencil to students. Give instructions for proper filling up.	5 minute			
4	Receive booklet and check pages.	Distribute test booklets. Give instruction for test proper.	10 minutes			
5	Answer the test.	Administer the test.	12 minutes and 30 seconds			
6	Submit test materials.	Collect test materials such as booklet, answer sheet and pencil.	5 minutes			
7	Leave the room.	Instruct the students to leave the room quietly.	2 minutes			
<b>END OF TRANSACTION</b>						

**COUNSELING / COACHING (For MSU-IIT only)**

**Schedule of Availability of Service:**

A. Face to face Counseling - Monday to Friday 8:30 AM – 4:00 PM

B. On-Line Counseling / Coaching – Guidance Counseling Center

**Who May Avail of the Service:**

All MSU-IIT Students

**What are the Requirements:**

None

**Duration:**

Depending on the student's problem, intervention and resolution process.

**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Identify what college he/she belongs.	Cater the client to the counselor of the college.	2 minutes	Guidance Counselor Personnel	none	
2	Start revealing his/her problem.	Establish rapport with the client to make her/him comfortable in opening up. Listen and only reacts/gives ideas, feedbacks, etc. when necessary.	30 minutes		Php150.00 to Php300.00 / test	Payment slip
3	Resolve his/her problem from the options presented and evaluated.	Allow the counselee to resolve his/her problem and make a decision or action to solve problem.	30 minutes		none	None
4	Signify satisfaction of resolution and ends the session.	Clarify the counselee if conflict or problem has been resolved.	10 minutes			Answer Sheet
5	Log in the attendance book of counselor.	Assure counselee acceptance if he/she feels coming back.				
6	Agree to come back.	Attend and monitor the client.	30 minutes			None
7	Client comes back.					
<b>END OF TRANSACTION</b>						

## PRE-EMPLOYMENT AND MOCK JOB INTERVIEW (For MSU-IIT only)

<b>Schedule of Availability of Service:</b>	A. Face to face Counseling - Monday to Friday 8:30 AM – 4:00 PM B. On-Line Counseling / Coaching
<b>Who May Avail of the Service:</b>	All MSU-IIT Students
<b>What are the Requirements:</b>	None
<b>Duration:</b>	Depending on the student’s problem, intervention and resolution process.
<b>How to Avail of the Service:</b>	

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
<b>PRE-EMPLOYMENT</b>						
1	Register to the Secretariat.	Require students to register and give their attendance slip for counselor’s signature.	10 minutes	Secretariat	None	Attendance Sheets
2	Listen to the lectures and participate in the forum	Speakers share talk on Power Dressing, Application Letter writing and How to Get Hired.	4 hours	Guidance Counselor Personnel		
<b>MOCK JOB INTERVIEW</b>						
1	Register to the Secretariat.	Require students to register and give their attendance slip for counselor’s signature.	10 minutes	Guidance Secretariat	None	Attendance Sheet
2	Wear appropriate attire and bring and application letter and résumé.	Invite faculty members, staff and Guidance Counselors act as interviewers.	10 minutes	Guidance Counselor Personnel		Attendance Slip
3	Submits for an interview.	Interview, evaluate and give feedback.	20 minutes			Evaluation form
<b>END OF TRANSACTION</b>						

## JOB FAIR (For MSU-IIT only)

**Schedule of Availability of Service:** Monday to Friday; 9:00 AM to 11:00 AM – 2:00 PM to 4:00 PM  
**Who May Avail of the Service:** Graduating Students  
**What are the Requirements:** DOLE Form and Attendance Sheet  
**Duration:** 1 hour and 27 minutes

### How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Register to the Secretariat.	Provide Attendance Sheet and DOLE form.	10-15 minutes	Guidance Counselor Personnel	none	DOLE form and Attendance Sheet
2	Shop for job vacancies posted.	Post job vacancies submitted by the companies.	20 minutes	Office of the Alumni Relations and Placement Staff		Company form
3	Go to preferred company relevant to the degree taken.	Interview and screen prospective applicants.	30 minutes	Company Representative		
4	Fill out the company form/s.	Company representative requires filling up of company forms	20 minutes	Company Representative		
5	Give Attendance Sheets to the company representative.	Sign the Attendance Slip.	2 minutes	Company Representative		Attendance Sheet
<b>END OF TRANSACTION</b>						

