



Republic of the Philippines
SURIGAO DEL SUR STATE UNIVERSITY

Cantilan, Surigao del Sur

Telefax # (086) 212 – 5132

CITIZEN'S CHARTER





Republic of the Philippines
SURIGAO DEL SUR STATE UNIVERSITY
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Telefax # (086) 212 – 5132

CERTIFICATION of COMPLIANCE

Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by reducing Bureaucratic Red Tape, Preventing Grant and Corruption, and Providing Penalties Therefore

I, **JUANCHO A. INTANO**, Filipino, of legal age, Campus Director of **SURIGAO DEL SUR STATE UNIVERSITY-CANTILAN CAMPUS**, being responsible and accountable in ensuring compliance with section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following truths:

1. The **SURIGAO DEL SUR STATE UNIVERSITY-CANTILAN CAMPUS** has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency
 - b. Frontline services offered
 - c. Step-by-step procedure in availing of frontline services
 - d. Employee responsible for each step
 - e. Time needed to complete the procedure
 - f. Amount of fees
 - g. Required documents
 - h. Procedure for filling complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of **SURIGAO DEL SUR STATE UNIVERSITY-CANTILAN CAMPUS** that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of the office or at most conspicuous place of all the said service offices.
4. The Citizen's Charter is written in English, Filipino or in the local dialect and published as an information materials like Student Handbook and Tarpaulin.
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The Citizen's Charter was first published on **September 2009** and underwent review and revision on **September 2011, September 2013 and November 2018** as required under Section 4, Rule IV of the IRR: The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.
7. The Citizen's Charter already shows the improvements in **Student Admission/Enrolment, and Providing guidance and assistance to students during enrolment and Release of Transcript of Records.**

For student's admission, the process changed due to the installation of eSMS (electronic School's Management System) that after taking the Entrance examination conducted in the Guidance Office; the students will go to the Student Admission Office for the issuance of Enrollment Form for filling up. After which, they will proceed to CEBM/CECST office for the signatures of the Assistant Dean. After signing, they will again proceed to the SAO for encoding the subjects being enrolled then to the Collecting Office for assessment; and finally to the Registrar's Office to get their Certificate of Registration (COR).

On the part of providing guidance and assistance to students during enrolment at the Office of the Student Admission, it is a usual practice that the issuance of the School ID is taking cared of by Mr. Roxel A. Cruz at the Student Admission Office (SAO).

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 28th day of November 2018 in Cantilan , Surigao del Sur, Philippines.

JUANCHO A. INTANO, Ph. D.

Campus Director, SDSSU-Cantilan

SUBSCRIBE AND SWORN to before me this ____ day of _____ 20__ in _____, Surigao del Sur, Philippines, with affiant exhibiting to me his/her _____ issued on _____ at _____.

Doc. No.: _____

Series of: _____

Fee paid: _____

O.R. No.: _____

CITIZEN'S CHARTER / ARTA

Pursuant to Republic Act No. 9485 (Anti Red Tape act of 2007), all government offices are required to provide frontline services also known as citizen's charter.

Towards this end, the **SURIGAO DEL SUR STATE UNIVERSITY-CANTILAN CAMPUS**, Cantilan, Surigao del Sur, has taken prompt action to promote transparency and good governance.

In compliance thereof, below are the pictures taken.

LIST OF SDSSU CANTILAN CAMPUS FRONTLINE SERVICES

CORE FRONTLINE SERVICE: Service Admission/Enrollment

OTHER FRONTLINE SERVICES:

MEDICAL & DEANTAL

- Issuance of Medical Certificate
- Medical Consultation & Monitoring

GUIDANCE

- Testing Service
- Entrance Examination
- Psychological tests
- Counseling Service

REGISTRAR

- Issuance of Cert. Good Moral Character
- Issuance of Shifting Form & Approval for Shifting
- Releasing of Transcript of Records (TOR)
- Issuance of Certificate of Transfer Credential /Honorable Dismissal

