ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY

CITIZEN'S CHARTER
JANUARY 2026

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I.   Mandate

The Iloilo Science and Technology University which primarily provide advanced education, higher technological, professional instruction and training in arts, sciences, education, engineering, agriculture and forestry, and other relevant fields of study. It shall also promote and undertake research, extension services and production activities in support of the socioeconomic development of the Province of Iloilo and provide progressive leadership in its areas of specialization.

II.   Vision

ISAT U as a leading Science and Technology University in Southeast Asia by 2030.

III.   Mission

The University is committed to provide quality and relevant advanced education, higher technological, professional instruction and training in arts, sciences, education, architecture, engineering, agriculture, forestry, and other fields of study, thereby producing locally oriented, globally competitive and eco-friendly human resources. It shall promote research and development programs to advance science and technology and undertake sustainable extension and production activities.

IV. Service Pledge

We, the officials, academic and non-academic staff of the ISAT-U System, wholeheartedly commit to delivering the SERVICE that the Filipino people truly deserve.

Service with passion as we uphold our institutional mandate with unwavering integrity, commitment, accountability, responsiveness and a pursuit of excellence;

Expedite transactions by streamlining requirements and procedures, adhering to prescribed service standards;

Respect the rights of the public, we encourage feedback and complaints through our complaint and assistance desk, and we take immediate action to implement corrective measures;

Value the input of all individuals including persons with disabilities, senior citizens, pregnant women and those with special needs as we work to cater to their suggestions, recommendations, comments and needs;

Integrate the values of courtesy and promptness into our human resources, we extend our utmost respect to citizens, stakeholders, students, parents, and all those we serve;

Commit to being accountable for our actions as public servants, ensuring transparency and responsibility in all our endeavor;

Enable the public to access the University 24/7 on information about policies, programs, course offerings, activities and services through our website isatu.edu.ph. Send complaints and suggestions through our email address arta.customercare@isatu.edu.ph.

Together, we pledge to serve the Filipino people with the highest standards of professionalism, courtesy and dedication.

V. List of Services

EXTERNAL CAMPUSES

Barotac Nuevo Campus
External Services

External/Internal Services

Internal Services

Dumangas Campus
External Services

External/Internal Services

MAIN CAMPUS
External Services

Administrative Services – Human Resource Management Office

1. Reply to Job Applications

This service involves the acknowledgment of job applications submitted by individuals expressing interest in joining the Iloilo Science and Technology University.

Office or Division	Human Resource Management Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who May Avail	Filipino Citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter; 2. Fully accomplished and duly notarized Personal Data Sheet (CS Form 212, Revised 2025) with 3.5cmX4.5cm ID picture (passport size) taken within the last 6 months; 3. Work Experience Sheet, if applicable; 4. Certificate of Eligibility or Rating or Professional License, applicable to the position applied for (photocopy); 5. Transcript of Records (photocopy); 6. Photocopy of Performance Rating of at least VS in the last rating period, if applicable.	Applicant Can be downloaded at www.csc.gov.ph Can be downloaded at www.csc.gov.ph Government Office/Agency that granted the Certificate of Eligibility or Rating or Professional License Registrar of concerned educational institution Human Resource Management Office of concerned agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits job application together with the complete set of requirements (walk-in or email) addressed to the University President.	1. Receives/ Retrieves job applications.	None	1 hour	*HRMO II* Human Resource Management Office
	1.1. Checks completeness of documents.	None	2 hours	*HRMO II* Human Resource Management Office
2. Receives acknowledgment letter of job application.	2. Sends letter reply to applicant thru email.	None	1 hour	*HRMO II* Human Resource Management Office
	TOTAL	**None**	**4 hours**	

Office of Student Affairs and Services

2. **Admission for Baccalaureate Degree Programs**

    This service establishes student admission standards to ensure the proper documentation of applicants, evaluation of their credentials, and compliance with admission requirements.

Office or Division	Office of Student Affairs and Services 3rd Floor, Student Services Building
Classification	Simple to Highly Technical
Type of Transaction	G2C - Government to Citizen
Who May Avail	Incoming Baccalaureate (College) Students of Iloilo City Campus
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
BACCALAUREATE PROGRAMS	
A. For Graduating Senior High School Students	
• Completely filled-out OSAS/Admission Form 1A (can be downloaded from the ISAT U Admission Portal)	ISAT U Admission Portal
• Two identical colored pictures (2x2 inches) with a white background, signed on the back by the principal or their authorized representative	Applicant
• Two (2) months household electric bills (photocopy) within June–November 2025 (Please ensure that the copies are clear and bring the original copies for verification.)	Applicant
B. For Graduates of Senior High School	
• Completely filled-out OSAS/Admission Form 1A (can be downloaded from the ISAT U Admission Portal)	ISAT U Admission Portal
• Clear photocopy of the Report Card (please bring the original copy for verification)	Registrar/Principal/Grade 12 School
• Two identical colored pictures (2x2 inches) with a white background	Applicant
• Two (2) months household electric bills (photocopy) within June–November 2025 (Please ensure that the copies are clear and bring the original copies for verification.)	Applicant

C. For Completers of Alternative Learning System				
• Completely filled-out OSAS/Admission Form 1A (can be downloaded from the ISAT U Admission Portal)	ISAT U Admission Portal			
• Clear photocopy of the Certificate of Rating (please bring the original copy for verification)	Registrar/Principal/DepEd (ALS)			
• Two identical colored pictures (2x2 inches) with a white background	Applicant			
• Two (2) months household electric bills (photocopy) within June–November 2025 (Please ensure that the copies are clear and bring the original copies for verification.)	Applicant			

I. ONLINE APPLICATION THROUGH THE ISAT U ADMISSION PORTAL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the required information in the ISAT U Admission Portal.	1. The system will perform email address validation and verify the completeness of the information submitted by applicants.	None	4 minutes	*System Generated Response* *Staff* MIS/EDP
2. Receives the confirmation email that contains the schedule for the submission of documents.	2. Upon validation of the email and information, the system auto-replies with the applicant's schedule of submission of documents.	None	3 minutes	*System Generated Response* *Staff* MIS/EDP
	TOTAL	**None**	**7 minutes**	

II. SUBMISSION OF DOCUMENTS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the admission documents (personally or through an authorized	1. Checks and evaluates the documents; edits applicant's	None	9 minutes	*System-Generated Response*

	information in the Applicant Processing System if necessary; issues acknowledgement receipt of documents and exam permit.			*Staff* Office of Student Affairs and Services
representative) to the Office of Student Affairs and Services.				
2. Secures acknowledgement receipt of documents and exam permit.	2. Files the submitted documents.	None	1 minute	*Staff* Office of Student Affairs and Services
	TOTAL	**None**	**10 minutes**	

III. COMPUTER-AIDED UNIVERSITY ADMISSION TEST

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shows the exam permit and valid ID for verification.	1. Verifies the exam permit and valid ID of the applicant and checks the name of the applicant in the list of examinees.	None	4 minutes	*Secretariat* Admission Test Committee *Proctor* Admission Test Committee *Staff* Office of Student Affairs and Services
2. Takes the University Admission Test.	2. Orients the applicants and offers assistance when technical and other concerns arise.	None	3 hours and 30 minutes	*Proctor* Admission Test Committee *Staff* Office of Student Affairs and Services
	TOTAL	**None**	**3 hours and 34 minutes**	

IV. APPLICATION STATUS TRACKING, APTITUDE TEST *(For qualified Engineering, Architecture, Biology, and Education applicants)*, **INTERVIEW, RELEASING OF RESULTS, AND CONFIRMATION OF QUALIFIED APPLICANTS FOR ADMISSION**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for the release of updates in the ISAT U Admission Portal based on the given schedule.	1. Updates the status of the applicant's application for admission.	None	4 minutes	*System Generated Response* *Staff* Office of Student Affairs and Services
2. Takes the Aptitude Test.	2. Conducts and checks the Aptitude Test.	None	3 hours	*Aptitude Test Committee/Staff* Office of Student Affairs and Services
3. Reports for interview.	3. Conducts the interview.	None	10 minutes	*Interview Committee* Colleges
4. Monitors the status of application through the admission portal.	4. Updates the admission status of the applicant.	None	5 months after the online registration	*Staff* Office of Student Affairs and Services
5. Confirms and submits required documents for enrollment.	5. Confirms and reserves the slot for admission.	None	5 minutes	*Staff* Office of Student Affairs and Services *Staff* Office of the University Registrar
	TOTAL	**None**	**5 months, 3 hours, and 19 minutes**	

Office of the University Registrar

3. Receiving of Enrollment Requirements (for Incoming Students)

This service facilitates the efficient acceptance of student requirements for enrollment.

3.1 Advanced Education Program

Office or Division	Office of the University Registrar 1st Floor, Student Services Building				
Classification	Simple				
Type of Transaction	G2C - Government to Citizen				
Who May Avail	Students qualified to enroll for Advanced Education Program				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**		
A. New Pre-Registration Form and Information Sheet B. Official Transcript of Records C. Certificate of Transfer Credentials (for NON-ISAT U Graduate) D. Machine copy of PSA Birth Certificate Machine copy of PSA Marriage Certificate (for married women)			Office of the University Registrar Registrar, School of Origin Registrar, School of Origin Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	
1. Submits enrollment requirements.	1. Checks student's name in the qualified list for enrollment. Receives and verify enrollment requirements submitted.	None	5 minutes	*OUR Staff* Office of the University Registrar	
2. Receives log-in credential for Online Pre-Enrollment .	2. Accepts student in the Applicants Processing System (APS) and issues log-in credential for Online Pre-Enrollment	None	5 minutes	*OUR Staff* Office of the University Registrar	
	TOTAL	**None**	**10 minutes**		

3.2 Baccalaureate Program

Office or Division	Office of the University Registrar 1st Floor, Student Services Building
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who May Avail	Students qualified to enroll for Baccalaureates Program

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Senior High School Graduate
  A. New Pre-Registration Form and Information Sheet
  B. Senior High School Report Card
  C. Certificate of Good Moral Character
  D. Machine copy of PSA Birth Certificate
  E. Machine copy of PSA Marriage Certificate (for married women)
	Office of the University Registrar
	Registrar/Principal, School of Origin
	Registrar/Principal, School of Origin
	Philippine Statistics Authority (PSA)
	Philippine Statistics Authority (PSA)

2. Alternative Learning System (ALS) and Accreditation and Equivalency (A&E) Assessment Completers and Passer
  A. New Pre-Registration Form and Information Sheet
  B. Certificate of Rating
  C. Certificate of Good Moral Character
  D. Machine Copy of PSA Birth Certificate
  E. Machine Copy of PSA Marriage Certificate (for married women)
	Office of the University Registrar
	ALS Coordinator/Registrar, School of Origin
	Registrar/Principal, School of Origin
	Philippine Statistics Authority
	Philippine Statistics Authority

3. Transferees
  A. New Pre-Registration Form and Information Sheet
  B. Official Transcript of Record
  C. Certificate of Good Moral Character
  D. Machine Copy of PSA Birth Certificate
  E. Machine Copy of PSA Marriage Certificate (for married women)
	Office of the University Registrar
	Registrar, School of Origin
	Registrar, School of Origin
	Philippine Statistics Authority (PSA)
	Philippine Statistics Authority (PSA)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits enrollment requirements.	1. Checks student's name in the qualified list for enrollment. Receives and verify enrollment requirements submitted.	None	5 minutes	*OUR Staff* Office of the University Registrar
2. Receives log-in credential for	2. Accepts student in the Applicants	None	5 minutes	*OUR Staff* Office of the

Online Pre-Enrollment.	Processing System (APS) and issues log-in credential for Online Pre-Enrollment.			University Registrar
	TOTAL	**None**	**10 minutes**	

3.3 Post-Baccalaureate Program (Certificate in Teaching)

Office or Division	Office of the University Registrar 2nd Floor, Student Services Building
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who May Avail	Students qualified to enroll for Post-Baccalaureate Program (Certificate in Teaching)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. New Pre-Registration Form and Information Sheet B. Official Transcript of Records C. Certificate of Transfer Credentials (for NON-ISAT U Graduate) D. Machine Copy of PSA Birth Certificate E. Machine Copy of PSA Marriage Certificate (for married women)	Office of the University Registrar Registrar, School of Origin Registrar, School of Origin Philippine Statistics Authority Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits enrollment requirements.	1. Checks student's name in the qualified list for enrollment. Receives and verify enrollment requirements submitted.	None	5 minutes	*OUR Staff* Office of the University Registrar
2. Receives log-in credential for Online Pre-Enrollment.	2. Accepts student in the Applicants Processing System (APS) and issues log-in credential for Online Pre-Enrollment.	None	5 minutes	*OUR Staff* Office of the University Registrar
	TOTAL	**None**	**10 minutes**	

3.4 Technical-Vocational Program (Evening Vocational Course)

Office or Division	Office of the University Registrar 2nd Floor, Student Services Building
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who May Avail	Students qualified to enroll for Technical-Vocational Program (Evening Vocational Course)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. New Pre-Registration Form and Information Sheet		Office of the University Registrar
B. Machine Copy of Official Transcript of Records (College Level)/Senior High School Report Card (High School Level) Certificate of Rating		Registrar/Principal, School of Origin
C. Police Clearance		City/Municipal Police Office
D. Machine Copy of PSA Birth Certificate		Philippine Statistics Authority (PSA)
E. Machine Copy of PSA Marriage Certificate (for married women)		Philippine Statistics Authority (PSA)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits enrollment requirements.	1. Checks student's name in the qualified list for enrollment. Receives and verify enrollment requirements submitted.	None	5 minutes	*OUR Staff* Office of the University Registrar
2. Receives log-in credential for Online Pre-Enrollment.	2. Accepts student in the Applicants Processing System (APS) and issues log-in credential for Online Pre-Enrollment	None	5 minutes	*OUR Staff* Office of the University Registrar
	TOTAL	None	10 minutes	

3.5 Cross-Enrollee

Office or Division	Office of the University Registrar 2nd Floor, Student Services Building
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who May Avail	Students qualified to enroll for Cross-Enrollment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. New Student Pre-Registration Form and Information Sheet	Office of the University Registrar
B. Permit to Cross Enroll	Registrar, School of Origin
C. Machine Copy of PSA Birth Certificate	Philippine Statistics Authority (PSA)
D. Machine Copy of PSA Marriage Certificate (for married women)	Philippine Statistics Authority (PSA)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits enrollment requirements.	1. Checks student's name in the qualified list for enrollment. Receives and verify enrollment requirements submitted.	None	5 minutes	*OUR Staff* Office of the University Registrar
2. Receives log-in credential for Online Pre-Enrollment.	2. Accepts student in the Applicants Processing System (APS) and issues log-in credential for Online Pre-Enrollment.	None	5 minutes	*OUR Staff* Office of the University Registrar
	TOTAL	None	10 minutes	

4. Request for Academic Records

This service facilitates requests of students and alumni of their academic records for their personal, professional and other concerns.

4.1 For Evaluation and Scholarship

Office or Division	Office of the University Registrar 2nd Floor, Student Services Building			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who May Avail	Active Students or its authorized parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Semestral Clearance 2. Validated School ID or Registration Form 3. Notarized Authorization Letter with attached machine copy of valid IDs of both parties (for Authorized Representative) 4. Machine copies of documents (for Authentication of Academic Records)		Student Office of the University Registrar Requesting Party Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out counter request form.	1. Provides Counter Request Form.	None	3 minutes	*OUR Staff* Office of the University Registrar
2. Secures priority number.	2. Calls out client's priority number.	None	2 minutes	*OUR Staff* Office of the University Registrar
3. Submits Counter Request and requirements.	3. Receives Counter Request Form. Checks the completeness of requirements and academic records. Advices the client of required fees to be paid at the cashier.	• Authentication of Academic Records – Php 30.00 per set • Report Card - Php 10.00 per semester • Report of Grades - Php 30.00 per semester • Registration Form - Php	5 minutes	*OUR Staff* Office of the University Registrar

		30.00 per semester		
4. Submits official receipt and Counter Request Form.	4. Accepts official receipt and Counter Request Form.	None	5 minutes	*OUR Staff* Office of the University Registrar
	4.1. Forwards request for academic records to the in-charge for preparation/ processing of express request.	None	10 minutes	*OUR Staff, In-charge of processing express request* Office of the University Registrar
5. Presents the claim stub for request and receives requested documents/ academic records.	5. Calls out the client and Releases requested documents/ academic records.	• None	5 minutes	*OUR Staff* Office of the University Registrar
	TOTAL	• **Authentication of Academic Records – Php 30.00 per set** • **Report Card - Php10.00 per semester** • **Report of Grades - Php30.00 per semester** • **Registration Form - Php30.00 per semester**	**30 minutes**	

4.2 For Employment, Board Examination, Dismissal

Office or Division	Office of the University Registrar 1st Floor, Student Services Building
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who May Avail	In-Active Students, Graduates and its authorized parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Exit Clearance	Student
2. School ID	Student
3. 1 pc (2"X 2") picture	Student
4. Form 137-A (for Secondary Graduates) /SF 10 SHS (for SHS Graduates)	Principal/Registrar, School of Origin
5. Official Transcript of Records with remarks "Copy for ISAT U" (for transferee)	Registrar, School of Origin
6. Certificate of Transfer Credentials (for transferee)	Registrar, School of Origin
7. Certificate of Good Moral Character	Principal/Registrar, School of Origin
8. Machine Copy of PSA Birth Certificate	Philippine Statistics Authority (PSA)
9. Machine Copy of PSA Marriage Contract (for married women)	Philippine Statistics Authority (PSA)
10. Notarized Authorization Letter with attached machine copy of valid IDs of both parties or Special Power of Attorney (for Authorized Representative)	Requesting Party and Notary Public / Lawyer
11. Machine copies of documents (for Authentication of Academic Records)	Requesting Party
12. Certification stating that the student is a first time jobseeker	Barangay Office
13. Affidavit of Loss/Damage (for Re-issuance of Diploma)	Notary Public/Lawyer
14. Documentary Stamps	Bureau of Internal Revenue/Pay at the Cashier's Office
15. Letter of No Objection	Registrar, School where the Official Transcript of Records is forwarded

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out counter request form.	1. Provides Counter Request Form.	None	3 minutes	*OUR Staff* Office of the University Registrar
2. Secures priority number.	2. Calls out client's priority number.	None	2 minutes	*OUR Staff* Office of the University Registrar

3. Submits Counter Request.	3. Receives Counter Request Form and retrieve hard file of client.	None	5 minutes	*OUR Staff* Office of the University Registrar
4. Submits requirements.	4. Checks the completeness of requirements and academic records and give the client the required fees to be paid at the cashier.	• Certifications - Php30.00 per Cert. • Certification, Authentication, Verification (CAV) - Php 30.00 • Transcript of Records/Form 137-A - Php30.00 per page • Certificate of Transfer Credentials - Php25.00 + TOR • Re-Issuance of Diploma and Certificate - Php100.00	5 minutes	*OUR Staff* Office of the University Registrar
5. Presents official receipt.	5. Accepts official receipt and schedules releasing of documents.	None	5 minutes	*OUR Staff* Office of the University Registrar
6. Secures claim stub for request and claims the same on scheduled date of release.	6. Forwards request for academic records to encoders for preparation/ processing.	None	5 working days	*Office Encoder/Registrar* Office of the University Registrar
7. Presents the claim stub for request and receives requested documents/	7. Releases requested documents/ academic records.	None	5 minutes	*OUR Staff* Office of the University Registrar

academic records.				
	TOTAL	• **Certifications – Php 30.00 per Cert.** • **Certification, Authentication, Verification (CAV) - Php 30.00** • **Transcript of Records/Form 137-A – Php 30.00 per page** • **Certificate of Transfer Credentials – Php 25.00 + TOR** • **Re-Issuance of Diploma and Certificate - Php 100.00**	**5 working days and 25 minutes**	

University Guidance and Counseling Center

5. Request for Counseling and Consultation Services

The Counseling and Consultation Service aims to provide counseling services to clients who are experiencing challenges due to academic, career, or personal/social problems, which may interfere with their ability to take full advantage of the educational opportunities before them. The consultation service, on the other hand, offers students access to expert guidance and additional information to address a wide range of concerns.