## V. DISBURSEMENT SERVICES

### PAYMENT OF MONTHLY STIPEND TO STUDENTS AND OTHER CASH DISBURSEMENT

<b>Schedule of Availability of Service:</b>	Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break
<b>Who May Avail of the Service:</b>	MSU Student Grantees
<b>What are the Requirements:</b>	MSU Student I.D. or Institute I.D. and Approved Payroll/ Disbursement voucher
<b>Duration:</b>	47 minutes
<b>How to Avail of the Service:</b>	

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Inquire if there is payroll available for collection.	Verify if payroll is available and release it to student for signature.	15 minutes	Disbursing Officer	None	Payroll
2	Sign the payroll and affix identification card number.	Verify identification card (ID Card) for screening for authentication of signature and Identification card number.	30 minutes			
		Disburse payment to collecting students with Identification Card (ID Card).				
3	Receive cash payment with identification Card (ID Card).		2 minutes	Cashiering Personnel		
<b>END OF TRANSACTION</b>						

## RELEASING OF STUDENT STATEMENT OF BILLING

<b>Schedule of Availability of Service:</b>	Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break
<b>Who May Avail of the Service:</b>	MSU Students
<b>What are the Requirements:</b>	List of scholars from respective coordinator/s
<b>Duration:</b>	1 week / program
<b>How to Avail of the Service:</b>	

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	The coordinator/s presents list of scholars of the following like CHED, CIBAC, CORALBAY, DOST, ERDT, HOLCIM, SDP-MSU.	Verify the individual assessment record in preparation for billing.	1 week	Cashiering Personnel	None	List of scholars
2		Post payment of billed students.				Billing
3		Release of Billing.				
4	Receive Billing.					
<b>END OF TRANSACTION</b>						

## VI. PROCUREMENT AND SUPPLY SERVICES

**Schedule of Availability of Service:** Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break

**Who May Avail of the Service:** Suppliers

**What are the Requirements:**

**For Prospective Suppliers:**

Certificate of Registration

Business Permit

Securities and Exchange Commission Articles of Incorporation (for corporations)

Department of Trade and Industry Business Name registration (for sole proprietorship)

Cooperative Development Authority Registration (for cooperatives)

**Duration:** 5 days, 7 hours and 10 minutes

**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In-Charge	Fees	Forms
<b>ISSUANCE OF INVITATION TO BID (ITB)</b>						
1	Identify the project interested to join and ask for the ITB	Furnish the prospective bidder of the projects for public bidding	5 minutes	BAC Secretariat Personnel	None	Invitation to Bid
2	Pay to cashier's office bidder's fee	Received the payment and issue the Official Receipt	15 minutes	Cashiering Personnel	Fees may vary depending on the ABC	Cashier's Reference for Acceptance of Fees
3	Go back to the Office of the BAC Secretariat to present the Official Receipt and receive the Bid Documents	Received the Official Receipt and issue Bid documents	10 minutes	BAC Secretariat Personnel	None	Official Receipt

**REQUEST FOR SUPPLEMENTAL BID BULLETIN AND MINUTES OF BAC MEETINGS**

<b>1</b>	Inform the staff in-charge for request of supplemental, minutes, etc..	Photocopy and release the documents	5 minutes	BAC Secretariat Personnel	none	
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**REQUEST FOR ELIGIBILITY CERTIFICATION**

<b>1</b>	Inform the staff in-charge and ask for the payment transmittal	Provide the transmittal form	5 minutes	BAC Secretariat Personnel		Cashier's Reference for Acceptance of fees
<b>2</b>	Pay to the cashiers office	Cashier's Office	15 minutes	Cashiering Personnel	P 100.00	Official receipt
<b>2</b>	Present to the BAC Secretariat Office the Official Receipt	Received the Official Receipt and issue the eligibility certification	10 minutes	BAC Secretariat Personnel	None	Eligibility Certification