FACULTY

- Student/ Stakeholders Consultation Services

SUPPLY

- Issuance of Supplies Services

LIBRARY

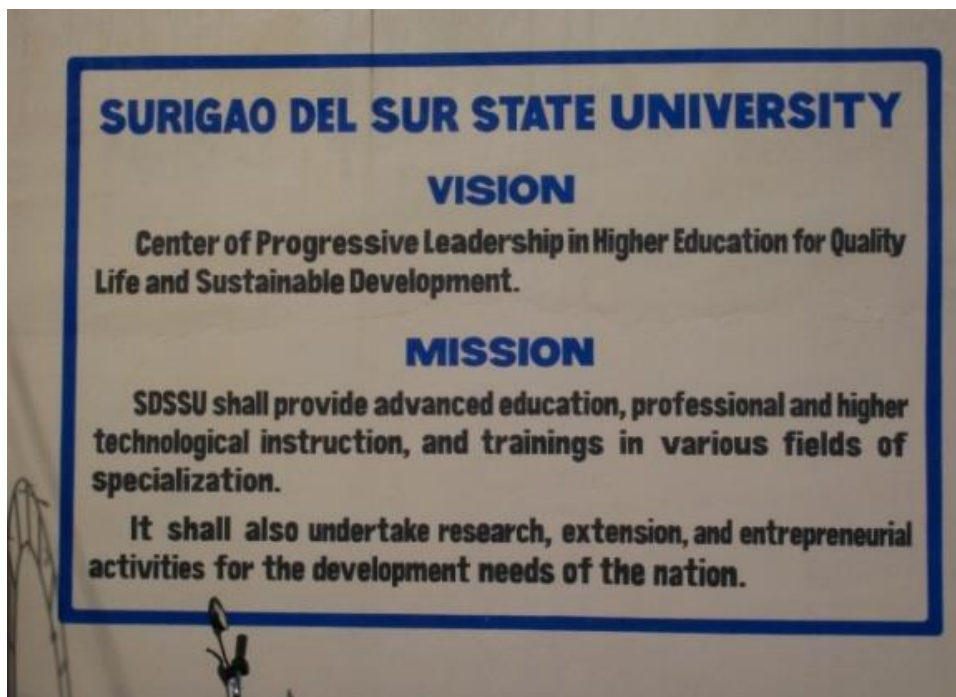
- Issuance of Library Card
- Circulation Section (inside reading & outside use)
- Photocopying Services
- Library Extension to the Public
- Online Searching of Literature

**ACCOUNTING/ASSESOR
(Collecting Office)**

- Issuance of Official Receipt
- Issuance of Student Assessment
- Printout and Issuance of Certificate Of Registration (COR)

HRMA

- Issuance of Service Record



SDSSU Vision, Mission is located at the left side of the main gate.



COLLECTING OFFICE

In the advent of Republic Act No. 11032, amending ARTA Law, the SDSSU hereby adopt and implements all the provision pursuant to Ease of Doing Business (EODB) especially the 3-7-20 days of release of all types of requests, whether business or non-business government transaction.

ISSUANCE OF SERVICE RECORD

Office of the HRMO

Tel.: (086) 211 - 5068

All government employees whether presently employed, retired or separated from service need Service Record especially in claiming financial benefits and in government services accreditation. To facilitate its speedy release, a standard procedure is set for customer's guidance. This process can be completed in a day if requirements are complete.

Who can avail of the service:

SDSSU employees (active or separated from service)

Requirement:

- 1. Official receipt in payment for Service Record

Schedule of availability of service:

Monday to Friday (except on holidays)
8:00 a.m. to 6:00 p.m. (no noon break)

Fee:

Certification Fee of P 60.00

How to avail of the service:

Steps	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge
1	Go to the cashier and pay Certification Fee in the amount of P 60.00	Receive payment and issue Official Receipt (OR)	5 minutes	Psyken T. Cortes
2	Give the Official Receipt to the HRMO/HRMA-Designate for reflecting in the Service Record of O.R. No.	Receive official receipt and record number in the Service Record. Review, print and affix initials.	3 minutes	Roel T. Lim Concepcion G. Badayos
3	Receive the Service Record in two copies	Issue Service Record Record released documents in the logbook with signature of the client.	3 minutes	Concepcion G. Badayos

ISSUANCE OF ASSESSMENT PRINTOUT AND ISSUANCE OF CERTIFICATE OF REGISTRATION (COR)

Collecting Office
Tel. # (086) 212 – 5132

After loading subjects from respective college, the student must secure a copy of the Assessment Fees and Certificate of Registration.

Who must avail of the Service?