Office or Division:		University Guidance and Counseling Center (UGCC)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Students		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Validated Identification Card (ID)/ Registration Form (RF) 2. Accomplished Guidance Service Log 3. Accomplished Intake and Consent Form 4. Accomplished Agreement Form		Office of Student Affairs and Services / Office of the University Registrar University Guidance and Counseling Center University Guidance and Counseling Center University Guidance and Counseling Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID Card or RF and request for counseling.	1. Receives the client and determines if the client was referred to the Center.	None	5 minutes	*Guidance Staff* University Guidance and Counseling Center
2. Accomplishes the Guidance Services Log.	2. Assists the client in the accomplishment of the Guidance Services Log, checks the data, and endorses the client to a counselor.	None	5 minutes	*Guidance Staff* University Guidance and Counseling Center
3. Accomplishes the Intake and Consent Form.	3. Discusses the informed consent.	None	10 minutes	*Guidance Counselor* University Guidance and Counseling Center
4. Engages in the Counseling/ Consultation session, signs the Agreement Form.	4. Facilitates the counseling/ consultation session, discusses and fills in the	None	45 minutes (Minimum duration for counseling sessions)	*Guidance Counselor* University Guidance and Counseling

	Agreement Form, and secures the client's signature.			**Note**: Consultation sessions may take less time. The duration of counseling/ consultation sessions will vary depending on the client's needs.	Center
5. Discusses the appropriate next steps with the counselor.	5. Determines the appropriate step.	None	5 minutes		*Guidance Counselor* University Guidance and Counseling Center
	TOTAL	**None**	**1 hour and 10 minutes** **Note: The duration of counseling/ consultation sessions will vary depending on the client's needs.**	

MAIN CAMPUS
External / Internal Services

Dental Clinic

6. Request for Dental/Oral Examination

The Dental Clinic offers dental or oral examination for students, faculty and non-academic staff and community members seeking to avail themselves these services.

Office or Division	Dental Clinic			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who May Avail	Students, Faculty and Non-Academic Staff, Community Members			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Validated University ID Card 2. One (1) copy of Dental Health Record (QF-DEN-04) 3. Medical Slip		Office of Student Affairs and Services Dental Clinic Medical Clinic		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Signs at the logbook and presents validated University ID.	1. Checks entry in the logbook and ID card.	None	1 minute	*Dental Aide* Dental Clinic
2. Fills out Dental Health Record.	2. Provides patient with Dental Health Record.	None	10 minutes	*Dental Aide* Dental Clinic
3. Submits self for dental/oral examination.	3. Performs examination and diagnoses health issues. 3.1. Prepares treatment plan.	None	20 minutes	*Dentist* Dental Clinic
4. Receives prescription form or referral or dental slip/certificate.	4. Issues prescription form with instruction and give medicine, if necessary. 4.1. Issues Referral or Dental Slip/Certificate, as the case may be.	None	10 minutes	*Dentist* Dental Clinic
5. Signs in the logbook and monthly treatment record.	5. Have the patient sign on the logbook.	None	1 minute	*Dentist* Dental Clinic
	TOTAL	**None**	**42 minutes**	

Integrated Income and Resource Generation Program

7. Physical Facilities Utilization/Reservation for Rental Services

Renting out to the general public the university facility for their personal needs/purposes.

Office or Division	Integrated Income and Resource Generation Program (IIRGP) – Iloilo City Campus
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who May Avail	Students, Faculty, Staff and the General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1 copy Rental Permit	Rental Services Project Manager
2. 1 copy Official Receipt	Cashier
3. 1 copy Billing Statement	Rental Services Project Manager

FEES:

A. Classrooms

Room Location (Capacity)	Area Capacity (Persons)	Venue with Basic Facilities (Php)	Additional Charges (Php) per Excess Hours
1. N-Building	45-50	750.00	150.00
2. CEA-ICT Building	45-50	750.00	150.00
3. Science Laboratory Building	100	1,000.00	250.00
4. L Building	45-50	750.00	150.00
5. Science Building	45-50	750.00	150.00
6. Teacher Education Building	45-50	750.00	150.00
7. Other Buildings	45-50	750.00	150.00

B. Function Rooms/Spaces

Rooms / Area (Capacity)	Area Capacity (Persons)	Venue Only (PhP)	Venue with Basic Facilties[1] (PhP)	Additional Charges (PhP) per Excess Hours
1. Cafeteria Function Room	20-25	None	4,000.00	800
2. Ed-Tech Center	100	None	7,000.00	1,000.00
3. New Board Room	50-80	None	6,000.00	1,000.00
4. N-Building AV Room	200	None	8,000.00	1,000.00
5. Research Hub AV Room	100	None	10,000.00	1,500.00
6. Multipurpose Educational Center	500	5,500.00	7,500.00	1,000.00
7. CEA – ICT AV Room (309)	90		7,000.00	1,000.00
8. Football Field (venue only)	Open Field	4,500.00	None	1,000.00
9. GAD Conference Room	15-25	None	3,500.00	800
10.DIT Conference Room	15-20	None	3,500.00	800

11. Student Services Building Conference Hall	200	None	8,000.00	1,000.00	
12. Advertisement Space (Kiosk) 4	3-5	500.00	None	None	

C. Laboratory Rooms

Laboratory Room Type	Area Capacity (Persons)	Venue with Basic Facilities (Php)	Additional Charges (PhP) per Excess Hours
1. Computer Laboratory	None	5,000.00	None
2. Shop Rooms	None	3,000.00	None
3. Automotive Learning Room and Shop Area	None	6,000.00	None
4. Cooking Laboratory	None	4,000.00	None

Note: Please see the Rental Rates for the complete information. All rates may subject to change without prior notice.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires for the availability of the Physical Facilities to be reserved.	1. Checks the availability of the requested facility. 1.1. Reserves the facility immediately to the non-paying client if it is available and explain the needed documents for submission of the client.	None	3 minutes	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation Program
2. Secures and fills out Rental Permit Form.	2. Reserves the facility to the paying client upon submission of the filled-out Rental Permit Form. 2.1. Forwards the filled-out forms to the PDAS Office for the assignment of personnel. 2.2. The PDAS Office forwards the form to IIRGP Office and VPAF/Campus Administrator for	None	1 hour	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation Program

	approval.			
	2.3. VPAF/ Campus Administrator forwards the approved copy of Rental Permit to Rental Services.			
3. Receives billing statement.	3. Gives billing statement.	None	2 minutes	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation Program
4. Pays to the Cashier.	4. Receives payment.	(Please see correspondi ng Fees.)	2 minutes	*Cashier* Cashier's Office
5. Receives approved permit.	5. Releases approved permit.	None	1 minute	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation Program
6. Submits the needed documents (Copy of the receipt for paying client and approved activity for non-paying client).	6. Confirms booking to the respective area or facilities in charge.	None	2 minutes	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation Program
7. Receives Booking/ Reservation Confirmation.	7. Records confirmed booking and distribute copies of approved permit to concerned offices.	None	1 minute	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation Program
	TOTAL	**(Please see correspon ding Fees.)**	**1 hour and 11 minutes**	

8. Event Reservation

To facilitate the fast and efficient response on the reservation of the events and functions of the university. It will also provide safe and excellent foods to the local community.

Office or Division	Integrated Income and Resource Generation Program (IIRGP) - Iloilo City Campus
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who May Avail	Students, Faculty, Staff and General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1 copy of Event Contract	Front Desk Clerk
2. 1 copy of Food Menu Packages	Front Desk Clerk
3. 3 copies of Official Receipts	Cashier

FEES:

   A. Package A (P375)
      Choices of Rice, Soup, Vegetable/Noodles, Fish, Chicken or Pork, Pasta, Dessert and Drink
   B. Package B (P400)
      Choices of Rice, Soup, Vegetable, Fish, Chicken, Pork or Beef, Pasta, Dessert, Drinks
   C. Package C (P445)
      Choices of Rice, Soup, Salad, Vegetable/Noodles, Fish, Chicken, Pork, Beef, Pasta, Dessert, Drinks
   D. Package D (500)
      Choices of Rice, Soup, Salad, Vegetable/Noodles, Fish, Chicken, Pork, Beef, Pasta, 2 Dessert, Drinks

Note: Please see the Food Packages Rates for the complete information. All rates may subject to change without prior notice.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires availability for event/function.	1. Checks for the availability of the date and venue.	None	1 minute	*Front Desk Clerk* Integrated Income and Resource Generation Program
2. Discusses details of event/function.	2. Assists the client for the type of event/ function.	None	15 minutes	*Front Desk Clerk* Integrated Income and Resource Generation Program
3. Selects the Food Menu Package.	3. Assists the guest in the selection of food package, and suggests	None	10 minutes	*Front Desk Clerk* Integrated Income and Resource Generation Program

	best menu for the event.			
4. Fills out Event Contract	4. Assists guests in filing out forms and checks essential information in the Event Contract. Ensures guest understand the details of the contract.	None	5 minutes	*Front Desk Clerk* Integrated Income and Resource Generation Program
5. Pays the total cost of the event	5. Instructs client to pay the required 50% down payment as confirmation of the reservation. Notifies the client that full payment will be settled on or before the day of the event. Secures official Receipt to the client.	(Please see corresponding Fees.)	5 minutes	*Staff Clerk* Integrated Income and Resource Generation Program
	5.1. Receives and processes payments.	(Please see corresponding Fees.)	5 minutes	*Cashier* Cashier's Office
	TOTAL	**(Please see corresponding Fees.)**	**41 minutes**	

9. Room Accommodation Services

Provide safe, quality and comfortable room accommodation for University guests.

Office or Division	Integrated Income and Resource Generation Program – Iloilo City Campus
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who May Avail	Students, Faculty, Staff and General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1 copy of ID 2. 1 copy of Guest Registration Form 3. 3 copies of Official Receipts	Client Front Desk Clerk Cashier
FEES: A. HRT Service Center ➢ Php 1,200 Good for 2 with Free Breakfast/ Php 1,000 without Breakfast with Php 300 Extra Bed ➢ 20% Discount Room Accommodation for PWD's, Alumni, Senior Citizen, ISAT U Faculty, Staff and Students B. TLE Service Center Room A: 1 Single Bed -------------------------------------Php950.00 Room B: 2 Queen Bed (4pax)----------------------------Php2,000.00 Room C: 1 Double Deck, 1 Single Bed (3pax)---------Php1,750.00 Room D: 1 Queen Bed , 2 Single Bed (3-4 pax)------Php2,000.00 Room E: 1 Queen Bed (2pax)----------------------------Php1,200.00 Room F: 2 Single Bed (2pax)----------------------------Php1,200.00 **20% discount to the Senior Citizens, PWDs, and ISAT U Alumni, employees and Students* *Note: Please see the Room Accommodation Rates for the complete information. All rates may subject to change without prior notice.*	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires for Room Accommodation.	1. Checks for the availability of the Rooms.	None	3 minutes	*Front Desk Clerk* Integrated Income and Resource Generation Program
2. Reservation of Room.	2. Reserves the available room, if needed.	None	2 minutes	*Front Desk Clerk* Integrated Income and Resource Generation Program

3. Fills out the Guests Registration Form and present Identification Card.	3. Assists the guest in filling out Registration Form upon arrival.	None	2 minutes	*Front Desk Clerk* Integrated Income and Resource Generation Program
	3.1. Photocopy and checks valid I.D. for verification of information that the client registered. If senior citizen, PWD, alumni, faculty, employee and student of ISAT U, a 20% discount will be given.	None	2 minutes	*Front Desk Clerk* Integrated Income and Resource Generation Program
4. Pays the Accommodation Cost.	4. Receives the payment from the guest and gives the official receipt copy.	(Please see corresponding Fees.)	5 minutes	*Front Desk Clerk* Integrated Income and Resource Generation Program
5. Proceeds to Hotel Room.	5. Hands in room key and assists the client to the Hotel Room.	None	2 minutes	*Front Desk Clerk* Integrated Income and Resource Generation Program
	TOTAL	**(Please see corresponding Fees.)**	**16 minutes**	

10. Merchandise Retailing/Selling Process

To facilitate the fast and efficient response on retailing/selling of merchandise products/items to the clients.

Office or Division	Integrated Income and Resource Generation Program (IIRGP) – IIRGP Enterprise/Store
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who May Avail	Students, Faculty, Staff and General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Cash 2. 2 copies of Official Receipt / Acknowledgement Receipt	Client IIRGP Office

LIST OF PRICES:

DESCRIPTION	SELLING PRICE
University T-shirt (All Size)	Php 150.00
PE Jogging Pants (S, M, L, XL)	Php 400.00
PE Jogging Pants (2XL)	Php 450.00
University Patches	Php 25.00
Technical Drawing Book (Yellow)	Php 395.00
Foldable Fan	Php 35.00
J-Umbrella	Php 200.00
Mug Ceramic	Php 100.00
Magic Mug	Php 160.00
University Lanyard	Php 100.00
Academic Collar	Php 230.00
Academic Tassel	Php 65.00
University Pin	Php 140.00
University Cloth (Off-White)	Php 160.00 per yard
University Cloth (Checkered)	Php 120.00 per yard

Note: Please see the Merchandise Rates for the complete information. All rates may subject to change without prior notice.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Product/Item Inquiry.	1. Checks the inventory and the availability of the product/ item. 1.1. Determines the cost of the product/Item to be sold to the client.	None	1 minute	*Staff / Personnel* Integrated Income and Resource Generation Program
2. Checks the quality of	2. Prepares and checks	None	5 minutes	*Staff / Personnel*

the product/item.	the client's product/item.		*Depends on the product/ item to be bought and the volume of client transactions*	Integrated Income and Resource Generation Program
3. Pays the total cost of the product/item.	3. Receives the cash payment from the client.	(Please see correspondi ng Fees.)	2 minutes *Depends on the volume of client transactions*	*Staff / Personnel* Integrated Income and Resource Generation Program
4. Receives the product/item and official receipt if needed.	4. Releases the product/item to the clients. 4.1. If the client needs the official receipt, the IIRGP Personnel will facilitate the payment to the Cashier's office.	None	2 minutes *Depends on the product/item to be bought, volume of client transactions, and if the client needs the official receipt*	*Staff / Personnel* Integrated Income and Resource Generation Program
	TOTAL	**(Please see correspon ding Fees.)**	**10 minutes**	

Library Services

11. Lending of Books

Providing relevant resources to students, faculty/employee and outside researchers for their academic and research needs.

Office or Division	Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who May Avail	Students, Faculty, Staff and External Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Student: 　1.　Validated Library ID Card	Student
Faculty and Staff 　1.　Faculty/Staff ID Card	Teaching or Non-Teaching Personnel
External Researchers: 　1.　Approved Letter Request 　2.　ID Card	Library of the Requesting Party Researcher/s

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client* presents her/his ID Card and library material/s to be borrowed. 　*Student validated library card. 　*Faculty/Staff ID Card. 　*External researcher presents an approved letter and ID. NB: New student borrowers shall accomplish the Borrowers information in the Google Form.	1. Checks validated library card of student. - Checks faculty or staff ID/appointment. - Checks approved letter and ID card.	None	1 minute	*Librarian/ Library Staff* Library

2. Signs the book card.	**Books for Library use:** 2. Fill-out the book card. *(Note: External researchers are only allowed to use books for room use only* **Books for Loan Out:**	None	2 minutes	*Librarian/ Library Staff Library*
Signs in the book card and receive borrowed book/s.	Writes the due date on the book card/s and check out in the library system. Releases the borrowed book/s.		5 minutes	
	TOTAL	**None**	**Library Use:** **3 minutes** **Loan out:** **6 minutes**	

Management Information System Office/
Electronic Data Processing

12. Request for Online Services Assistance

This service facilitates requests for online service assistance, such as official ISAT U email concerns and other related online service issues.

Office or Division	MIS/EDP			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
	G2G – Government to Government			
Who May Avail	Students, Faculty, and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request for Online Services Assistance Form		MIS/EDP		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits filled-out Online Services Assistance Form.	1. Receives Online Services Assistance Form.	None	3 minutes	*MIS Customer Service Staff* Management Information System Office/ Electronic Data Processing
	1.1. Presents ISAT U ID. If not available, present any valid ID.	None	1 minute	*MIS Customer Service Staff* Management Information System Office/ Electronic Data Processing
2. Evaluates as to the nature of request.	2. Verifies presented ID.	None	30 seconds	*MIS Customer Service Staff* Management Information System Office/ Electronic Data Processing
	2.1. Performs the request.	None	10 minutes	*MIS Customer Service Staff / System Personnel* Management Information System Office/ Electronic Data Processing
3. Receives the	3. Detaches the	None	30 seconds	*MIS Customer*

credential portion of the form.	credentials portion of the form and hands it to the client, if applicable.			*Service Staff* Management Information System Office/ Electronic Data Processing
4. Fills out Customer Satisfaction Measurement Form and drop in the drop box.	4. Gives the Customer Satisfaction Measurement Form to the client for completion.	None	3 minutes	*MIS Customer Service Staff* Management Information System Office/ Electronic Data Processing
	TOTAL	**None**	**18 minutes**	

Medical Clinic

13. **Request for Physical Examination**

The Medical Clinic offers physical examination for students, faculty and non-academic staff seeking to avail themselves these services.