**FOR PUBLIC BIDDING**

<b>1</b>	Submit sealed bid offer envelopes, sign the receiving logbook and wait for the BID Opening	Receive the sealed envelope and record it indicating date and time of submission	3 minutes	BAC Secretariat Personnel	None	Bidding Documents
<b>2</b>	Attend the BID Opening and fill-up the attendance logbook	Opening of Bids with the BAC Committee	2 hours	BAC Secretariat Personnel	None	
<b>3</b>	Supplier or its representative signs Notice of award/	Issue a Notice of Award and Notice to Proceed	5 minutes	BAC Secretariat Personnel	None	Notice of Award Notice to proceed

	Notice to proceed					
<b>4</b>	Submit the Performance bond	Receive the performance bond for the preparation of Purchase Order	5 minutes	BAC Secretariat Personnel	None	Performance Bond
<b>REQUEST FOR THE RELEASE OF BID SECURITY AND PERFORMANCE BOND</b>						
<b>1</b>	Request the staff for the release of Bid Security and Performance bond	Check the logbook and issue transmittal form	10 minutes	BAC Secretariat Personnel	None	Transmittal Form
	Present the transmittal form to the cashier's office	Receive the transmittal form and release the Bid Security and performance bond	15 minutes	Cashiering Personnel	None	BID Security and Performance Bond
<b>FILING OF REQUEST FOR RECONSIDERATION</b>						
<b>1</b>	Submit Request for Reconsideration within 3 days from receipt of BAC decision	Receive the Motion for Reconsideration	1 minute	BAC Secretariat Personnel	None	Motion for Reconsideration
<b>2</b>	Wait for the result of the submitted motion for reconsideration	Evaluate the Motion for Reconsideration with the BAC Committee	5 days	BAC Committee	None	BAC Resolution
<b>FOR SHOPPING</b>						
<b>1</b>	Fill out suppliers' information sheet/form.	Procurement Services	10 minutes			Present file copy of submitted

	Submit accomplished SIS form together with the requirements. Suppliers' information sheet, business permit, DTI registration for sole proprietorship /SEC for corporation/CDA for cooperative, and PhilGEPS registration certificate.	Division Personnel		Procurement Service Division	None	documents to the Person In-Charge.
<b>2</b>	Secure RFQ/s form for item/s with respective schedules. Submit accomplished RFQ/s on or before bid opening at the BAC bid box.	Release RFQ to the interested suppliers	30 minutes Note: RFQ's will be Posted at PhilGEPS, MSU-IIT website, and other conspicuous places within 7 days before bid opening	Procurement Service Division	None	RFQ form
<b>3</b>	Wait for the Purchase Order	Prepare Purchase Order, then approved PO will be serve to the winning bidder	1 hour if PO is served to the local store / office of the supplier.	Procurement Service Division	None	Purchase Order

			10 minutes if supplier or its representative comes to PSD Office.			
<b>PROCESSING OF PURCHASE ORDER DOCUMENTS FOR VOUCHERING</b>						
<b>1</b>	Submits accomplished Purchase Order (PO) - (Receiving & warehousing Section/SPMD)	Receives & scrutinize document (accomplished Purchase Order, PO)	3 minutes per document	Supply office personnel	N / A	Accomplished PO
<b>2</b>		Processes and attaches duly approved Notice of Receipt of Procured Items (NRPI) and if required; Property Accountability Receipt/Inventory Custodian Slip (PAR/ICS) or Waste Material Report (WMR)	15 minutes per PO		N / A	Accomplished PO Accomplished NRPI Accomplished PAR/ICS Accomplished WMR
<b>3</b>	Approves certification	Provides endorsement/certification for voucher processing and facilitates / secures approval of certification from SPMD head	5 minutes per documents			Certification Form

<b>4</b>	Receives accomplished documents	Submits / forwards accomplished documents to Purchasing Division for vouchering	2 minutes per document	Supply office personnel	N / A	
<b>PREPARATION/PROCESSING OF PROPERTY ACCOUNTABILITY RECEIPT (PAR) / INVENTORY CUSTODIAN SLIP (ICS) FOR NEWLY ACQUIRED PROPERTY</b>						
<b>1</b>	Submits accomplished PO for preparation of PAR/ICS (Receiving & Warehousing Section, RWS-SPMD)	Receives and prepares PAR / ICS taking into consideration the account codes, fund charging and the property number assigned	10 minutes per item	Supply office personnel	N / A	PAR / ICS
<b>2</b>	Receives PAR / ICS (RWS-SPMD)	Submits accomplished PAR / ICS to RWS-SPMD	5 minutes per PAR / ICS			Accomplished PAR / ICS
<b>3</b>	Receives PAR / ICS for signature (End-user)	Forward accomplished PAR/ICS to End-user	15 minutes per PAR/ICS			Accomplished PAR / ICS
<b>4</b>	Submits duly signed PAR / ICS (End-user)	Follow-ups, receives PAR / ICS and facilitates its approval by the SPMD Head of Office.	15 minutes per PAR / ICS			Accomplished PAR / ICS
<b>5</b>	Approves accomplished PAR / ICS (SPMD Head)	Receives and encodes duly approved PAR / ICS to the MRE system	10 minutes per PAR / ICS			Approved PAR / ICS
		Files PAR / ICS to folder of every accountable personnel	5 minutes per PAR / ICS			Approved PAR / ICS

**ISSUANCE AND RETRIEVAL OF GRADUATION GOWNS FOR GRADUATING STUDENTS**

<b>1</b>	Present Official Receipt (OR) for graduation gown (TOGA) rental.	Receives OR and post/entry OR number to the corresponding student rentee on the master list of graduating students	5 minutes per student	Supply office personnel	P 100.00 per set	Fully paid Official Receipt (OR)
<b>2</b>	Enters area for fitting	Assists students during fitting	10 minutes per students		N / A	N/A
<b>3</b>	Receives TOGA, OR copy and affix signature at the master list confirming the receiving of TOGA	Issues/releases prescribed set of TOGA and issues reminders slip regarding the return of TOGA	5 minutes per student			
<b>4</b>	Returns Complete set of TOGA	Receives inspection for any defects, accepts and signify at the master list the date of return of TOGA.	5 minutes per student			
<b>5</b>		Updates status at Paperless Clearance System.	5 minutes per student			

**PROCESSING OF CLEARANCE FOR ALUMNI/NEW GRADUATES**

1	Present clearance	Receives clearance and check for unsettled accountabilities (incomplete set/unreturned toga )	5 minutes per student	Supply office personnel	N/A	Accomplished Clearance
2		Update Paperless Clearance System for unreturned TOGA	5 minutes per student			N/A
3	Pay to Cashier	Prepares Order of Payments for lost, worn out, and penalties for delayed return of graduation gowns.	5 minutes per student			Official Receipt
4		Update Paperless Clearance System and clears student from accountabilities.	5 minutes per student			Accomplished Clearance
5		File/attach OR copy to the master list of alumni/new graduate	2 minutes per student			Approved Clearance

**RECEIVING OF VARIOUS DELIVERIES OF PURCHASED MATERIALS AND SUPPLIES**

1	Delivery of materials and supplies by various supplier of the institute	Receives various deliveries of materials and supplies	5 minutes per item	Supply office personnel	N / A	Approved Purchase Order (PO) / Charged Invoice
2		Prepares Inspection and Acceptance Report (IAR)	5 minutes per PO			IAR

<b>3</b>				Supply office personnel	N / A	IAR I
<b>4</b>		Accepts delivery of items in accordance with the approved specification	5 minutes per item			
<b>5</b>		Tags / labels delivered items according to respective PO and Requisitioner	5 minutes per PO			
<b>6</b>	COA receives NRPI copy	Prepares Notice Of Receipt Of Procured Items (NRPI) / submit report to Commission On Audit (COA)	10 minutes per NRPI			NRPI
<b>7</b>	Key-in delivery of items to the PO tracking system at the computer	3 minutes per PO				Accomplished PO
<b>END OF TRANSACTION</b>						

## DISBURSEMENT SERVICES - RELEASING OF CHECKS TO SUPPLIERS

<b>Schedule of Availability of Service:</b>	Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break
<b>Who May Avail of the Service:</b>	Suppliers of the Institute
<b>What are the Requirements:</b>	Authorized Collector of the establishment and Official Receipt
<b>Duration:</b>	19 minutes
<b>How to Avail of the Service:</b>	