Office or Division	Medical Clinic
Classification	Simple
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who May Avail	Students, Faculty and Non-Academic Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

A. For Incoming Students
 	
1. Registration Form (RF); and
2. Laboratory Results of the following:
   a. SCBC
   b. Urinalysis
   c. Stool Exam
   d. Chest X-Ray
	Office of Students Affairs and Services/Office of the University Registrar
	Medical/Hospital Institution of Choice

B. For Faculty and Non-Academic Staff 1. Laboratory Results of the following: a. Blood Test; b. Urinalysis; c. Chest X-Ray; d. Drug Test; and e. Neuro-Psychiatric Examination. 2. CS Form 211 Revised 2025	Medical/Hospital Institution of Choice Downloadable at www.csc.gov.ph or Human Resource Management Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Incoming Students Part I. 1. Presents RF and signs at the logbook.	1. Checks entry in the logbook and RF.	None	3 minutes	*Medical Clinic Staff* Medical Clinic
2. Asks for Laboratory Request Form.	2. Issues Laboratory Request Form and gives instruction on specimen collection.	None	1 minute	*Medical Clinic Staff* Medical Clinic
	TOTAL	**None**	**4 minutes**	

Part II. 1. Presents RF and submits Laboratory Results.	1. Opens MRIS and complete patient's data.	None	2 minutes	*Medical Clinic Staff* Medical Clinic
2. Submits self for physical examination.	2. Measures vital signs: - Blood pressure - Pulse rate	None	3 minutes	*Nurse* Medical Clinic
	2.1 Conducts physical examination.	None	10 minutes	*University Physician/Nurse* Medical Clinic
	2.2 Issues Medical Certificate/Slip.	None	2 minutes	*University Physician/Nurse* Medical Clinic
3. Receives Medical Certificate/Slip.	3. Releases Medical Certificate/Slip.	None	3 minutes	*Medical Clinic Staff* Medical Clinic
	TOTAL	**None**	**20 minutes**	
B. For Faculty and Non-Academic Staff 1. Presents Laboratory Results together with CS Form 211 Revised 2025.	1. Checks Laboratory Results and CS Form 211.	None	2 minutes	*Nurse* Medical Clinic
2. Submits self for physical examination.	2. Measures vital signs: - Blood pressure - Pulse rate	None	3 minutes	*Nurse* Medical Clinic
	2.1. Conducts physical examination.	None	10 minutes	*University Physician/Nurse* Medical Clinic
	2.2. Signs CS Form 211 Revised 2017.	None	2 minutes	*University Physician* Medical Clinic
3. Receives signed CS Form 211 Revised 2025.	3. Releases signed CS Form 211 Revised 2025.	None	1 minute	*Medical Clinic Staff* Medical Clinic
	TOTAL	**None**	**18 minutes**	

Office of Student Affairs and Services

14. Issuance of Identification Card

This service facilitates the issuance of identification cards to students, faculty and staff as an official document that identifies the person to be connected with the University.

Office or Division	Office of Student Affairs and Services 3rd Floor, Student Services Building
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who May Avail	Students, Faculty and Staff of Iloilo City Campus
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
I. For first time ID issuance	
A. For Employees (Faculty and Non-teaching personnel) • Employee Slip • Completely filled-out Employee ID Information Form	Human Resource Management Office (HRMO) Office of Student Affairs and Services
B. For Students 1. Baccalaureate or College • Registration Form or Certificate of Registration or Confirmation of Enrollment for incoming first-year college students • Medical & Dental Slip • Completely filled-out Student ID Information Form 2. Advanced Education, Certificate in Teaching, and Evening Vocational Courses • Completely filled-out Student ID Information Form • Registration Form or Certificate of Registration • Official Receipt	Program Head / Registrar's Office Medical & Dental Clinic Office of Student Affairs and Services Office of Student Affairs and Services Program Head/Registrar's Office Cashier's Office
II. For ID replacements (due to damage, update information, or other reasons)	
A. For Students • Completely filled-out Student ID Information Form • Registration Form or Certificate of Registration • Official Receipt • Current ID card *(for ID replacements*	Office of Student Affairs and Services Program Head / Registrar's Office Cashier's Office Student

due to damage, update information, or other reasons)				
• Notarized Affidavit of Loss *(for lost ID)*	Notary Public/ Lawyer			
B. For Employees (Faculty and Non-teaching personnel)				
• Completely filled-out Employee ID Information Form	Office of Student Affairs and Services			
• Current ID card (for ID replacements due to damage, update information, or other reasons)	Employee			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For Employees (Faculty and Non-teaching personnel)				
1. Fills out the Employee ID Information Form.	1. Orients the client on the steps and requirements for ID card issuance and provides the Employee ID Information Form.	None	2 minutes	*Staff* Office of Student Affairs and Services
2. Submits the completely filled out Employee ID Information Form and employee slip.	2. Receives and verifies the submitted requirements from the employee.	None	1 minute	*Staff* Office of Student Affairs and Services
3. Prepares for photo capture and provides a digital signature in the system.	3. Encodes the necessary information, takes a photo, and records the signature.	None	3 minutes	*Staff* Office of Student Affairs and Services
4. Checks the ID image and confirms if all information is correct.	4. Shows the employee the actual image of the ID, confirms if the information is correct, and updates it if necessary.	None	2 minutes	*Staff* Office of Student Affairs and Services
5. Receives the ID card along with a free ID lanyard and holder, and signs in the releasing log book.	5. Prints the ID Card, records the issuance, and hands over the ID card, lanyard, and holder to the	None	2 minutes	*Staff* Office of Student Affairs and Services

	employee.			
	TOTAL	**None**	**10 minutes**	
B. Students				
1. Baccalaureate or College				
1. Fills out the Student ID Information Form.	1. Orients the client on the steps and requirements for ID card issuance and provides the Student ID Information Form.	None	2 minutes	*Staff* Office of Student Affairs and Services
2. Shows the Registration Form or Certificate of Registration and submits the following documents: • Completely filled-out Student ID Information Form • Medical & Dental Slip	2. Receives and verifies the submitted requirements from the student.	None	1 minute	*Staff* Office of Student Affairs and Services
3. Prepares for photo capture and provides a digital signature in the system.	3. Encodes the necessary information, takes a photo, and records the signature	None	3 minutes	*Staff* Office of Student Affairs and Services
4. Checks the ID image and confirms if all information is correct.	4. Shows the student the actual image of the ID, confirms if the information is correct, and updates it if necessary.	None	3 minutes	*Staff* Office of Student Affairs and Services
5. Receives the ID card along with a free ID lanyard and holder, and signs in the releasing log book.	5. Prints the ID Card, records the issuance, and hands over the ID card, lanyard, and holder to the student.	None	2 minutes	*Staff* Office of Student Affairs and Services
	TOTAL	**None**	**11 minutes**	
2. Advanced Education, Certificate in Teaching, and Evening Vocational Courses				
1. Fills out the Student ID Information Form and Payment Form.	1. Orients client on the steps and requirements for ID card issuance and provides the	None	2 minutes	*Staff* Office of Student Affairs and Services

	Student ID Information Form.			
2. Shows the Registration Form or Certificate of Registration and Official Receipt, and submits the Completely filled-out Student ID Information Form.	2. Receives and verifies the submitted requirements from the student. *(If the Student ID Fee is not reflected in the RF, the student will pay the corresponding fee at the Cashier's Office)*	Student ID Fee - Php200.00	2 minutes	*Staff* Office of Student Affairs and Services
3. Prepares for photo capture and provides a digital signature in the system.	3. Encodes the necessary information, takes a photo, and records the signature.	None	3 minutes	*Staff* Office of Student Affairs and Services
4. Checks the image of the ID and confirms if the information is correct.	4. Shows the student the actual image of the ID, confirms if the information is correct, and updates it if necessary.	None	3 minutes	*Staff* Office of Student Affairs and Services
5. Receives the ID card along with a free ID lanyard and holder, and signs in the releasing log book.	6. Prints the ID Card, records the issuance, and hands over the ID card, lanyard, and holder to the student.	None	2 minutes	*Staff* Office of Student Affairs and Services
	TOTAL	**Php200.00**	**12 minutes**	
II. For ID replacements (due to damage, update information, or other reasons)				
A. For Students				
1. Fills out the Student ID Information Form and Payment Form.	1. Orients clients on the steps and requirements for ID replacements and provides the Student ID Information Form and Payment Form.	None	2 minutes	*Staff* Office of Student Affairs and Services

2. Pays the corresponding Fee and receives the Official Receipt from the Cashier's Office.	2. Receives the payment and issues the Official Receipt.	ID Card - Php81.00 ID Case- Php30.00 ID Lanyard – Php99.00 *(Fees may vary depending on the client's needs)*	15 minutes	*Cashier* Cashier's Office
3. Shows the Registration Form or Certificate of Registration, Official Receipt, current ID card *(for ID replacements due to damage, update information, or other reasons)* and submits the completely filled-out Student ID Information Form and Notarized Affidavit of Loss *(if ID is lost.*	3. Receives and verifies the submitted requirements. *(For ID replacements due to damage, update information, or other reasons, the current ID card must be invalidated by punching a hole in it)*	None	2 minutes	*Staff* Office of Student Affairs and Services
4. Provides needed information if need update.	4. Updates the necessary information, takes a photo if updates are needed, and updates the signature if necessary.	None	1 minute	*Staff* Office of Student Affairs and Services
5. Checks the image of the ID and confirms if the information is correct.	5. Shows the student the actual image of the ID, confirms if the information is correct, and updates it if necessary.	None	1 minute	*Staff* Office of Student Affairs and Services
6. Receives the ID card and any paid accessories, and	6. Prints the ID card, records the	None	1 minute	*Staff* Office of Student

signs the releasing logbook.	issuance, and hands over the ID and accessories paid for by the student.				Affairs and Services
	TOTAL	**ID Card - Php81.00** **ID Case- Php30.00** **ID Lanyard - Php99.00** **(Fees may vary dependin g on the client's needs)**	**22 minutes**	
B. For Employees (Faculty and Non-teaching personnel)					
1. Fills out the Employee ID Information Form.	1. Orients clients on the steps and requirements for ID replacements and provides the Employee ID Information Form.	None	2 minutes	*Staff* Office of Student Affairs and Services
2. Submits the Completely filled-out Employee ID Information Form.	2. Receives the Completely filled-out Employee ID Information Form.	None	1 minute	*Staff* Office of Student Affairs and Services
	2.1 Updates the necessary information, takes a photo if updates are needed, and updates the signature if necessary.	None	2 minutes	*Staff* Office of Student Affairs and Services
3. Checks the image of the ID and confirms if the information is correct.	3. Shows the employee the actual image of the ID, confirms if the information is correct, and	None	1 minute	*Staff* Office of Student Affairs and Services

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	updates it if necessary.			
4. Receives the ID card and accessories needed and signs the releasing logbook.	4. Prints the ID card, records the issuance, and hands over the ID card and accessories depending on the employee's needs.	None	2 minutes	*Staff* Office of Student Affairs and Services
	TOTAL	**None**	**8 minutes**	

MAIN CAMPUS
Internal Services

Administrative Services – Human Resource Management Office

15. **Request of Employee Records and Certifications**

This service entails the issuance of employee records and certifications of faculty and staff for official or personal purposes.

Office or Division	Administrative Services – Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who May Avail	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (QF-HRMO-31)		Administrative Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits filled-out Request Form.	1. Receives request form.	None	10 minutes	*HRMO I* Human Resource Management Office
	1.1. Checks corresponding document being requested. - Service Record; - Certificate of Employment; - Other employee records.	None	30 minutes	*HRMO I* Human Resource Management Office
	1.2. Prepares requested records/documents.	None	3 hours	*HRMO I* Human Resource Management Office
2. Receives requested records/documents.	2. Releases the requested records/documents.	None	20 minutes	*HRMO I* Human Resource Management Office
	TOTAL	**None**	**4 hours**	

Administrative Services – Records Office

16. Request for Records/Documents to be Certified Machine Copy

This service entails the certification of records and/or documents of faculty and staff designated as "Certified Machine Copy" to be used for official or personal purposes.

Office or Division	Administrative Services – Records Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who May Avail	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Copy of Record/s and/or Document/s		Faculty/Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Records/Documents to be "Certified Machine Copy" and the original copy.	1. Receives records/documents.	None	2 minutes	*Records Officer* Records Office
	1.1. Checks records/documents based on original copy.	None	10 minutes	*Records Officer* Records Office
2. Stamps name of the signatory.	2. Signs records/documents as "Certified Machine Copy".	None	35 minutes	*Records Officer* Records Office
	2.1. Records transaction in the logbook.	None	10 minutes	*Records Staff* Records Office
3. Receives signed "Certified Machine Copy" of records/ documents and sign in the logbook.	3. Releases "Certified Machine Copy" of records/documents and let client sign in the logbook.	None	3 minutes	*Records Staff* Records Office
	TOTAL	**None**	**1 hour**	

Management Information System Office/ Electronic Data Processing

17. Request for Information and Communications Technology (ICT) Services

This service streamlines the process of requesting ICT-related services encompassing tasks like computer, laptop, and printer installation and troubleshooting, addressing network-related issues, managing information system installations, handling telephone installation and troubleshooting, and providing a range of other ICT-related services.

Office or Division	MIS/EDP			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who May Avail	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request Form		MIS/EDP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits filled-out Service Request Form.	1. Receives Service Request Form.	None	1 minute	*MIS Customer Service Staff* Management Information System Office/ Electronic Data Processing
	1.1. Evaluates and categorizes as to nature of request: • computer/laptop and printer installation or troubleshooting; • network-related issues; • information system installation; • telephone installation and troubleshooting; and • ICT-related issue/concern.	None	1 minute	*MIS Customer Service Staff* Management Information System Office/ Electronic Data Processing
	1.2. Provides services according to the nature of request:	None	• computer/laptop and printer installation or	*MIS Technical Staff* Management

	• computer/laptop and printer installation or troubleshooting;		troubleshooting – 1 day	Information System Office/ Electronic Data Processing
	• network-related issues;		• network-related issues – 1 day	
	• information system installation;		• information system installation – 30 minutes	
	• telephone installation and troubleshooting; and		• telephone installation and troubleshooting – 2 days	
	• ICT-related issue/concern.		• ICT-related issue/concern – 1 day	
2. Signs the Service Request Form.	2. Let the requestor sign the Service request Form.	None	1 minute	*MIS Technical Staff* Management Information System Office/ Electronic Data Processing
3. Fills-out Customer Satisfaction Measurement Form and drop in the drop box.	3. Gives the Customer Satisfaction Measurement Form for requesting faculty or staff to fill-out.	None	3 minutes	*MIS Technical Staff* Management Information System Office/ Electronic Data Processing
	TOTAL	**None**	• **computer/laptop and printer installation or troubleshooting – 1 day and 6 minutes**	
			• **network-related issues – 1 day and 6**	

			minutes	
			• information system installation – 36 minutes	
			• telephone installation and troubleshooting – 2 days and 6 minutes	
			• ICT-related issue/ concern – 1 day and 6 minutes	

BAROTAC NUEVO CAMPUS
External Services

Guidance and Counseling Center

18. Request for Counseling Services

The Counseling Service aims to provide opportunity for students to express their problems and difficulties freely, assists students in their private personal concerns and matters related to their integral development, helps students develop self-awareness, environmental adjustments, and grow in interpersonal relationships. This service can also assist students in their career choice and identify their difficulties and help them cope in their academic difficulties.

Office or Division:	Guidance and Counseling Center
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Validated Identification Card (ID)/ Registration Form (RF)	Student
2. Filled Up Consent Form	Guidance Counselor - Designate

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID Card or RF and fills up Consent Form.	1. Welcomes and accommodates the counselee and gives Consent Form to fill up.	None	10 minutes	*Guidance Counselor* Guidance and Counseling Center
2. Submits filled up Consent Form and narrates the matter for counseling needs.	2. Receives filled up consent form and listens attentively to the personal concerns of the counselee.	None	20 minutes	*Guidance Counselor* Guidance and Counseling Center
3. Receives counseling.	3. Synthesizes, clarifies, analyses, and summarizes the counselee's concerns or problems.	None	30 minutes	*Guidance Counselor* Guidance and Counseling Center
4. Decides on the proper course of action to be taken regarding the issues raised.	4. Assists students to decide on the problem through suggested alternatives or options towards the solution of the problem.	None	30 minutes	*Guidance Counselor* Guidance and Counseling Center
	TOTAL	None	1 hour and 30 minutes	

Human Resource Management Office

19. Reply to Job Applications

This service involves acknowledging job applications submitted by individuals expressing interest in joining the Iloilo Science and Technology University.

Office or Division	Human Resource Management Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who May Avail	Applicants/Part timers and Job hires

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter	Applicant
2. Fully accomplished and duly notarized Personal Data Sheet (CS Form 212, Revised 2025) with 3.5cmX4cm ID picture (passport size) taken within the last 6 months;	Can be downloaded at www.csc.gov.ph
3. Work Experience Sheet, if applicable;	Can be downloaded at www.csc.gov.ph
4. Certificate of Eligibility or Rating or Professional License, applicable to the position applied for (photocopy)	Government Office/Agency that granted the Certificate of Eligibility or Rating or Professional License
5. Transcript of Records (photocopy)	Registrar of concerned educational institution
6. Performance Rating of at least VS in the last rating period (photocopy) if applicable	Human Resource Management Office of concerned agency
7. Certificate of Employment (if applicable)	Human Resource Management Office of concerned agency
8. Certificate of Seminars/Trainings Attended (photocopy)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits job application together with complete set of requirements (walk-in or email) addressed to the Campus Administrator.	1. Receives/ Retrieves job applications.	None	4 hours	*HRMO II* Human Resource Management Office
	1.1. Checks completeness of documents.	None	4 hours	*HRMO II* Human Resource Management Office
2. Receives acknowledgment letter of job application.	2. Sends letter reply to applicant thru email.	None	4 hours	*HRMO II* Human Resource Management Office
	TOTAL	**None**	**1 working day and 4 hours**	

Office of the Campus Registrar

20. Confirmation of Enrollment

Only students who met the admission requirements shall be allowed to enroll. Students will start and end enrolment at the Office of the Program Coordinators or at the designated area per program.