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Inquire if there is a check available for collection.	Verify if there is a check available. Release the voucher and issue official receipt if the check is available.	3 minutes	Cashiering Personnel	none	Disbursement Voucher
2	Issue Official Receipt corresponding to the amount reflected in the check.		5 minutes			Official Receipt
3	Sign voucher as receive payment and receive copy of BIR Form #2306 (3%) known as certificate of Final Tax Withheld at Source and BIR Form #2307 (1%) certificate of Creditable Tax Withheld at Source.	Receive Disbursement Voucher. Verify Official Receipt issued by the supplier and release copy of BIR Form #2306/2307. Release check to collector and affix signature in the warrant registry.	5 minutes			BIR Form #2306,2307
4	Receive check in the Warrant Registry Book.		1 minute			Check
5	Accomplish Account Payment Monitoring Slip (APMS) for Procurement Services Division.		5 minutes			Monitoring Slip
<b>END OF TRANSACTION</b>						

## DISBURSEMENT SERVICES - PAYMENT OF CASH VOUCHERS TO SUPPLIERS

<b>Schedule of Availability of Service:</b>	Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break
<b>Who May Avail of the Service:</b>	Suppliers of the Institute
<b>What are the Requirements:</b>	Authorized Collector of the establishment and Official Receipt
<b>Duration:</b>	20 minutes
<b>How to Avail of the Service:</b>	

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
<b>1</b>	Inquire if there are cash vouchers available for collection.	Verify if there are cash vouchers available and release for issuance of official receipts.	5 minutes	Cashiering Personnel	None	Voucher
<b>2</b>	Issue Official Receipt corresponding to the amount reflected in the cash voucher.		5 minutes			Official Receipt
<b>3</b>	Sign voucher as receive payment and receive copy of BIR Form #2306 (3%) known as Certificate of Final Tax Withheld at Source and BIR Form #2307 (1%) Certificate of Creditable Tax Withheld at Source.	Verify Official Receipt issued by the supplier and release copy of BIR Form #2306/2307 and collector signed the disbursement voucher.	5 minutes			BIR Form #2306,2307
		Release a cash payment to collectors.	5 minutes			
<b>4</b>	Receive cash payment.					
<b>END OF TRANSACTION</b>						

## VII. HEALTH SERVICES

### MEDICAL CONSULTATION

<b>Schedule of Availability of Service:</b>	Monday to Friday; 8:00 AM to 9:00 PM without noon break
<b>Who May Avail of the Service:</b>	MSU constituents, students, direct and indirect dependents
<b>What are the Requirements:</b>	Valid Identification Card (ID Card), 1x1 picture and COR
<b>Duration:</b>	41 minutes
<b>How to Avail of the Service:</b>	

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Log in before entering the clinic.	Ask the client to log in before entering the clinic.	1 minute	Medical and Dental Personnel	None	Logbook
		Ask client if he/she has already a record in the clinic. Retrieve record of the client.	5 minutes			Medical Record, Official Receipt
2	Pay assessment of fees to the Cashier's Office.	Ask client to pay at the Cashier's Office before filling out medical record form. Perform history taking.	15 minutes	Cashiering Personnel	None	Medical Record
3	Wait at the receiving area	Take vital signs.	2 minutes	Medical and Dental Personnel	None	
4	Approach the attending Nurse/physician for physical examination	Assess client's present complaints.	3 minutes			
			5 minutes			
5		Conduct physical assessment examination.	5 minutes			
6		Prescribe medicine with instruction.	2 minutes			

7		Give initial dose of medicine.	2 minutes			Medical Record With Doctor's Order
8		Instruct the patient for follow-up checkup.	1 minute			Medical Record
<b>END OF TRANSACTION</b>						

## MEDICAL SERVICES - ISSUANCE OF MEDICAL CERTIFICATE

**Schedule of Availability of Service:** Monday to Friday; 8:00 AM to 9:00 PM; No Noon Break  
**Who May Avail of the Service:** MSU constituents and students  
**What are the Requirements:** Medical and dental form with photocopy of laboratory results  
**Duration:** 19 minutes  
**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Log in upon entering the clinic/infirmary.	Ask the client to log in before entering the clinic.	1 minute	Medical and Dental Personnel	None	Logbook
		Give laboratory request form to students and staff of MSU-IIT.	1 minute			Medical Laboratory Record
		Assist and collect the original and recent laboratories of the staff and faculty as newly hired employee, OJT, IPT, athletes and practicing teaching, job promotion, DOST/PCASTRD or any scholarship grants including IIT students.	2 minutes			Original And Photocopy Of Laboratory Request, Medical Certificate Form/Tenure Form
		Retrieve record of the client.	2 minutes			Medical Record
		Take vital signs.	2 minutes			
2	Wait for his / her turn.	Conduct physical assessment	5 minutes			