Enrolment Committee will submit the Registration Form together with the enrolment requirements to the Office of the Registrar for Confirmation of Enrolment.

Office or Division	Office of the Campus Registrar
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who May Avail	Old and New Students (Senior High School Graduates and Transferees)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR NEW STUDENTS:	
SENIOR HIGH SCHOOL GRADUATES 1. Original Senior High School Report Card 2. Original Certification of Good Moral Character 3. Photocopy of PSA/NSO Authenticated Live Birth Certificate	DepEd High School From previous school attended Philippine Statistics Authority (PSA)
TRANFEREE STUDENTS: 1. Original Transcript of Records 2. Original Certificate of Transfer Credentials 3. Original Certification of Good Moral Character 4. Photocopy of PSA/NSO Authenticated Live Birth Certificate	From previous school attended From previous school attended From previous school attended Philippine Statistics Authority (PSA)
ALS PASSERS: 1. Original Certification of Rating *(for ALS/PEPT Passers)* 2. Photocopy of PSA/NSO Authenticated Live Birth Certificate	DepEd ALS School Philippine Statistics Authority (PSA)
FOR OLD STUDENTS: 1. Original Copy of Completely signed Students Semestral Clearance	From the Office of Instruction (QF-VPAA-008 Semestral Clearance)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enrolment Committee submits the student Registration Form and other requirements to the Office of the Registrar for confirmation of enrolment.	1. Receives students Registration Forms and other requirements from the Enrolment Committee.	None	3 minutes	*Registrar's Staff* Office of the Campus Registrar
Note: If situation permits, students may be allowed to submit their own Registration Forms and enrolment requirements at the Office of the Campus Registrar.	1.1. Reviews the completeness of Registration Form and enrolment requirements.	None	8 minutes	*Registrar's Staff* Office of the Campus Registrar
	1.2. Confirms students enrolment using valid student Identification Number through the Registration System.	None	4 minutes	*Registrar's Staff* Office of the Campus Registrar
	TOTAL	**None**	**15 minutes**	

21. Issuance of Student Academic Records and Forms

This service facilitates requests of students and alumna of their academic records for their personal, professional and other concerns.

Disclosure of student academic records is governed by very strict policies as reflected in the OURA Manual of Operations approved per BOR Res. No. 50-2019.

Students and Graduates shall personally request their academic records. In the event they cannot make the request personally, they shall authorize a proxy to do the said request.

These are the following records or forms that can be requested and issued:

1. *Transcript of Records (TOR)*
2. *Certification(s) – Enrolment, Good Moral Character, General Weighted Average, Honor Graduate, Graduation*
3. *Certificate of Transfer Credentials or Honorable Dismissal (CTC or HD)*
4. *Diploma*
5. *Proficiency Certificate*
6. *Certification, Authentication, Verification (CAV)*
7. *Report of Grades (ROG)*
8. *Report Card (RC)*
9. *Certificate of Registration (COR)*
10. *Authentication of Academic Records*
11. *Re-issuance of Diploma/Certificate*
12. *Secondary Permanent Record (for High School Graduates)*
13. *Completion of INC Form (CF)*
14. *Adding and Dropping of Subjects Enrolled Form (ADF)*

Office or Division	Office of the Campus Registrar
Classification	Simple to Highly Technical
Type of Transaction	G2C - Government to Citizen
Who May Avail	Active and In-active Students and Other Authorized Parties
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
FOR EVALUATION AND SCHOLARSHIP:	
1. Semestral Clearance 2. Validated School ID 3. Registration Form (if School ID is not available)	Clearances can be secured from the Office of Instruction; School ID are validated at the Office of Student Affairs and Services.
FOR EMPLOYMENT, BOARD EXAMINATION, DISMISSAL:	
1. Exit Clearance	Student
2. School ID	Student
3. 2X2 ID Picture	Student

4. Form 137-A *	Form 137-A or OTR with Remarks "**Copy for ISAT U**" can be secured from the students' last school attended before ISAT U. A written request must be secured first from the ISAT U-BNC Office of the Registrar before going to the concerned school.
5. OTR with remarks "Copy for ISAT U" (for transferees)	Registrar, School of Origin
6. Certificate of Transfer Credentials*	Registrar, School of Origin
7. Certificate of Good Moral Character*	Principal/Registrar, School of Origin
8. Photocopy of PSA/NSO Authenticated Live Birth	Philippine Statistics Authority (PSA)
9. Photocopy of PSA/NSO Authenticated Marriage Certificate (if applicable)	Philippine Statistics Authority (PSA)
10. Affidavit of Loss/Damage *(for reissuance of Diploma, Certificate and CTC, if needed).*	Affidavit of Loss/Damage, Special Power of Attorney and Authorization Letter shall be personally executed by the student concerned and have it Notarized by Notary Public.
These requirements are requested/required by the Registrar during the student's first enrolment in the university. Proper information shall be given by the Registrar's Office Staff upon request.	
FOR AUTHORIZED PERSON(S):	
1. Special Power of Attorney (SPA) or Notarized Authorization Letter	Requesting Party
2. Photocopy of any valid ID of requesting party and the authorized representative/person. For CAV – original and photocopy of TOR and Diploma.	Requesting Party and Authorized Representative/ Person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Counter Request Form (QF-ORA-BC-21).	1. Receives Counter Request Form and retrieves hard file of client *(if needed).*	None	2 minutes	*Registrar's Staff* Office of the Campus Registrar
	1.1. Checks requirements for the corresponding	None	3 minutes	*Registrar's Staff* Office of the Campus

				Registrar
	request of academic records. Requests other requirements as necessitates.			
2. Pay required fees.	2. Receives payment and issues official receipt.	• TOR- Php30.00/ page • Certifications-Php30.00/cert. • Re-issuance of Diploma and Certificate - Php100.00 • Cert. of Transfer Credential (CTC) - PHP25.00 + TOR fee • Certification, Authentication, Verification (CAV) - Php30.00 • New Electronic Generated RF - Php30.00 • Report Card - Php10.00/sem. • Report of Grades - Php30.00 • Authentication of Academic Records - Php30.00/set	5 minutes	*Cashier* Cashier's Office
3. Submits Counter Request Form and Official Receipt of Payment.	3. Receives OR and schedules the releasing of request.	None	• TOR- 5 working days • Certifications-1 working day	*Registrar's Staff* Office of the Campus Registrar

			• Re-issuance of Diploma and Certificate - 10 working days • Cert. of Transfer Credential (CTC) - 1 working day • Certification, Authentication, Verification (CAV) - 1 working day • New Electronic Generated RF – 2 minutes • Report Card - 2 minutes • Report of Grades - 2 minutes • Authentication of Academic Records – 2 minutes	
	3.1. Returns Counter Request Form and Claim Stub and informs the schedule of releasing of request made.	None	2 minutes	*Registrar's Staff* Office of the Campus Registrar
4. Returns on the scheduled day of releasing.	4. Releases requested records.	None	3 minutes	*Registrar's Staff* Office of the Campus Registrar
	TOTAL	• **TOR-Php30.00/ page** • **Certifications-Php30.00/cert**	• **TOR- 5 working days and 15 minutes** • **Certifications-**	

		• **Re-issuance of Diploma and Certificate - Php100.00** • **Cert. of Transfer Credential (CTC) - PHP25.00 + TOR fee** • **Certification, Authentication, Verification (CAV) - Php30.00** • **New Electronic Generated RF - Php30.00** • **Report Card - Php10.00/sem** • **Report of Grades - Php30.00** • **Authentication of Academic Records - Php30.00/set**	**1 working day and 15 minutes** • **Re-issuance of Diploma and Certificate - 10 working days and 15 minutes** • **Cert. of Transfer Credential (CTC) - 1 working day and 15 minutes** • **Certification, Authentication, Verification (CAV) - 1 working day and 15 minutes** • **New Electronic Generated RF – 17 minutes** • **Report Card - 17 minutes** • **Report of Grades - 17 minutes** • **Authentication of Academic Records - 17 minutes**	

BAROTAC NUEVO CAMPUS
External/Internal Services

Dental Clinic

22. Request for Dental/Oral Examination

The Dental Clinic offers dental or oral examination for students, faculty and non-academic staff and community members seeking to avail themselves these services.

Office or Division	Dental Clinic
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who May Avail	Students, Faculty and Non-Academic Staff, Community Members

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Validated University ID Card 2. One (1) copy of Dental Health Record (QF-DEN-04) 3. Medical Slip			Student/Employee Dental Clinic Medical Clinic	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Signs at the logbook and presents validated University ID.	1. Checks entry in the logbook and ID card.	None	1 minute	*Dental Assistant* Dental Clinic
2. Fills out Dental Health record.	2. Provides patient with Dental Health Record.	None	10 minutes	*Dental Assistant* Dental Clinic
3. Submits self for dental/oral examination.	3. Performs examination and diagnose health issues. 3.1. Prepares treatment plan.	None	20 minutes	*Dentist* Dental Clinic
4. Receives prescription form or referral/ certificate.	4. Issues prescription form with instruction and give medicine, if necessary. 4.1. Issues Referral or Certificate, as the case maybe.	None	10 minutes	*Dentist* Dental Clinic
5. Signs in the logbook and monthly treatment record.	5. Have the patient sign in the logbook.	None	1 minute	*Dentist* Dental Clinic
	TOTAL	**None**	**42 minutes**	

Human Resource Management Office

23. Issuance of Certificate of Employment and Other Documents

Furnish current and former employees with the necessary documents for personal / legal transactions.

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government			
Who May Avail	Faculty, Staff and Former Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Request Form		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures the request form from the Human Resource Management staff.	1. Gives request Form.	None	5 minutes	*HRMO Staff* Human Resource Management Office
2. Submits to Human Resource Management Staff a filled-out request document.	2. Verifies completeness of the submitted request.	None	2 minutes	*HRMO Staff* Human Resource Management Office
	2.1. Prepares the requested document.	None	20 minutes	*HRMO Staff* Human Resource Management Office
3. Receives copy of requested document/s and signs in the logbook.	3. Releases requested document and have the client sign in the logbook.	None	2 minutes	*HRMO Staff* Human Resource Management Office
	TOTAL	None	29 minutes	

Integrated Income and Resource Generation Program

24. **Physical Facilities Utilization/Reservation for Rental Services**

Renting out to the general public the university facility for their personal needs/purposes.

Office or Division	Integrated Income and Resource Generation Program (IIRGP) Barotac Nuevo Campus
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who May Avail	Students, Faculty, Staff and the General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1 Copy Letter of Intent	Renter
2. 1 Copy Rental Permit	Rental Services Project Manager
3. 1 Copy Billing Statement	Rental Services Project Manager
4. 1 Copy Official Receipt	Cashier

FEES:

Function Room/Space:
    Audio Visual Hall - 5,000.00/ 8 hours
    HM Service Center Function Hall - 5,000.00/ 4 hours
      (1,000.00 extra charge for every exceeding no. of hours)

Room Rates:
    HM Service Center Hotel
      a. Deluxe (2pax) - 1,200.00/night
      b. Suite (2pax) - 2,000.00/night

Equipment:
    Chairs - 10.00/24 hours
    Tables - 100.00/ 24 hours

Note: Please see the Rental Rates for the complete information. All rates may subject to change without prior notice.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent to rent space, equipment or facility for the approval of the Campus Administrator. Inquires the availability of the Facilities and Equipment to be rented.	1. Submits Letter of Intent to rent space/ equipment/ facilities for recommendation and approval of the Campus Administrator. 1.1. Checks the availability of the requested facility.	None	3 minutes	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation Program
2. Secures and fills out	2. Reserves the facility	None	30 minutes	*Rental Services*

Rental Permit Form.	to the paying client upon submission of the filled-out Rental Permit Form.			*Staff / Project Manager* Integrated Income and Resource Generation Program
3. Receives billing statement.	3. Gives the billing statement to the client.	None	1 minute	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation Program
4. Pay to the Cashier.	4. Receives payment.	(Please see corresponding Fees.)	5 minutes	*Cashier* Cashier's Office
5. Releases approved permit.	5. Releases approved permit upon submission of the copy of official receipt.	None	1 minute	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation Program
6. Submits needed documents (Copy of the receipt for paying client and approved activity for non-paying client).	6. Confirms booking to the respective area or facilities in charge.	None	2 minutes	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation Program
7. Booking/Reservation Confirmation.	7. Records confirmed booking and distribute copies of approved permit to concerned offices.	None	1 minute	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation Program
	TOTAL	**(Please see corresponding Fees.)**	**43 minutes**	

25. Event Reservation

Facilitate the fast and efficient response on the reservation of the events and functions of the university. It will also provide safe and excellent foods to the local community.

Office or Division	Integrated Income and Resource Generation Program (IIRGP) Barotac Nuevo Campus
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who May Avail	Students, Faculty, Staff and the General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1 copy of Event Contract	Front Desk Officer
2. 1 copy of Food Menu Packages	Front Desk Officer
3. 3 copies of Official Receipts	Cashier
Fees: 1. Package A (P180): Plated Choice of 1 Soup, Choice 1 Entrees, Choice of 1 Dessert, Steamed Rice, 1 Round Drink 2. Package B (P200): Plated Choice of 1 Soup, Choice 2 Entrees, Choice of 1 Dessert, Steamed Rice,1 Round Drink 3. Package C (P 250): Assisted Buffet Choice of 1 Soup, Choice 2 Entrees, Choice of 1 Dessert, Choice of Side Dish, Steamed Rice, One Round Drink 4. Package D (350): Assisted Buffet Choice of 1 Soup, Choice 3 Entrees, Choice of 1 Dessert, Choice of Side Dish, Steamed Rice, One Round Drink Note: *Please see the Event Reservation Rates for the complete information. All rates may subject to change without prior notice.*	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires for Event/Function.	1. Checks for the availability of the date and venue.	None	1 minute	*Front Desk Officer* Integrated Income and Resource Generation Program
2. Asks for details of Event/ Function.	2. Assists the client for the type of event /function.	None	1 minute	*Front Desk Officer* Integrated Income and Resource Generation Program
3. Selects the Food Menu Packages.	3. Assists the guest in the selection of food packages, and suggests	None	2 minutes	*Front Desk Officer* Integrated Income and Resource Generation Program

	best menu for the event.			
4. Fills out Event Contract.	4. Assists guests in filling up forms and checks essential information in the event contract. Ensures guests understand the details of the contract.	None	5 minutes	*Front Desk Officer* Integrated Income and Resource Generation Program
5. Pays the partial cost of the event.	5. Instructs client to pay the required 50% down payment as confirmation of the reservation. Notifies the client that full payment will be settled on or before the day of the event. Secures official receipt to the client.	(Please see corresponding Fees.)	3 minutes	Cashier Cashier's Office
6. Submits needed documents.	6. Confirms booking.	None	2 minutes	*Front Desk Officer* Integrated Income and Resource Generation Program
	TOTAL	**(Please see corresponding Fees.)**	**14 minutes**	

Library Services

26. Lending/Borrowing of Library Materials

Providing relevant resources to students, faculty/employees, and outside researchers for their academic needs.

Office or Division	Library			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who May Avail	Students, Faculty, Staff, and External Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LENDING OF BOOKS:				
Student: 1. Validated Library ID Card		Library, Barotac Nuevo Campus		
Faculty and Staff: 2. Faculty/ Staff ID Card		Faculty/ Staff		

External Researchers:
   1.   Approved Letter Request
   2.   ID Card
		Library of the Requesting Party		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Presents library ID card and library materials to be borrowed.
 	
  * Student validated library card.
  * Faculty / Staff ID Card.
  * External researchers Present an approved letter and ID.
	1. Checks ID card of the student or faculty or staff.
	
	* Checks approved letter and ID card.
		None	1 minute	*Library Staff*
				Library

2. Fills out book card.	2. **Book for Library Use:** Let the client sign in the logbook/ log sheet.	None	2 minutes	*Library Staff* Library

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Fills out book card and receive borrowed book/s.	(Note: External researchers are only allowed to use book/s in the Library, not for loan out.) **Book for Library Use:** Writes/ stamps the due date on the date due slip of the book and check out in the library system. Attaches the Library ID Card to the book card. Releases the borrowed book/s.	None	4 minutes	*Library Staff* Library
	TOTAL	**None**	**Library Use: 3 minutes** **Loan Out: 5 minutes**	

Medical Clinic

27. Medical Consultation and Request for Referral

A service provided to students and university personnel to ensure that they receive appropriate care and treatment of their health issues and those who seek referral for further medical evaluation of a medical officer/specialist.

Office or Division	Medical Clinic			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who May Avail	Students, Faculty, and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Validated School ID or Registration Form for the current academic year.		Student/Employee		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents ID Card or Registration Form.	1. Checks ID/ Registration Form.	None	5 minutes	*Nurse* Medical Clinic
2. Submits self for evaluation.	2. Conducts Physical Assessment and Evaluation. If patient needs medical care, refer to medical specialist and issues referral slip for consultation at the District Hospital. If patient needs hospital admission in case of emergency,	None	15 minutes	*Nurse* Medical Clinic *Nurse/Driver* Medical Clinic/ Transportation Unit

	he/she shall be accompanied by a nurse and will be provided transportation using the university vehicle.			
3. Receives referral slip and sign in the logbook.	3. Releases referral slip and have patient sign in the logbook.	None	2 minutes	*Nurse* Medical Clinic
	TOTAL	**None**	**22 minutes**	

BAROTAC NUEVO CAMPUS
Internal Services

Human Resource Management Office

28. Request for Service Records and Other Employee Documents

This service entails the issuance of employee records and certifications of faculty and staff for official and personal purposes.

Office or Division	Administrative Services -Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who May Avail	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Form QF-HRMO-31		Administrative Services Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits filled-out Request form.	1. Receives request form.	None	5 minutes	*HRMO I* Human Resource Management Office
	1.1. Checks corresponding documents being requested: • Service Record; • Other Employee records	None	30 minutes	*HRMO I* Human Resource Management Office
	1.2. Prepares requested records/ documents.	None	2 hours	*HRMO I* Human Resource Management Office
2. Receives requested records/ documents.	2. Releases the requested records/ documents.	None	10 minutes	*HRMO I* Human Resource Management Office
	TOTAL	**None**	**2 hours and 45 minutes**	

DUMANGAS CAMPUS
External Services

Guidance and Counseling Center

29. Request for Counseling Services

The Counseling Service aims to provide opportunity for students to express their problems and difficulties freely, assists students in their private personal concerns and matters related to their integral development, helps students develop self-awareness, environmental adjustments, and grow in interpersonal relationships. This service can also assist students in their career choice and identify their difficulties and help them cope in their academic difficulties.

Office or Division	Guidance and Counseling Center
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who May Avail	Students

CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1.) Validated Identification Card (IC)/ Registration Form (RF)			Student	
2.) Filled Up Consent Form			Guidance Counselor – Designate	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID Card or RF and fills up Consent Form.	1. Welcomes and accommodates the counselee and gives Consent Form to fill up.	None	10 minutes	*Guidance Counselor* Guidance and Counseling Center
2. Submits filled up Consent Form and narrates the matter for counseling needs.	2. Receives filled up Consent Form and listens attentively to the personal concerns of the counselee.	None	20 minutes	*Guidance Counselor* Guidance and Counseling Center
3. Receives counseling.	3. Synthesizes, clarifies, analyses and summarizes the counselee's concerns or problems.	None	30 minutes	*Guidance Counselor* Guidance and Counseling Center
4. Decides on the proper course of action to be taken regarding the issues raised.	4. Assists students to decide on the problem through suggested alternatives or options towards the solution of the problem.	None	30 minutes	*Guidance Counselor* Guidance and Counseling Center
	TOTAL	**None**	**1 hour and 30 minutes**	

Human Resource Management Office

30. Reply to Job Applications

This service acknowledges receipt of job applications to published vacant positions.

Office or Division	Human Resource Management Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who May Avail	Filipino Citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter	Applicant
2. Fully accomplished and duly notarized Personal Data Sheet (CS Form 212, Revised 2025) with 3.5cmX4.5cm ID picture (passport size) taken within the last 6 months;	Can be downloaded at www.csc.gov.ph.
3. Work Experience Sheet, if applicable;	Can be downloaded at www.csc.gov.ph.
4. Certificate of Eligibility or Rating or Professional License, applicable to the position applied for (photocopy);	Government Office/Agency that granted the Cert. of Eligibility or Rating or Professional License
5. Transcript of Records (photocopy);	Registrar of concerned educational institution
6. Performance Rating of at least VS in the last rating period (photocopy), if applicable	Human Resource Management Office of concerned agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits job application together with the complete set of requirements (walk-in or email) addressed to the University President.	1. Receives/ Retrieves job applications.	None	4 hours	*HRMO II* Human Resource Management Office
	1.1. Checks completeness of documents.	None	8 hours	*HRMO II* Human Resource Management Office
2. Receives acknowledgment letter of job application.	2. Sends letter reply to applicant thru email.	None	8 hours	*HRMO II* Human Resource Management Office
	TOTAL	None	2 working days and 4 hours	

Office of the Campus Registrar

31. Student Enrollment

This service facilitates the efficient acceptance of students during a particular academic year.

Office or Division	Office of the Campus Registrar Ground Floor, Administration Building
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who May Avail	Incoming 1st Year Students and Transferees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR NEW STUDENTS:	
A. SENIOR HIGH SCHOOL GRADUATE 1. Report Card (F138) – Original Copy 2. Certificate of Good Moral Character – Original Copy 3. Certificate of Rating for ALS/PEPT Passer – Original Copy 4. Certificate of Live Birth – Photocopy 5. 1 latest 2X2 ID Picture 6. Duly Accomplished New Student Registration Form and Information Sheet (QF-ORA-DC-02)	Registrar/Principal, School of Origin Registrar/Principal, School of Origin Principal, School of Origin Philippine Statistics Authority Student Office of the Campus Registrar
B. TRANSFEREE STUDENTS: 1. Official Transcript of Record – Original Copy 2. Certificate of Transfer Credential – Original Copy 3. Certificate of Good Moral Character - Original Copy 4. Certificate of Live Birth – Photocopy 5. 1 latest 2X2 ID Picture 6. Duly accomplished New Student Registration Form and Information Sheet (QF-ORA-DC-02)	Registrar, School of Origin Registrar, School of Origin School of Origin Philippine Statistics Authority Student Office of the Campus Registrar
C. CROSS ENROLEES: 1. Permit to Cross Enroll 2. 1 latest 2X2 ID Picture 3. Duly accomplished New Student Registration Form and Information Sheet	Registrar, School of Origin Student Office of the Campus Registrar

(QF-ORA-DC-02)	
1. Fully signed clearance	Student
2. University ID	Student

A. ENROLLMENT PROCESS FOR NEW STUDENT				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits original credentials.	1. Evaluates records and checks name based on the list forwarded by the respective Program Coordinators. Give Pre- Registration Form and Information Sheet.	None	3 minutes	*Registrar Staff* Office of the Campus Registrar
2. Submits filled-up New Student Pre- Registration Form and Information Sheet (QF-ORA-DC-02).	2. Receives accomplished form. Checks as to the completeness and correctness of data.	None	3 minutes	*Registrar Staff* Office of the Campus Registrar
	2.1. Accepts new student in the Applicants Processing System (APS), issues USERNAME and PASSWORD to access the enrolment link.	None	3 minutes	*Registrar Staff* Office of the Campus Registrar
3. Enrolls via online enrolment link and submit printed online form.	3. Receives student's printed Online Pre- Registration Form forwarded by their respective Program Coordinators and double check the data/subjects as well as the signatures.	None	3 minutes	*Registrar Staff* Office of the Campus Registrar

4. Receives enrolment confirmation.	4. Confirms officially the enrolment of students in the Enrolment System. Prints the Registration Form.	None	5 minutes	*Registrar Staff* Office of the Campus Registrar
	TOTAL	**None**	**17 minutes**	
B. ENROLLMENT PROCESS FOR OLD STUDENTS				
1. Access online enrolment link.	1. Receives student's printed Online Pre-Registration Form together with their clearance and Permit to Enroll SIP (for OJT students) from their respective Program Coordinators.	None	3 minutes	*Registrar Staff* Office of the Campus Registrar
	1.1. Doubles check the year level, section assigned and subjects enrolled and the completeness of signatures in all documents received from Program Coordinators.	None	5 minutes	*Registrar Staff* Office of the Campus Registrar
	1.2. Confirms officially the enrolment of students in the Enrolment System. Print Registration Form.	None	5 minutes	*Registrar Staff* Office of the Campus Registrar
	TOTAL	**None**	**13 minutes**	

32. Request for Academic Records

This service facilitates requests of students and alumna of their academic records for their personal, professional and other concerns.

Office or Division	Office of the Campus Registrar Administration Building – Ground Floor
Classification	Simple to Highly Technical
Type of Transaction	G2C - Government to Citizen
Who May Avail	Active/In-active students, Graduates and authorized parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR EVALUATION AND SCHOLARSHIP:	
1. Semestral Clearance	Program Coordinator/Head of Instruction (HOI)
2. Validated School ID or Registration Form	Office of Students Affairs Services/Office of the Campus Registrar
3. Counter Request Form (QF-ORA-DC-21)	Office of the Campus Registrar
FOR EMPLOYMENT, BOARD EXAMINATION, DISMISSAL:	
1. Exit Clearance	Program Coordinator/Head of Instruction (HOI)
2. School ID	Student
3. 1 pc 2"X2" Graduation Picture	Program Coordinator/Head of Instruction (HOI)
4. Form 137-A (for Secondary Graduates)	Principal/Registrar, School of Origin
5. OTR with remarks "Copy for ISAT U" (for transferee)	Registrar, School of Origin
6. Certificate Of Transfer Credential	Registrar, School of Origin
7. Certificate Of Good Moral Character	Principal/Registrar, School of Origin
8. Certificate of Live Birth/ (Marriage Certificate, in case of married woman)	Philippine Statistics Authority
REQUEST THRU REPRESENTATIVE:	
1. Authorization Letter (for authorized person)	Requesting Party
2. Special Power of Attorney or Notarized Authorization Letter (for authorized person requesting for CAV and abroad purposes)	Representative of Requesting Party
3. Photocopy of valid ID of requesting party and the authorized representative/person	Requesting Party and Authorized Representative/ Person
REQUEST FOR 2ND ISSUANCE OF LOST OR DAMAGED DIPLOMA, CERTIFICATE AND CTC	
1. Duly Notarized Affidavit	Requesting Party

Additional Requirement for Request of OTR, Diploma, Cert. of Transfer, Credentials, Cert. of Graduation, CAV: Documentary Stamps P30.00 value for every document.	Bureau of Internal Revenue			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID, Clearance Authorization.	1. Checks validity of submitted requirements.	None	3 minutes	*Registrar Staff* Office of the Campus Registrar
2. Fills up Counter Request Form and submits the same at the request section.	2. Provides Counter Request Form.	None	3 minutes	*Registrar Staff* Office of the Campus Registrar
	2.1. Receives Counter Request Form and retrieves hard file of client.	None	5 minutes	*Registrar Staff* Office of the Campus Registrar
	2.2. Checks requirements for the corresponding request of academic records. Requests other requirements as necessitates.	None	5 minutes	*Registrar Staff* Office of the Campus Registrar
3. Pays required fees.	3. Indicates in the Counter Request Form the amount to be paid and instruct client to pay.	• Transcript of Records/Form 137-A - Php30.00 per page • Certifications- Php30.00 per Certification • Re-Issuance of Diploma and Certificate - Php100.00	2 minutes	*Registrar Staff* Office of the Campus Registrar

		• Certificate of Transfer Credential - Php25.00 • Certification, Authentication and Verification - Php30.00 • New Electronic Generated Registration Form - Php30.00 per sem • Report Card - Php100.00 per sem • Report of Grades - Php30.00 per sem • Authentication of Academic Records - Php30.00 per sem		
4. Gives back the Counter Request Form and OR.	4. Accepts the forms and schedules request.	None	• Transcript of Records/Form 137 - 5 working days • Certifications - 3 working days • Re-Issuance of Diploma and Certificate - 10 working days • Certificate of Transfer Credential - 5 working days • Certification, Authentication and	*Registrar Staff* Office of the Campus Registrar

			Verification - 5 working days • New Electronic Generated Registration Form - 30 minutes • Report Card - 30 minutes • Report of Grades - 30 minutes • Authentication of Academic Records - 30 minutes	
5. Returns on scheduled date of release and receives requested record/docume nt.	5. Releases requested records.	None	2 minutes	*Registrar Staff* Office of the Campus Registrar
	TOTAL	• **Transcript of Records/Form 137-A- Php30.00 per page** • **Certifications- Php30.00 per Certification** • **Re-Issuance of Diploma and Certificate - Php100.00** • **Certificate of Transfer Credential - Php25.00** • **Certification, Authentication and Verification - Php30.00** • **New Electronic**	• **Transcript of Records/Form 137 - 5 working days and 20 minutes** • **Certifications - 3 working days and 20 minutes** • **Re-Issuance of Diploma and Certificate - 10 working days and 20 minutes** • **Certificate of Transfer Credential - 5 working days and 20**	

		Generated Registration Form - Php30.00 per sem • Report Card - Php100.00 per sem • Report of Grades - Php30.00 per sem • Authentication of Academic Records - Php30.00 per sem	minutes • Certification, Authentication and Verification - 5 working days and 20 minutes • New Electronic Generated Registration Form - 50 minutes • Report Card - 50 minutes • Report of Grades - 50 minutes • Authentication of Academic Records - 50 minutes	

DUMANGAS CAMPUS
External/Internal Services

Integrated Income and Resource Generation Program

33. Physical Facilities Utilization/Reservation for Rental Services

Renting out to the general public the university facility for their personal needs/purposes.

Office or Division	Integrated Income and Resource Generation Program (IIRGP) – Dumangas Campus
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who May Avail	Students, Faculty, Staff and the General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1 copy Transaction Form	Rental Services Project Manager
2. 1 copy Rental Permit	Rental Services Project Manager
3. 1 copy Official Receipt	Cashier
4. 1 copy Billing Statement	Rental Services Project Manager

FEES:

Facility/ Equipment	Time/ Duration	Amount
Chairs	1 day	P7.00
Sound System	8 hours	P2, 500.00 (Day) P3,000.00 (Night) P1,000.00 (succeeding hours)
Speakers (2 units) and 1 Microphone	8 hours	P1,500.00
Multi- Purpose Hall (Covered Gym)	4 hours	P3, 000.00
Function Hall (2nd Floor of Admin Building)	4 hours w/ tables and chairs for 50 pax	P8,000.00 (P1, 500.00 exceeding hour/s)
Multimedia Projector	3 hours	P1,000.00

Note: Please see the Rental Rates for the complete information. All rates may subject to change without prior notice.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires for the availability of the Physical Facilities to be reserved including rental rates inquiry.	1. Checks the availability of the requested facility. 1.1 Reserves the facility	None	8 minutes	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation

	immediately to the non-paying client if it is available and proceeds to the submission of the needed documents.			Program
2. Secures and fills out Transaction Form.	2. Transaction form will be signed by the client, IIRGP Personnel, and Campus Administrator	None	5 minutes	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation Program
3. Requests for Billing Statement.	3. The Project Manager will prepare the billing statement to be signed by the Project Manager and IIRGP Head.	(Please see corresponding Fees.)	5 minutes	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation Program
4. Pays to the Cashier.	4. Receives payment.	None	5 minutes	*Cashier* Cashier's Office
5. Submits copy of Official Receipt to IIRGP Office.	5. Confirms booking to the respective area.	None	2 minutes	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation Program
6. Receives Rental Permit.	6. Prepares and releases approved rental permit.	None	5 minutes	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation Program
	TOTAL	**(Please see corresponding Fees.)**	**30 minutes**	

34. Room Accommodation Services

Provide safe, quality and comfortable room accommodation of University guests.

Office or Division	Integrated Income and Resource Generation Program – Dumangas Campus
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who May Avail	Students, Faculty, Staff and General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1 copy of ID	Client
2. 1 copy of Official Receipts	Cashier
3. 1 copy Transaction Form	Staff/Project Manager
4. 1 copy Billing Statement	Staff/Project Manager
5. 1 copy rental permit	Staff/Project Manager

FEES:

Facility/ Equipment	Time/ Duration	Amount
Guestroom 1	2:00 pm - 12:00 noon the next day (overnight) w/ free breakfast for two	P1, 500.00
Guestroom 2		P1, 500.00
Guestroom 3		P2, 000.00
Guestroom 4 (Dorm Type)	Additional extra breakfast - **Php150.00/pax**	P300.00/ Head (Minimum of 8 pax)
Extra Bed w/ pillow and blanket	Overnight	P250.00
Mini-Hotel Function Hall	4 hours with chairs and tables for 30 pax	P4,000.00 (P1,500.00 exceeding hours)

Note: Please see the Room Accommodation Rates for the complete information. All rates may subject to change without prior notice.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires for Room Accommodation including Rental Rates inquiry.	1. Checks the availability of the rooms and provide information regarding rental rates.	None	10 minutes	*Staff/Project Manager* Income and Resource Generation Program
2. Reservation of Room.	2. Front desk/Project Manager will reserve the available room if needed.	None	3 minutes	*Staff/Project Manager* Integrated Income and Resource Generation Program
3. Fills out the	3. Assists the guest in	None	8 minutes	*Front Desk Clerk*

Transaction Form.	filling out transaction form upon arrival.			Integrated Income and Resource Generation Program
4. Presents Identification Card.	4. Photocopy and checks valid I.D. for verification of information he/she filled out in the registration form. If senior citizen, PWD, alumni, faculty, employee and students of ISAT U a 20% discount will be given.	None	2 minutes	*IIRGP Staff/Project Manager* Integrated Income and Resource Generation Program
5. Requests Billing Statement.	5. Project Manager/ Staff will prepare billing statement.	None	5 minutes	*IIRGP Staff/Project Manager* Integrated Income and Resource Generation Program
6. Pays to the Cashier.	6. Receives payment.	(Please see correspondi ng Fees.)	5 minutes	*Cashier* Cashier's Office
7. Secures Rental Permit.	7. Prepares and releases approved rental permit.	None	5 minutes	*IIRGP Staff / Project Manager* Integrated Income and Resource Generation Program
8. Proceeds to Hotel Room.	8. Hands in room key and assists the client to the guest room.	None	2 minutes	*IIRGP Staff/Project Manager* Integrated Income and Resource Generation Program
	TOTAL	**(Please see correspon ding Fees.)**	**40 minutes**	

Library Services

35. Lending/Borrowing of Library Materials

Providing relevant resources to students, faculty/employee and outside researchers for their academic and research needs.

Office or Division	Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who May Avail	Students, Faculty, Staff and External Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Student: 1. Validated Library ID Card	Student
Faculty and Staff: 1. Faculty/Staff ID Card	Faculty/Staff

External Researchers:
    1.   Approved Letter Request
    2.   ID Card
	Library of the Requesting Party
	Researcher/s

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients* presents her/his ID Card and library material/s to be borrowed. *Student validated library card. *Faculty/Staff ID Card. *External researchers present an approved letter and ID. NB: New student borrower shall accomplish the Borrower's Profile Slip.	1. Checks ID card of student or faculty or staff. - Checks approved letter and ID card.	None	1 minute	*Library Staff* Library

2. Signs the logbook/ log sheet.	**_Books for Library use:_** Let the client sign in the logbook/ logsheet. *(Note: External researchers are only allowed to use books in the Library, not for loan out.)*	None	2 minutes	*Library Staff* Library
Signs in the logbook/ log sheet and receive borrowed book/s.	**_Books for Loan Out:_** Writes the due date on the book card/s and checks out in the library system. Releases the borrowed book/s.		5 minutes	*Library Staff* Library
	TOTAL	**None**	**Library use: 3 minutes** **Loan Out: 6 minutes**	

Management Information System Office/
Electronic Data Processing

36. Application for Issuance of Identification Card

This service facilitates the issuance of identification cards to students, faculty and staff as an official document that identifies the person to be connected with the University.