		examination and interpretation of laboratory results.	5 minutes			Medical Record Original And Photocopy of Laboratory Results
<b>3</b>		Issue medical certificate or advise to repeat laboratory examination if there is abnormal lab findings or refer client to a medical specialist before issuance of medical certificate.	1 minute	Medical and Dental Personnel		Medical Record Medical Certificate
<b>END OF TRANSACTION</b>						

## VIII. FEEDBACK MECHANISM

### HANDLING SIMPLE COMPLAINTS AND FILING OF AN ADMINISTRATIVE CASE

<b>Schedule of Availability of Service:</b>	Monday to Friday; 8:00 AM to 5:00 PM; No Noon Break
<b>Who May Avail of the Service:</b>	Any person who may have been aggrieved by alleged acts or omissions committed by Faculties and Staff of MSU-IIT.
<b>What are the Requirements:</b>	A written complaint subscribed and sworn to by the complainant. The complaint shall be in triplicate copies and written in clear, simple and concise language and in a systematic manner as to apprise the person complained of, of the nature and cause of the accusation against him/her and to enable him/her to intelligently prepare his/her defense or answer/comment. However, should there be more than one (1) person complained of, the complainant is required to submit additional copies corresponding to the number of persons complained of. ( <b>Section 11, Rule 3, Revised Rules on Administrative Cases in the Civil Service</b> ).
<b>Duration:</b>	<b>2 months</b>
<b>How to Avail of the Service:</b>	

Step	Applicant / Client	Service Provider	Duration	Person In Charge	Fees	Form
<b>PROCEDURE ON HANDLING CLIENT'S COMPLAINTS or FEEDBACK</b>						
<b>1</b>	Approach the officer of the day at the public assistance desk and	Interview the complainant regarding the delivery of frontline service.	45 minutes	Human Resource Management Office (HRMO) Personnel	None	None
<b>2</b>	Present complaint/feedback on the transaction delivered by the service provider.	Give immediate solution to the problem/complaint.  *If the client is aggrieved, directs client to file an administrative complaint .	1 hour	HRMO Personnel	None	Feedback form

<b>3</b>	File a complaint to the Office of the Chancellor/President.	Receive the complaint and issue a Memorandum to the employee why no administrative charge be filed against him/her	30 minutes	Office of the Chancellor/President Personnel		Duly subscribed and sworn complaint including evidences
		Conduct preliminary investigation to establish the existence of a prima facie case	5 days from the receipt of complaint	Investigating officer appointed by the Disciplining authority		Complaint / Affidavit
		Prepare and submit the investigation report to the Chancellor	15 days			Investigation Report
		Recommend for a filing of an administrative case if a prima facie case exist Recommend for a dismissal of the compliant, if no prima facie case exist.	30 minutes			
<b>4</b>	Receive the result of the Investigation Report	Furnish the client/complainant the Investigation Report .	1 minute	Office of the Chancellor/President Personnel	None	Special Order constituting the Members of the Formal Investigation Committee
		Issue a Formal/Notice of Charge to the complained employee if a prima facie case is established during the investigation.	30 minutes	Office of the Chancellor/President Personnel		
<b>5</b>	Attend the hearing called by the Formal Investigation Committee as complainant/witness	Commence the Formal Investigation against the erring employee complained of.	30 days	Members of the Formal Investigation Committee		Subpoena
<b>6</b>	Wait for the result of the Formal Investigation	Recommend to the Disciplining Authority the proper penalty in case found guilty.	30 days	Members of the Formal Investigation Committee		Decision/Resolution of the Formal Investigation report
<b>7</b>	Receive the decision/resolution of the Formal Investigation	Issue a Memorandum Order on the proper penalty to be served	30 minutes	Disciplining Authority		Memorandum/Special Order

	Report	by the employee if found guilty.				
<b>END OF TRANSACTION</b>						