Office or Division	MIS/EDP
Classification	Simple
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who May Avail	Students, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. Issuance of New ID	
For New Baccalaureate Students: 　1. Schedule of ID Printing Slip; 　2. Photo and Signature Files via Online ID Portal; or 　3. Student ID Information Slip (if information is not uploaded in the website)	Office of Student Affairs Services (OSAS) Online access (enrollment.isat.edu.ph) MIS/EDP
For Faculty / Employee: 　1. Employee Slip 　2. Employee ID Information Form	 Human Resource Management Office (HRMO) MIS/EDP
II. Replacement of ID	
A. For Students: 　1. Notarized Affidavit of Loss, in case of lost ID; 　2. Old ID, in case of worn-out ID; 　3. Schedule of ID Printing 　4. Official Receipt 　5. Student ID Information Form B. For Faculty and Staff: 　1. Employee ID Information Form	 Student Student OSAS Cashier's Office MIS/EDP MIS/EDP

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Issuance of New ID A. New Baccalaureate Students 　1. Submits Schedule of Printing Slip secured from OSAS and duly accomplished Student Information Slip (if	1. Receives forms and access uploaded picture and signature or check information.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing

information is not uploaded in the website).				
	1.1. Encodes data. (Photo capture and signature if not uploaded in the website.)	None	5 minutes (5 minutes)	*MIS Staff* Management Information System Office/Electronic Data Processing
2. Reviews entry of data and confirm if correct and give feedback if incorrect.	2. Shows to client encoded data for confirmation of correct information.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
3. Receives ID Card and sign in the releasing logbook.	3. Prints ID Card and release with instruction to proceed to OSAS for validation and get lanyard and ID Card protector.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
	TOTAL	**None**	**25 minutes**	
B. Faculty and Staff 1. Submits Employee Slip and duly accomplished Employee ID Information Form.	1. Receives and checks information.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
	1.1. Encodes data.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
	1.2. Photo capture and signature.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic

				Data Processing
2. Reviews entry of data and confirm if correct and give feedback if incorrect.	2. Shows to faculty/staff encoded data for confirmation of correct information.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
3. Receives ID Card and sign in the releasing logbook.	3. Prints ID Card and release with the instruction to get the lanyard and ID protector at OSAS.	None	25 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
	TOTAL	**None**	**45 minutes**	
II. ==Replacement of ID== A. Students 1. Secure from OSAS Schedule of ID Printing Slip.	1. Gives ID Printing Slip.	None	5 minutes	*OSAS Staff* Office of the Student Affairs and Services
2. Pays to the Cashier the corresponding fee.	2. Receives payment.	ID Card-P81.00 Lanyard-P99.00 Protector-20.00	5 minutes	*Cashier* Cashier's Office
3. Submit the following: a. Schedule of ID Printing Slip; b. Official Receipt c. ID Information Form (if there is change of information); and d. Notarized Affidavit of Loss or Old ID as the case may be.	3. Receives and checks completeness of documents.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
	3.1. Retrieves information from database. Update if there is any change of information.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing

4. Confirms correct information.	4. If there is information update, show to student the information for confirmation.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
5. Receives ID Card and signs in the releasing logbook.	5. Prints and releases ID Card and instruct student to get lanyard and ID Card protector at OSAS.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
	TOTAL	**ID Card-Php81.00 Lanyard-Php99.00 Protector-Php20.00**	**30 minutes**	
B. Faculty and Staff 1. Fills-up Employee Information Slip and submit.	1. Receives and check entries in the Employee Information Slip.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
	1.1 Retrieves information from database. Update if there is any change of information.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
2. Confirms correct information.	2. If there is information update, show to faculty or staff for confirmation.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
3. Receives ID Card and sign in the releasing logbook.	3. Prints and releases ID Card. Tells the faculty or staff to get the lanyard and ID Card protector at OSAS.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
	TOTAL	**None**	**20 minutes**	

Medical Clinic

37. Medical Consultation, Examination, Treatment and Referral

A service provided to students and university personnel to ensure that they receive appropriate care and treatment of their health issues and those who seek referral for further medical evaluation of a medical officer/specialist.

Office or Division	Medical - Academic Building- ground floor - Left Wing
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who May Avail	Students, Faculty, and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Validated School ID or Registration Form for the current academic year	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID Card or Registration Form.	1. Checks ID/ Registration Form.	None	3 minutes	*Nurse/Clinic Staff* Medical Clinic
2. Verbalizes concern and submits self for assessment.	2. Gathers data and assess the patient's condition, checks vital signs, etc.; Provides available treatment if needed; **If the client needs further care:** a. Non-emergency: refers to a specialist or other health	None	15 minutes (may be more or less, depending on the severity/ complexity of the case)	*Nurse* Medical Clinic

	facility b. Emergency: informs parent or guardian and conduct patient to the nearest hospital.			*Nurse/ Driver* Medical Clinic/ Transportation Unit
3. Signs the consultation log sheet.	3. Issues Medical certificate (for medical examinations) and record transaction.	None	2 minutes	*Nurse* Medical Clinic
	TOTAL	**None**	**20 minutes**	

DUMANGAS CAMPUS
Internal Services

Human Resource Management Office

38. Request of Employee Records and Certifications

This service entails the issuance of employee records and certifications of faculty and staff for official or personal purposes.

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who May Avail	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request Slip		Human Resource Management Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits filled-out Request Form.	1. Receives request form.	None	10 minutes	*HRMO Personnel* Human Resource Management Office
	1.1. Checks corresponding document being requested. • Service Record; • Certificate of Employment; • Other employee records.	None	30 minutes	*HRMO Personnel* Human Resource Management Office
	1.2. Prepares requested records/documents.	None	7 hours	*HRMO Personnel* Human Resource Management Office
2. Receives requested records/documents.	2. Releases the requested records/documents.	None	20 minutes	*HRMO Personnel* Human Resource Management Office
	TOTAL	**None**	**1 working day**	

LEON CAMPUS
External Services

Human Resource Management Office

39. Reply to Job Applications

This service involves the acknowledgement of job applications submitted by individuals expressing interest in joining the Iloilo Science and Technology University.

Office or Division	Human Resource Management Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who May Avail	Filipino Citizens
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application Letter	Applicant
2. Fully accomplished and duly notarized Personal Data Sheet (CS Form 212, Revised 2025) with 3.5cmX4cm ID picture (passport size) taken within the last 6 months;	Can be downloaded at www.csc.gov.ph
3. Work Experience Sheet, if applicable;	Can be downloaded at www.csc.gov.ph
4. Certificate of Eligibility or Rating or Professional License, applicable to the position applied for (photocopy)	Government Office/Agency that granted the Certificate of Eligibility or Rating or Professional License
5. Transcript of Records (photocopy)	Registrar of concerned educational institution
6. Photocopy of Performance Rating of at least VS in the last rating period, if applicable	Human Resource Management Office of concerned agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits job application together with the complete set of requirements (walk-in or email) addressed to the University President.	1. Receives/ Retrieves job applications.	None	4 hours	*HRMO II* Human Resource Management Office
	1.1. Checks completeness of documents.	None	4 hours	*HRMO II* Human Resource Management Office
2. Receives acknowledgment letter of job application.	2. Sends letter reply to applicant thru email.	None	4 hours	*HRMO II* Human Resource Management Office
	TOTAL	**None**	**1 working day and 4 hours**	

Office of the Campus Registrar

40. Confirmation of Enrollment

This service facilitates the efficient acceptance of students during a particular academic year.

Office or Division	Office of the Campus Registrar
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who May Avail	Old and New Students (High School Graduate, Transferees, ALS/PEPT Passers, Cross-enrollees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR INCOMING NEW STUDENTS:	
1. DepEd Form SF 9 - SHS (Report Card) for New First Year Students	School of Origin
2. Transcript of Records for evaluation (for Transferees)	Registrar, School of Origin
3. Certificate of Transfer Credential (for Transferees)	Registrar, School of Origin
4. Certificate of Good Moral Character	School of Origin
5. Certificate of Rating (for ALS/PEPT Passers	Principal, School of Origin
6. Photocopy of PSA Birth Certificate	Philippine Statistics Authority
FOR OLD STUDENTS:	
1. Semestral Clearance	Student
2. Old Pre-Registration Form	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enrollment Committee submits student registration form and other requirements to Office of the Registrar for confirmation of enrollment.	1. Receives students Registration Forms and other requirements from the Enrollment Committee.	None	5 minutes	*Registrar's Staff* Office of the Campus Registrar
	1.1. Reviews the completeness of Pre-Registration Form and other enrollment requirements.	None	5 minutes	*Registrar's Staff* Office of the Campus Registrar
	1.2. Confirms students enrollment in the Registration System and Print Registration Form.	None	5 minutes	*Registrar's Staff* Office of the Campus Registrar
	TOTAL	**None**	**15 minutes**	

41. Request for Student Academic Records

This service facilitates requests of students and alumna of their academic records for their personal, professional and other concerns.

Office or Division	Office of the Campus Registrar
Classification	Simple to Highly Technical
Type of Transaction	G2C - Government to Citizen
Who May Avail	Active and Inactive Students, Alumni, other authorized parties, general public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Exit Clearance 2. School ID 3. 2"X 2" ID Picture 4. Form 137-A/ SF 10-SHS 5. OTR with remarks "Copy for: ISAT U" (for transferees) 6. Authorization Letter (for authorized person) 7. Photocopy of any valid ID 8. Affidavit of Loss/Damage (for 2nd issuance of Diploma)		Program Coordinator /Head of Instruction (HOI) Student Program Coordinator /Head of Instruction (HOI) Principal/Registrar, School of Origin Registrar, School of Origin Requesting Party Requesting Party Requesting Party		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up counter request form and submits the same at the request section.	1. Provides counter request form and claim stub.	None	3 minutes	*Registrar's Staff* Office of the Campus Registrar
	1.1. Checks requirements for the corresponding request of academic records. Request other requirements as necessitates.	None	5 minutes	*Registrar's Staff* Office of the Campus Registrar
2. Pays required fees.	2. Receives payment and issues official receipt.	•Authentication of Academic Records - Php30.00 per set •Report Card - Php10.00 per	15 minutes	*Cashier* Cashier's Office

		• semester			
		• Report of Grades - Php30.00			
		• Certificate of Registration - Php30.00 per semester			
		• Certifications - Php30.00 per cert			
		• Certification, Authentication, Verification (CAV) - Php30.00			
		• Certificate of Transfer Credential - Php25.00 + TOR			
		• Transcript of Records/ Form 137-A - Php30.00 per page			
		• Re-issuance of Diploma and Certificate - Php100.00			
3. Submits Counter Request Form and Official Receipt of payment.	3. Receives OR and schedules the releasing of request.	None	3 minutes	*Registrar's Staff* Office of the Campus Registrar
	3.1. Returns Counter Request Form and Claim Stub and informs the schedule of releasing of request made.	None	3 minutes	*Registrar's Staff* Office of the Campus Registrar
	3.2. Forwards student folder with OR to the	None	3 minutes	*Registrar's Staff* Office of the

				Campus Registrar
	Encoder for processing.			
	3.3. Receives, prepares and processes the requested academic records.	None	•Authentication of Academic Records - 20 minutes

•Report Card - 20 minutes

•Report of Grades - 20 minutes

•Certificate of Registration - 20 minutes

•Certifications - 3 working days

•Certification, Authentication, Verification (CAV) - 3 working days

•Certificate of Transfer Credential - 3 working days

•Transcript of Records/ Form 137-A - 5 working days

•Re-issuance of Diploma and Certificate - 7 working days | *Office Encoder* Office of the Campus Registrar |
4. Returns on the scheduled day of releasing.	4. Receives Counter Request Form and Claim Stub.	None	3 minutes	*Registrar's Staff* Office of the Campus Registrar
5. Receives the requested records.	5. Releases the requested records.	None	5 minutes	*Registrar's Staff* Office of the Campus Registrar
	TOTAL	•**Authentication of Academic**	•**Authenticatio n of**	

		Records - Php30.00 per set	Academic Records - 1 hour	
		•Report Card - Php10.00 per semester	•Report Card - 1 hour	
		•Report of Grades - Php30.00	•Report of Grades - 1 hour	
		•Certificate of Registration - Php30.00 per semester	•Certificate of Registration - 1 hour	
		•Certifications - Php30.00 per cert	•Certifications - 3 working days and 40 minutes	
		•Certification, Authentication, Verification (CAV) - Php30.00	•Certification, Authenticatio n, Verification (CAV) - 3 working days and 40 minutes	
		•Certificate of Transfer Credential - Php25.00 + TOR	•Certificate of Transfer Credential - 3 working days and 40 minutes	
		•Transcript of Records/ Form 137-A - Php30.00 per page	•Transcript of Records/ Form 137-A - 5 working days and 40 minutes	
		•Re-issuance of Diploma and Certificate - Php100.00	•Re-issuance of Diploma and Certificate - 7 working days and 40 minutes	

LEON CAMPUS
External/Internal Services

Dental Clinic

42. Basic Dental Services

The Dental Clinic offers Basic Dental Services (e.g. Oral Prophylaxis, Tooth Filling, and Tooth Extraction) for students, faculty and non-academic staff and community members seeking to avail themselves these services.

Office or Division	Dental Clinic			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who May Avail	Students, Faculty and Non-Academic Staff, Community Members			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Validated University ID Card 2. One (1) copy of Dental Examination Chart (QF-DEN-LC -02) 3. One (1) copy of Dental Request Form (QF-DEN-LC-09)		Student/Employee Dental Clinic Dental Clinic		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Informs reception of the client's schedule.	1. Verifies client's schedule.	None	1 minute	*Dental Staff* Dental Clinic
2. Signs at the logbook and presents validated University ID.	2. Checks entry in the logbook and ID card.	None	5 minutes	*Dental Staff* Dental Clinic
3. Fills out Dental Examination Chart (QF-DEN-LC-02) and Request Form (QF-DEN-LC-09).	3. Provides patient with Dental Health Record.	None	5 minutes	*Dental Staff* Dental Clinic
4. Submits self for dental treatment.	4. Performs basic dental treatment based on the client's schedule. 4.1. Discuss post-operative instructions to the patient.	None	20 minutes	*Dentist* Dental Clinic
5. Receives prescription form or referral *(if needed)* or dental slip/certificate.	5. Issues prescription form with instruction and give medicine, if	None	5 minutes	*Dentist* Dental Clinic

	necessary. 5.1. Issues Referral or Dental Slip/ Certificate, as the case maybe.			
6. Follows up schedule *(if necessary).*	6. Schedules follow up basic dental treatment based on diagnosis (e.g. Oral Prophylaxis, Tooth Filling, Tooth extraction).	None	5 minutes	*Dentist/ Dental Staff* Dental Clinic
7. Signs in the treatment logbook.	7. Have the patient sign in the treatment logbook.	None	5 minutes	*Dentist* Dental Clinic
	TOTAL	**None**	**46 minutes**	

43. Oral Examination/Consultation

The Dental Clinic offers Oral Examination to incoming first year students and Consultation Services for students, faculty and non-academic staff and community members seeking to avail themselves these services.

Office or Division	Dental Clinic			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who May Avail	Students, Faculty and Non-Academic Staff, Community Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated University ID Card 2. One (1) copy of Dental Examination Chart (QF-DEN-LC-02) 3. One (1) copy of Dental Request Form (QF-DEN-LC-09)		Student/Employee Dental Clinic Dental Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs reception of the his/her schedule.	1. Verifies client's schedule.	None	1 minute	*Dental Staff* Dental Clinic
2. Signs at the logbook and presents validated University ID.	2. Checks entry in the logbook and ID card.	None	5 minutes	*Dental Staff* Dental Clinic
3. Fills out Dental Examination Chart (QF-DEN-LC-02) and Request Form (QF-DEN-LC-09)	3. Provides patient with Dental Health Record.	None	5 minutes	*Dental Staff* Dental Clinic
4. Submits self for Oral Examination/ Consultation.	4. Performs oral examination. Establish diagnosis and discuss treatment plan to patient.	None	10 minutes	*Dentist* Dental Clinic
5. Receives prescription form or referral *(if needed)* or dental slip/certificate.	5. Issues prescription form with instruction and give medicine, if necessary. 5.1. Issues Referral or Dental Slip/ Certificate, as the case maybe.	None	5 minutes	*Dentist* Dental Clinic

6. Returns for follow up schedule *(if necessary).*	6. Schedule follow up basic dental treatment based on diagnosis (e.g. Oral Prophylaxis, Tooth Filling, Tooth extraction)	None	5 minutes	*Dentist/ Dental Staff* Dental Clinic
7. Signs in the treatment logbook.	7. Have the patient sign in the treatment logbook.	None	5 minutes	*Dentist* Dental Clinic
	TOTAL	**None**	**36 minutes**	

Integrated Income and Resource Generation Program

44. Food Reservation

To facilitate the fast and efficient response on the reservation of the events and functions of this university. It will also provide safe and excellent foods to the local community.

Office or Division	Integrated Income and Resource Generation Program (IIRGP) - Leon Campus
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who May Avail	Students, Faculty, Staff and General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 2 copies of Approved Proposal/Communication Letter	Office Concerned
2. 2 copies of Menu Budget Request Form	Canteen-In-Charge
3. 2 copies of Attendance Sheet	Office Concerned
4. 2 copies of Pictures/Documentation during Event/Function	Office Concerned

FEES:
  A. Package A (180)
    Rice, Soup, Chicken/Fish/Pork, Dessert, Drinks
  B. Package B (150)
    Rice, Soup, Chicken/Pork, Dessert/Drinks	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires on the availability of food service.	1. Checks the availability.	None	5 minutes	*Canteen In-Charge/Canteen Personnel* Integrated Income and Resource Generation Program
2. Discusses the details of the event.	2. Assists the client.	None	5 minutes	*Canteen In-Charge/Canteen Personnel* Integrated Income and Resource Generation Program
3. Selects food menu and filling out forms.	3. Assists the client.	None	5 minutes	*Canteen In-Charge/Canteen Personnel*

				Integrated Income and Resource Generation Program
4. Pays the total cost of event.	4. Gives the client the forms to be paid at cashier's office. Assists in filling out forms.	(Please see corresponding Fees)	5 minutes	*Canteen In-Charge* Integrated Income and Resource Generation Program
	TOTAL	**(Please see corresponding Fees)**	**20 minutes**	

Library Services

45. Lending/Borrowing of Library Materials

Providing relevant resources to students, faculty/employee and outside researchers for their academic and research needs.

Office or Division	Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who May Avail	Students, Faculty, Staff and External Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Student: 1. Validated Library ID Card	Student
Faculty and Staff 1. Faculty/Staff ID Card	Faculty/Staff

External Researchers:
    1.   Approved Letter Request
    2.   ID Card
	Library of the Requesting Party Researcher/s

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients* presents her/his ID Card and library material/s to be borrowed. *Student validated library card. *Faculty/Staff ID Card. *External researchers presents an approved letter and ID. NB: New student borrower shall accomplish the Borrower's Profile Slip.	1. Checks ID card of student or faculty or staff. - Checks approved letter and ID card.	None	1 minute	*Library Staff* Library
2. Signs the logbook/ log sheet.	***Books for Library use:*** Let the client sign in the logbook/	None	2 minutes	*Library Staff* Library

	logsheet. *(Note: External researchers are only allowed to use books in the Library, not for loan out.)* **Books for Loan Out:** Writes the due date on the book card/s and check out in the library system. Releases the borrowed book/s.		5 minutes	
Signs in the logbook / logsheet and receive borrowed book/s.				
	TOTAL	**None**	**Library use: 3 minutes** **Loan out: 6 minutes**	

Management Information System Office/ Electronic Data Processing

46. Application for Issuance of Identification Card

This service facilitates the issuance of identification cards to students, faculty and staff as an official document that identifies the person to be connected with the University.

Office or Division	MIS/EDP
Classification	Simple
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who May Avail	Students, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. Issuance of New ID	

For New Baccalaureate Students:
  1. Schedule of ID Printing Slip;
  2. Photo and Signature Files via Online ID Portal; or
  3. Student ID Information Slip (if information is not uploaded in the website)
	Office of Student Affairs Services (OSAS)
	Online access (enrolment.isat.edu.ph)
	
	MIS/EDP

For Faculty / Employee:
  1. Employee Slip
  2. Employee ID Information Form
	Human Resource Management Office (HRMO)
	MIS/EDP

II. Replacement of ID	

A. For Students:
  1. Notarized Affidavit of Loss, in case of lost ID;
  2. Old ID, in case of worn-out ID;
  3. Schedule of ID Printing
  4. Official Receipt
  5. Student ID Information Form
 	
B. For Faculty and Staff:
  1. Employee ID Information Form
	Student
	
	Student
	OSAS
	Cashier's Office
	MIS/EDP
	
	MIS/EDP

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Issuance of New ID A. New Baccalaureate Students 1. Submits Schedule of Printing Slip secured from OSAS and duly accomplished Student Information Slip	1. Receives forms and access uploaded picture and signature or check information.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing

(if information is not uploaded in the website).				
	1.1. Encodes data.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
	(Photo capture and signature if not uploaded in the website.)		(5 minutes)	
2. Reviews entry of data and confirm if correct and give feedback if incorrect.	2. Shows to client encoded data for confirmation of correct information.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
3. Receives ID Card and signs in the releasing logbook.	3. Prints ID Card and release with instruction to proceed to OSAS for validation and get lanyard and ID Card protector.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
	TOTAL	**None**	**25 minutes**	
B. Faculty and Staff 1. Submits Employee Slip and duly accomplished Employee ID Information Form.	1. Receives and checks information.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
	1.1. Encodes data.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
	1.2. Photo capture and signature.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing

2. Reviews entry of data and confirm if correct and give feedback if incorrect.	2. Shows to faculty/staff encoded data for confirmation of correct information.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
3. Receives ID Card and sign in the releasing logbook.	3. Prints ID Card and release with the instruction to get the lanyard and ID protector at OSAS.	None	25 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
	TOTAL	**None**	**45 minutes**	
II. <mark>Replacement of ID</mark> A. Students 1. Secures from OSAS Schedule of ID Printing Slip and pay to the Cashier the corresponding fee.	1. Gives Schedule of ID Printing Slip.	None	5 minutes	*OSAS Staff* Office of the Student Affairs and Services
	1.1. Receives payment.	ID Card-P81.00 Lanyard-P99.00 Protector-20.00	5 minutes	*Cashier* Cashier's Office
2. Submit the following: a. Schedule of ID Printing Slip; b. Official Receipt c. ID Information Form (if there is change of information); and d. Notarized Affidavit of Loss or Old ID as the case may be.	2. Receives and checks completeness of documents.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
	2.1. Retrieves information from database. Update if there is any change of information.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
3. Confirms correct information.	3. If there is information	None	5 minutes	*MIS Staff* Management

	update, show to student the information for confirmation.			Information System Office/Electronic Data Processing
4. Receives ID Card and signs in the releasing logbook.	4. Prints and releases ID Card and instruct student to get lanyard and ID Card protector at OSAS.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
	TOTAL	**ID Card-Php81.00 Lanyard-Php99.00 Protector-Php20.00**	**30 minutes**	
B. Faculty and Staff 1. Fills-up Employee Information Slip and submit.	1. Receives and checks entries in the Employee Information Slip.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
	1.1 Retrieves information from database. Update if there is any change of information.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
2. Confirms correct information.	2. If there is information update, show to faculty or staff for confirmation.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
3. Receives ID Card and signs in the releasing logbook.	3. Prints and releases ID Card. Tell the faculty or staff to get the lanyard and ID Card protector at OSAS.	None	5 minutes	*MIS Staff* Management Information System Office/Electronic Data Processing
	TOTAL	**None**	**20 minutes**	

Medical Clinic

47. Medical Consultation and Request for Referral

A service provided to students and university personnel to ensure that they receive appropriate care and treatment of their health issues and those who seek referral for further medical evaluation of a medical officer/specialist.

Office or Division	Medical - Academic Building- ground floor - Left Wing			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government			
Who May Avail	Students, Faculty, and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated School ID or Registration Form for the current academic year		Student/Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID Card or Registration Form.	1. Checks ID/ Registration Form	None	5 minutes	*Nurse* Medical Clinic
2. Submits self for evaluation.	2. Conducts Physical Assessment and Evaluation. If patient needs medical care, refer to medical specialist and issues referral slip for consultation at the RHU/District Hospital. If patient needs hospital admission in case of emergency, he/she shall be accompanied by a nurse and will be provided transportation using University Vehicle/Municipal Ambulance/Responder.	None	15 minutes	*Nurse* Medical Clinic *Nurse/Driver* Medical Clinic/Transportation Unit

3. Receives referral slip and sign in the logbook.	3. Releases referral slip and have patient sign in the logbook.	None	2 minutes	*Nurse* Medical Clinic
	TOTAL	**None**	**22 minutes**	

LEON CAMPUS
Internal Services

Human Resource Management Office

48. Request of Employee Records and Certifications

This service entails the issuance of employee records and certifications of faculty and staff for official and personal purposes.

Office or Division	Administrative Services - Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who May Avail	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request Form QF-HRMO-31		Administrative Services Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits filled-out Request Slip.	1. Receives request form.	None	10 minutes	*HRMO I* Human Resource Management Office
	1.1. Checks corresponding documents being requested. • Service Record; • Certificate of Employment; • Other employee records.	None	30 minutes	*HRMO I* Human Resource Management Office
	1.2. Prepares requested records/documents.	None	7 hours	*HRMO I* Human Resource Management Office
2. Receives requested records/documents.	2. Releases the requested records/documents.	None	20 minutes	*HRMO I* Human Resource Management Office
	TOTAL	**None**	**1 working day**	

MIAGAO CAMPUS
External Services

Guidance and Counseling Center

49. Request for Counseling Services

The Counseling Service aims to provide opportunity for students to express their problems and difficulties freely, assists students in their private personal concerns and matters related to their integral development, helps students develop self-awareness, environmental adjustments, and grow in interpersonal relationships. This service can also assist students in their career choice and identify their difficulties and help them cope in their academic difficulties.

OFFICE OR DIVISION:		Guidance and Counseling Center		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C – Government to Citizen		
WHO MAY AVAIL:		Students		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1.) Identification Card (ID)/ Registration Form (RF) 2.) Filled Up Consent Form		Office of Student Affairs and Services Office of the Registrar Guidance and Counseling Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID Card or RF and the client fills up Consent Form.	1. Welcomes and accommodates the counselee and give Consent Form to fill-up.	None	5 minutes	*Guidance Counselor* Guidance and Counseling Center
2. Submits filled up Consent Form and narrates the matter for counseling needs.	2. Listens attentively to the personal concerns of the counselee.	None	25 minutes	*Guidance Counselor* Guidance and Counseling Center
3. Interacts and process oneself during disclosure.	3. Synthesizes, clarifies, analyses, and summarizes the issues, concerns, or problems of the counselee.	None	15 minutes	*Guidance Counselor* Guidance and Counseling Center
4. Discerns or decides on the proper course of action to be taken regarding the issues raised.	4. Provides alternative solutions or options best suited to resolve the matter.	None	10 minutes	*Guidance Counselor* Guidance and Counseling Center
5. Requests for follow-up	5. Provides the follow-up counseling	None	5 minutes	*Guidance Counselor*

schedule of another counseling session as the need arise.	schedule as needed.			Guidance and Counseling Center
	5.1. Records the counseling process for follow up and evidence practice based research.	None	15 minutes	*Guidance Counselor* Guidance and Counseling Center
	TOTAL	**None**	**1 hour and 15 minutes**	

Human Resource Management Office

50. Reply to Job Applications

This service acknowledges receipt of job applications to published vacant positions.

Office or Division	Human Resource Management Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who May Avail	Filipino Citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter addressed to the Campus Administrator	Applicant
2. Fully accomplished and duly notarized Personal Data Sheet (CS Form 212, Revised 2025) with 3.5cmX4.5cm ID picture (passport size) taken within the last 6 months;	Can be downloaded at www.csc.gov.ph
3. Work Experience Sheet, if applicable;	Can be downloaded at www.csc.gov.ph
4. Certificate of Eligibility or Rating or Professional License, applicable to the position applied for (photocopy)	Government Office/Agency that granted the Cert. of Eligibility or Rating or Professional License
5. Transcript of Records (photocopy)	Registrar of concerned educational institution
6. Photocopy of Performance Rating of at least VS in the last rating period, if applicable	Human Resource Management Office of concerned agency
7. Other documentary requirements necessary to the position	Issuing agency concerned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits job application together with the complete set of requirements (walk-in or email).	1. Receives job applications.	None	1 minute	*HRMO II/ Assigned Staff* Human Resource Management Office
	1.1. Checks completeness of documents.	None	5 minutes	*HRMO II/ Assigned Staff* Human Resource Management Office
2. Receives acknowledgment letter of job application.	2. Issues acknowledgement letter personally or thru email.	None	3 minutes	*HRMO II/ Assigned Staff* Human Resource Management Office
	TOTAL	**None**	**9 minutes**	

Office of the Campus Registrar

51. Confirmation of Enrollment

Only students who met the admission requirements shall be allowed to enroll.
(Undergraduate Student Handbook Chapter 3, Art. 2 per BOR Res. No. 102-2018)
Students will start and end enrollment at the Office of the Program Coordinators or at the
designated area per Program. Enrolment Committee will submit Registration Form together
with enrollment requirements to the Registrar for Confirmation of Enrollment.

Office or Division	Office of the Campus Registrar
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who May Avail	Old and New Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For SHS Graduates 1. Original SHS Report Card 2. Original Certification of Good Moral Character 3. Photocopy of PSA/NSO Authenticated Birth Certificate	From DepEd High School From Previous School Attended Philippine Statistics Authority
For Transferees 1. Original Transcript of Records (for Transferees) 2. Original Certificate of Transfer Credential (for Transferees) 3. Original Certification of Good Moral Character 4. Photocopy of PSA/NSO Authenticated Birth Certificate	From Previous School Attended From Previous School Attended From Previous School Attended Philippine Statistics Authority
For ALS Passers 1. Original Certification of Rating (for ALS/PEPT Passers) 2. Photocopy of PSA/NSO Authenticated Birth Certificate	From DepEd ALS Schools Philippine Statistics Authority
Old Students 1. Original copy of Completely signed Students Semestral Clearance	Blank Form is available at the Office of Instruction

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Pre-registration form and other requirements for enrollment.	1. Receives students' Pre-Registration Form and other enrollment requirements.	None	2 minutes	*Assigned Staff* Office of the Campus Registrar
	1.1. Reviews the completeness of Pre- Registration Forms and other	None	5 minutes	*Assigned Staff* Office of the Campus Registrar

	enrollment requirements.			
	1.2. Confirms students' enrollment using valid student Identification Number through the Registration System.	None	3 minutes	*Assigned Staff* Office of the Campus Registrar
	TOTAL	**None**	**10 minutes**	

MIAGAO CAMPUS
External/Internal Services

Dental Clinic

52. Oral Examination and Assessment/Consultation

A service provided to comprehensively asses the oral health status of the student, faculty, and staff.

Office or Division	Dental Clinic			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government			
Who May Avail	Students, Faculty, and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Validated School ID		OSAS		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents School ID.	1. Checks for proper identification.	None	1 minute	*Dental Assistant* Dental Clinic
2. Fills out Health Screening Form and Dental Record.	2. Provides patients with Health Screening Form (QF-DSD-MC-11) and Dental Record (QF-DSD-MC-01).	None	10 minutes	*Dental Assistant* Dental Clinic
3. Submits self for Dental Examination.	3. Conducts oral health assessment, examination and record in the Dental Chart (QF-DSD-MC-02).	None	20 minutes	*Dentist* Dental Clinic
4. Discusses oral health findings and receives prescription of medicine.	4. Writes assessment in patient's Dental Records (QF-DSD-MC-01).	None	10 minutes	*Dentist* Dental Clinic
5. Signs the Logbook and Monthly Treatment Record.	5. Have the patient sign in the Logbook.	None	1 minute	*Dentist* Dental Clinic
	TOTAL	**None**	**42 minutes**	

Integrated Income and Resource Generation Program

53. **Physical Facilities Utilization/Reservation for Rental Services**

Renting out to the general public the university facility for their personal needs/purposes.

Office or Division	Integrated Income and Resource Generation Program (IIRGP) – Miagao Campus
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who May Avail	Students, Faculty, Staff and the General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1 copy Rental Permit 2. 1 copy Official Receipt 3. 1 copy Billing Statement	Rental Services Project Manager Cashier Rental Services Project Manager

FEES:

CLASSROOMS

Room Location (Capacity)	Area Capacity (Persons)	Venue with Basic Facililites1 (PhP)	Additional Charges (PhP) per Excess Hours
D – Building	30-40	500.00	150.00
E – Building	30-40	500.00	150.00
F – Building	30-40	500.00	150.00
G – Building	30-40	500.00	150.00

FUNCTION ROOMS / SPACES

Rooms / Area (Capacity)	Area Capacity (Persons)	Venue Only (PhP)	Venue with Basic Facilties1 (PhP)	Additional Charge (Php) per excess hour
Covered Court	800	6,000.00	8,000.00	500.00
P.E Fitness Gym	700	5,500.00	7,500.00	400.00

EQUIPMENT

Equipment	Rates (PhP)	Additional Charges (PhP) per Excess Hours
Table	100/pc /9 hours	20.00
Monoblock Chairs	20.00/ pc/ 9 hours	5.00

Note: Please see the Rental Rates for the complete information. All rates may subject to change without prior notice.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires for the availability of the Physical Facilities to be reserved.	1. Submits Letter of Intent to rent space/equipment/ facilities for recommendation and approval of the Campus Administrator. 1.1. Checks the availability of the requested facility. 1.2. Reserves the facility immediately to the non-paying client if it is available and proceed to the submission of the needed documents.	None	3 minutes	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation Program
2. Secures and fills out Rental Permit Form.	2. Reserves the facility to the paying client upon submission of the filled-out Rental Permit Form. 2.1. Forwards the filled-out forms to the PDAS Office for the assignment of personnel. 2.2. The PDAS Office forwards the form to IIGRP Office.	None	45 minutes	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation Program
3. Receives billing statement.	3. Gives billing statement.	None	5 minutes	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation Program
4. Pays to the Cashier.	4. Receives payment.	(Please see	5 minutes	*Cashier* Cashier's Office

		correspon ding Fees.)		
5. Receives approved permit.	5. Releases approved permit.	None	2 minutes	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation Program
6. Submits needed documents (Copy of the receipt for paying client and approved activity for non-paying client).	6. Confirms booking to the respective area or facilities in charge.	None	2 minutes	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation Program
7. Booking/ Reservation Confirmation.	7. Records confirmed booking and distribute copies of approved permit to concerned offices.	None	1 minute	*Rental Services Staff / Project Manager* Integrated Income and Resource Generation Program
	TOTAL	**(Please see correspo nding Fees.)**	**1 hour and 3 minutes**	

54. Event Reservation

To facilitate the fast and efficient response on the reservation of the events and functions of the university. It will also provide safe and excellent foods to the local community.

Office or Division	Integrated Income and Resource Generation Program (IIRGP) - Miagao Campus
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who May Avail	Students, Faculty, Staff and General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1 copy of Event Contract 2. 1 copy of Food Menu Packages 3. 3 copies of Official Receipts	Front Desk Clerk Front Desk Clerk Cashier

FEES:
    A. Package A (P180) Plated
       Choice of 1 Soup, Choice 1 Entrees, Choice of 1 Dessert, Steamed Rice, 1 Round Drink
    B. Package B (P200) Plated
       Choice of 1 Soup, Choice 2 Entrees, Choice of 1 Dessert, Steamed Rice,1 Round Drink
    C. Package C (P 250) Assisted Buffet
       Choice of 1 Soup, Choice 2 Entrees, Choice of 1 Dessert, Choice of Side Dish, Steamed Rice, One Round Drink
    D. Package D (350) Assisted Buffet
       Choice of 1 Soup, Choice 3 Entrees, Choice of 1 Dessert, Choice of Side Dish, Steamed Rice, One Round Drink
 	
Note: Please see the Event Reservation Rates for the complete information. All rates may subject to change without prior notice.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires for Event/Function.	1. Checks for the availability of the date and venue.	None	1 minute	*Front Desk Clerk* Integrated Income and Resource Generation Program
2. Asks for details of Event/ Function.	2. Assists the client for the type of event /function.	None	1 minute	*Front Desk Clerk* Integrated Income and Resource Generation Program
3. Selects the Food Menu Packages.	3. Assists the guest in the selection of food packages,	None	3 minutes	*Front Desk Clerk* Integrated Income and Resource

	and suggest best menu for the event.			Generation Program
4. Fills out Event Contract.	4. Assists guests in filling up forms and checks essential information in the event contract. Ensures guests understand the details of the contract.	None	5 minutes	*Front Desk Clerk* Integrated Income and Resource Generation Program
5. Pays the total cost of the event.	5. Instructs client to pay the required 50% down payment as confirmation of the reservation. Notifies the client that full payment will be settled on or before the day of the event. Secures official receipt to the client.	None	3 minutes	*Staff/Clerk* Integrated Income and Resource Generation Program
	5.1. Receives and processes payments.	(Please see correspon ding Fees.)	5 minutes	*Cashier Cashier's Office*
	TOTAL	**(Please see correspo nding Fees.)**	**18 minutes**	

55. Room Accommodation Services

Provide safe, quality and comfortable room accommodation of University guests.

Office or Division	Integrated Income and Resource Generation Program – Miagao Campus
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who May Avail	Students, Faculty, Staff and General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1 copy of ID 2. 1 copy of Guest Registration Form 3. 3 copies of Official Receipts 4. 1 copy Reservation Form	Client Front Desk Clerk Cashier Front Desk Clerk

FEES:
    A. De Luxe Room with Balcony-------------------------------------- Php 900.00
    B. De Luxe Room-- Php 1,350.00
    C. Standard Room-- Php 800.00
    D. Economy Room-- Php 500.00
 	
Note: Please see the Room Accommodation Rates for the complete information. All rates may subject to change without prior notice.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires for Room Accommodation.	1. Checks for the availability of the Rooms.	None	3 minutes	*Front Desk Clerk* Integrated Income and Resource Generation Program
2. Reservation of room.	2. Reserves the available room if needed.	None	2 minutes	*Front Desk Clerk* Integrated Income and Resource Generation Program
3. Fills out the Guests Registration Form.	3. Assists the guest in filling out Registration Form upon arrival.	None	2 minutes	*Front Desk Clerk* Integrated Income and Resource Generation Program
4. Presents Identification Card.	4. Photocopy and checks valid I.D. for verification of information he/she	None	2 minutes	*Front Desk Clerk* Integrated Income and Resource

	filled out in the registration form. If senior citizen, PWD, alumni, faculty, employee and students of ISAT U a 20% discount will be given.			Generation Program
5. Pays the Accommodation Cost.	5. Receives the payment from the guest and gives the official receipt copy.	(Please see corresponding Fees.)	2 minutes	*Front Desk Clerk* Integrated Income and Resource Generation Program
6. Proceeds to Hotel Room.	6. Hands in room key and assists the client to the guest room.	None	2 minutes	*Front Desk Clerk* Integrated Income and Resource Generation Program
	TOTAL	**(Please see corresponding Fees.)**	**13 minutes**	

Library Services

56. Lending/Borrowing of Library Materials

Services provided to students, faculty, and staff with reference materials for their subject requirements.

Office or Division	Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who May Avail	Students, Faculty, Staff and External Researchers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library ID Card		Library		

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Library ID card.	1. Ensures that Library ID card is properly validated for the semester.	None	1 minute	*Library Personnel* Library
2. Fills out the book card.	2. Receives the book. 2.1. Attaches the Library ID Card to the book card. 2.2. Checks on the due date and stamps date due on the date due slip.	None	4 minutes	*Library Personnel* Library
3. Receives the book.	3. Releases the books to the students/faculty/ staff.	None	1 minute	*Library Personnel* Library
	TOTAL	None	6 minutes	

Medical Clinic

57. Medical Consultation and Request for Referral

A service provided to students and university personnel to ensure that they receive appropriate care and treatment of their health issues and those who seek referral for further medical evaluation of a medical officer/specialist.

Office or Division	Medical Clinic
Classification	Simple
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government
Who May Avail	Students, Faculty, and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Validated School ID or Registration Form for the current academic year	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID Card or Registration Form.	1. Checks ID/ Registration Form.	None	5 minutes	*Medical Staff* Medical Clinic
2. Submits self for medical evaluation.	2. Conducts Physical Assessment and Evaluation. In case of emergency, patient who needs immediate medical care will be transferred to the Municipal First Aid Clinic using any appropriate means of transportation. Patients with special cases he/she will be referred to a	None	15 minutes	*Nurse/Medical Staff* Medical Clinic *Nurse/Medical Staff/Class Adviser* Medical Clinic

	medical specialist and issues referral slip for further evaluation and management. In case of emergencies wherein patient needs hospital admission, he/she shall be accompanied by the Nurse/Medical Staff and the Class Adviser.			*Nurse/Class Adviser* Medical Clinic
3. Receives referral slip and signs in the logbook.	3. Releases referral slip and have patient sign in the logbook.	None	2 minutes	*Nurse/Medical Staff* Medical Clinic
	TOTAL	**None**	**22 minutes**	

Office of the Campus Registrar

58. Issuance of Student Academic Records and Forms

Disclosure of student academic records is governed by very strict policies as reflected in the OURA Manual of Operations approved per BOR Res. No. 50-2019.
Students and graduates shall personally request their academic records. In the event they cannot make the request personally, they shall authorize a proxy to do the said request.

Office or Division	Office of the Campus Registrar
Classification	Simple to Complex
Type of Transaction	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
Who May Avail	Active and Inactive Students and Other Authorized Parties
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Evaluation and Scholarship: • Semestral Clearance • Validated School ID • Registration Form *(if School ID is not available)*	Clearances can be secured from the Office of Instruction; School ID are validated at the Office of Student Affairs and Services.
For Employment, Board Examination, Dismissal: • Exit Clearance • School ID • 2x2 ID picture • Form 137-A* • OTR with remarks "Copy for: ISAT U" (for transferees)* • Certificate of Transfer Credential* • Certification of Good Moral Character* • Photocopy of PSA/NSO Authenticated Live Birth* • Photocopy of PSA/NSO Authenticated Marriage Certificate (if applicable)* • Affidavit of Loss/Damage (for re-issuance of Diploma, Certificate and CTC, if needed)	 Student Student Student Registrar, School of Origin Registrar, School of Origin Registrar, School of Origin Principal/Registrar, School of Origin Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA) Affidavit of Loss/Damage, Special Power of Attorney and Authorization Letter shall be personally executed by the student concerned and have it Notarized by Notary Public
For Authorized Person(s): • Special Power of Attorney (SPA) or Notarized Authorization Letter • Photocopy of any valid ID	 Authorized Representative Authorized Representative/Person

For Issuance of Completion Forms – INC must be within the completion period of 1 year				
For Issuance of Adding and Dropping Form – Student must be officially enrolled	.			
For CAV – original and photocopy of TOR and Diploma				
Records and Forms that can be requested: • Transcript of Records (TOR) • Certification(s) of - Enrolment, Good Moral Character, General Weighted Average, Honor Graduate, Graduation • Certificate of Transfer Credentials or Honorable Dismissal (CTC or HD) • Diploma • Proficiency Certificate • Certification, Authentication, Verification (CAV) • Report of Grades/Copy of Grades (ROG/COG) • Report Card/Report of Rating (RC/ROR) • Certificate of Registration (COR) • Authentication of Academic Records • Re-issuance of Diploma/Certificate • Secondary Permanent Record (for High School Graduates) • Completion of INC Form (CF) • Adding and Dropping of Subjects Enrolled Form (ADF)				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the counter request form and submits it at the request section.	1. Provides Counter Request Form.	None	2 minutes	*Frontline Staff* Office of the Campus Registrar
	1.1. Checks requirements	None	5 minutes	*Frontline Staff* Office of the

	for the corresponding request of academic records. Requests other requirements as necessitates.			Campus Registrar
2. Pays required fees.	2. Receives payment and issues official receipt.	• Authentication of Academic Records - Php30.00 per page • Report Card - Php10.00 per semester • Report of Grades - Php30.00 per semester • Registration Form - Php30.00 per semester • Completion Form - Php10.00/ subject • Adding and Dropping Form - Php10.00/pc • Certifications - Php30.00 per Cert. • Certification, Authentication, Verification (CAV) - Php30.00 • Transcript of Records/ Form 137- A - Php30.00 per page	5 minutes	*Cashier* Cashier's Office

		• Certificate of Transfer Credential - Php30.00 + TOR			
		• Re-Issuance of Diploma and Certificate - Php100.00			
3. Submits the Counter Request Form and Official Receipt of payment.	3. Receives the Official Receipt (OR) and schedules the release of the request.	None	2 minutes	*Frontline Staff* Office of the Campus Registrar
	3.1. Returns the Counter Request Form and Claim Stub, and informs the student of the schedule for releasing of requested documents.	None	3 minutes	*Frontline Staff* Office of the Campus Registrar
	3.2. Forwards the student folder with the official receipt (OR) to the encoder for processing.	None	3 minutes	*Frontline Staff* Office of the Campus Registrar
	3.3. Receives, prepares and processes the requested academic record.	None	• Authentication of Academic Records - 5 minutes • Report Card - 5 minutes • Report of Grades - 5 minutes • Registration Form- 5 minutes • Completion Form -	*Encoder/ Registrar* Office of the Campus Registrar

			5 minutes	
			• Adding and Dropping Form- 5 minutes	
			• Certifications- 5 minutes	
			• Certification, Authentication, Verification (CAV)- 5 working days	
			• Transcript of Records/ Form 137- A- 5 working days	
			• Certificate of Transfer Credential- 5 working days	
			• Re-Issuance of Diploma and Certificate- 5 working days	
4. Returns on the scheduled day of release.	4. Receives the Counter Request Form and Claim Stub.	None	2 minutes	*Frontline Staff* Office of the Campus Registrar
5. Receives the requested record.	5. Releases the requested records.	None	3 minutes	*Frontline Staff* Office of the Campus Registrar
	TOTAL	• **Authentication of Academic Records - Php30.00 per page** • **Report Card - Php10.00 per semester** • **Report of Grades - Php30.00 per semester** • **Registration**	• **Authentication of Academic Records- 30 minutes** • **Report Card- 30 minutes** • **Report of Grades- 30 minutes** • **Registration Form- 30 minutes** • **Completion Form- 30 minutes** • **Adding and**	

		Form - Php30.00 per semester	Dropping Form- 30 minutes
		• Completion Form - Php10.00/ subject	• Certifications- 30 minutes
		• Adding and Dropping Form - Php10.00/pc	• Certification, Authentication, Verification (CAV)- 5 working days and 25 minutes
		• Certifications - Php30.00 per Cert.	
		• Certification, Authentication, Verification (CAV) - Php30.00	• Transcript of Records/ Form 137- A- 5 working days and 25 minutes
		• Transcript of Records/ Form 137- A- Php30.00 per page	• Certificate of Transfer Credential- 5 working days and 25 minutes
		• Certificate of Transfer Credential - Php30.00 + TOR	• Re-Issuance of Diploma and Certificate- 5 working days and 25 minutes
		• Re-Issuance of Diploma and Certificate - Php100.00	

MIAGAO CAMPUS
Internal Services

Accounting Office

59. Request for Reimbursement

This service provides the reimbursement of purchase supplies and materials that is not included in the Annual Procurement Program.

Office or Division	Accounting Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who May Avail	Teaching and Non-Teaching

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Reimbursement For (3 copies)	Accounting Office
2. Approved Request for Reimbursement (3 copies)	Campus Administrator
3. Purchase Request for Reimbursable/Cash Advance Expenses (3 copies)	BAC Office
4. Request for Quotation (3 copies)	BAC Office
5. Official Receipts (original and 2 copies)	Service Provider
6. Reimbursement Expense Receipt/Acknowledgement Receipt (3 copies)	Administration Office/Accounting Office
7. Inventory Custodian Slip/Property Acknowledgement Receipt (if applicable - 3 copies)	Supply Office
8. Obligation Request (3 copies)	Accounting Office
9. Disbursement Voucher (3 copies)	Accounting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits approved requirements to Accounting Office.	1. Prepares Obligation Requests and Status.	None	1 working day	*Budget Officer* Accounting Office
	1.1. Prepares Disbursement.	None		*Clerk* Accounting Office
	1.2. Signs on box B of ORS.	None	1 working day	*Budget Officer* Accounting Office
	1.3. Signs on box A of ORS and box A of	None		*Admin Officer* Administrative

				Office
	1.4. Certifies as to availability of cash, checks as to completeness of supporting documents, signs box C of Disbursement Voucher.	None	2 working days	*Accountant* Accounting Office
	1.5. Checks, reviews and approves for payment on box D of Disbursement Voucher.	None	1 working day	*Campus Administrator* Office of the Campus Administrator
	1.6. Assigns Obligation Number.	None	1 working day	*Budget Officer* Accounting Office
	1.7. Assigns Disbursement Voucher.	None		*Accountant* Accounting Office
	1.8. Transfers documents to Cashier's Office for check issuance.	None	1 working day	*Cashier* Cashier's Office
	TOTAL	**None**	**7 working days**	

60. Request for Reimbursement of Travelling Expenses

This service provides the reimbursement of travel expenses during official travel.

Office or Division	Accounting Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who May Avail	All Personnel on Travel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Travel Order (3 copies)	Administration Office
2. Approved Itinerary of Travel (3 copies)	Administration Office
3. Official Receipt (if applicable)-original and 2 photocopies	Service Provider
4. Appendix 47	Administration Office
5. Certificate of Appearance (original and 2 photocopies)	Service Provider
6. Obligation Request (3 copies)	Accounting Office
7. Disbursement Voucher (3 copies)	Accounting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits approved requirements to Accounting Office.	1. Prepares Obligation Request and Status.	None	1 working day	*Budget Officer* Accounting Office
	1.1. Prepares Disbursement Voucher.	None		*Clerk* Accounting Office
	1.2. Budget Officer signs on box B of ORS.	None	1 working day	*Budget Officer* Accounting Office
	1.3. Admin Officer signs on box A of ORS and box A of Disbursement Voucher.	None		*Admin Officer* Administrative Office
	1.4. Accountant certifies as to availability of cash, check as to completeness of supporting documents, signs box C of Disbursement Voucher.	None	2 working days	*Accountant* Accounting Office
	1.5. Checks, reviews	None	1 working day	*Campus*

	and approves for payment on box D of Disbursement Voucher.			*Administrator* Office of the Campus Administrator
	1.6. Assigns Obligation Number.	None	1 working day	*Budget Officer* Accounting Office
	1.7. Assigns Disbursement Voucher.	None		*Accountant* Accounting Office
	1.8. Transfers documents to Cashier's Office for check issuance.	None	1 working day	*Cashier* Cashier's Office
	TOTAL	**None**	**7 working days**	

Records Office

61. Issuance of Employee Records

Provide the employees the documents they need for personal or official purposes.

Office or Division	Records Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who May Avail	Faculty and Staff
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request Slip	Records Office

Records that can be requested:
  1. Service record
  2. Certificate of Employment
  3. Certificate of Leave Without Pay
  4. Certificate of Leave Credits
  5. Other certificates required for specific official or personal purposes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits filled-out Request Form.	1. Receives request form.	None	1 minute	*Administrative Clerk/Assigned Staff* Records Office
	1.1. Checks corresponding document being requested. • Service Record; • Certificate of Employment; • Other employee records.	None	30 minutes	*Records Officer/ Assigned Staff* Records Office
	1.2. Prepares requested records/documents	None	30 minutes	*Records Officer/ Assigned Staff* Records Office
2. Receives copy of requested document/s.	2. Releases requested document.	None	3 minutes	*Administrative Clerk/Assigned Staff* Records Office
	TOTAL	**None**	**1 hour and 4 minutes**	

VI.   Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Clients are encouraged to accomplish the Client Satisfaction Measurement (CSM) feedback forms and drop them in the designated boxes located in all offices. The drop boxes are also available at the Public Assistance and Complaints Desk in the following offices: Main Campus: • Office of the University President • Office of the University Registrar External Campuses: • Office of the Campus Registrar – Barotac Nuevo Campus • Office of the Campus Registrar – Dumangas Campus • Office of the Campus Registrar – Leon Campus • Office of the Campus Registrar – Miagao Campus
How feedback is processed	The Client Feedback Forms shall be retrieved on a monthly basis by the Research Services Division (Data Processing Center). This unit shall consolidate all accomplished feedback forms and compile the recorded feedback for review and analysis. The Data Processing Center shall prepare a Quarterly Client Satisfaction Measurement Report and submit the same to the ARTA Unit, the University President, and the Vice President for Administration and Finance for information and appropriate action, if necessary. Feedback requiring a response shall be referred to the concerned Head of Unit/College, who shall be required to submit a written action plan within one (1) week from receipt of the feedback. The official response and action plan of the concerned office shall be communicated to the client, with copies furnished to the Committee on Anti-Red Tape (CART) and the ARTA Unit.
How to file a complaint	For verbal complaint, please bring your concerns directly to our Officer of the Day at the Public Assistance and Complaints Desk. They will promptly refer the matter to the concerned head of office where the person being complained of is stationed or assigned.

	For written complaint, you may address your complaint to the University President stating the name of the personnel being complained of, the date of the incident, a clear account of the incident, the evidences, and the type of transaction. Or send your written complaint to the following: arta.customercare@isatu.edu.ph
How complaints are processed	The Data Processing Center shall open the drop box and collects the Client Feedback Forms on a monthly basis and forwards all complaints received to the ISAT U Anti-Red Tape Authority (ARTA) Unit for immediate and appropriate action. The Committee on Anti-Red Tape (CART) shall undertake the conduct of the necessary investigation and thereafter submit its findings and recommendations to the University President for consideration and appropriate action. Copies of the findings and recommendations shall be furnished to the complainant and the concerned office. The complainant/client shall likewise be formally notified of the action taken on the complaint.
Contact Information of CCB, PCC, ARTA	Iloilo Science and Technology University ARTA Unit: Email address: arta.customercare@isatu.edu.ph Telephone Number: (033) 320-7190 loc 134 ARTA: Email address: complaints@arta.gov.ph Telephone Number: 8-478-5093 Presidential Complaints Center (PCC): 8888 Email address: pcc@malacañang.gov.ph CCB: Email address: email@contactcenterngbayan.gov.ph Telephone/SMS Number: 0908-881-6565

VII. List of Campuses

Position/Campus	Name	Contact Details/Address
SUC President III Main Campus	Gabriel M. Salistre, Jr., PEE, DIT	Tel. # 033-3207190 Burgos St. La Paz, Iloilo City mail@isatu.edu.ph
Campus Administrator Barotac Nuevo Campus	Dr. Nilde S. Alderete	CP No. 09171603550 Barotac Nuevo, Iloilo barotacnuevo@isatu.edu.ph
Campus Administrator Dumangas Campus	Dr. Ramil G. Lumauag	Tel. # 326-2018 Dumangas, Iloilo dumangas@isatu.edu.ph
Campus Administrator Leon Campus	Dr. Gilbert Stanly D. Baylosis	Tel # 033-3310040; 3310179 Leon, Iloilo leon@isatu.edu.ph
Campus Administrator Miagao Campus	Dr. Ramon N. Emmanuel, Jr.	Tel. # 033-3158164; 3159960; 3159755 Miagao, Iloilo miagao.gas@isatu.edu.ph