All Students of the College & Returnee students.

Requirements:

Student's ID

Schedule of availability of service:

Monday – Friday (except on holidays)
7:00 am – 4:00 pm (no noon break)

Fees:

None

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge
1	Go to the Assessor/Accounting office and ask a copy of assessment and COR. Present school ID	Check the Student ID No. Check miscellaneous and other school fees from the computer. Print a copy of the COR and Assessment.	5 minutes	Ms. Lorena C. Sumabat Ms. Nena G. Orcejola

2	Receive a printout of the assessment and a copy of the COR.	Provide a printout/copy of COR and assessment.	5 minutes	Ms. Lorena C. Sumabat Ms. Nena G. Orcejola
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ISSUANCE OF OFFICIAL RECEIPTS

Collecting Office

Tel. # (086) 212 – 5132

The Collecting Office issue Official receipt for payments of fees for all kinds of financial/business transactions with the College: entrance test, testing services, tuition and other school fees, TOR, certification, use of library, and rental for facilities and equipment, and etc.

Tuition and other school fees are approved by the Board of Trustees and are reflected in the Student assessment form. The billing statement/order of payment for IGP and auxiliary services is issued by the respective in-charge, i.e. Chief Administrative Officer, Supply Officer, Mini Hostel In-charge or from any authorized official.

Who can avail of the service?

1. Students
2. Graduates
3. Employees
4. Other walk in Clients

Requirements:

1. For students: School ID
2. For Tuition: CASH – Print Official Receipt
3. For TOR, School Clearance, Certification and Honorable Dismissal: Request form from the Registrar
4. For rental services: Approved Statement of Account/Bill, or Order of Payment from the Chief AO, Assessor, Supply Officer or from the in-charge of the facilities or equipment.

Schedule of availability of service:

Monday – Friday (except on holidays)
7:00 am to 4:00 pm (no noon break)

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge
1	Go to the Collecting Office and present ID (for students) or Order of Payment/Billing Statement/Request Form (non-student fees).	For tuition and other school fees: get student ID. For other payments: Get Order of Payment/Billing Statement/Request Form.	5 minutes	<i>Collecting Officers:</i> Ms. Lorena C. Sumabat Ms. Nena G. Orcejola
2	Pay the amount	Print and Issue official Receipt.	5 minutes	Ms. Lorena C. Sumabat Ms. Nena G. Orcejola
3	Receive the original Official Receipt.	File the duplicate.	5 minutes	Ms. Lorena C. Sumabat Ms. Nena G. Orcejola



REGISTRAR'S OFFICE

ISSUANCE OF CERTIFICATE OF TRANSFER CREDENTIAL/ HONORABLE DISMISSAL

Registrar's Office

Tel.: (086) 212- 5484

Students who wish to transfer to other schools secure Certificate of Transfer Credential/Honorable Dismissal.

If requirements are complete and a student has no deficiencies in documents, this transaction can normally be completed within five (3) working days after filing the request form.

Who can avail of the service?

1. All Students
2. Graduates/Alumni

Requirements:

1. Duly accomplished request form for Certificate of Transfer Credential.
2. Official receipt in payment for the following fees: Certificate of Transfer Credential, Certification for being a bona fide student of the College, TOR fee.
3. Duly approved clearance.
4. Documentary stamp (6 pcs.) at P 15.00 each.
5. 1 pc 2x2 ID picture with name tag and white background.

Schedule of availability of service:

Monday – Friday (except on holidays)
7:00 am – 5:00 pm (no noon break)

Fees:

Certification fee **P 100.00/page**
Certificate of Transfer Credential: Depends on the amount paid in TOR
Transcript of record: **P 100.00/page**

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge
1	Go to Registrar's office to secure request form for Certificate of transfer credential;	Provide request form to the client with a short briefing on the service and its requirements particularly on the number of pages of the TOR to determine the amount to be paid.	2 minutes	Ms. Maryann R. Prado Mr. Ryan A. Roz Mr. Dexter Bayonla (Registrar Aides)
2	Pay the fees to the Cashier's Office	Receive payment and issue official receipt.	5 minutes	Ms. Lorena C. Sumabat Ms. Nena G. Orcejola (Collecting Officers)
3	Submit the accomplished request form, student clearance, documentary stamp, pictures and official receipt.	Receive the request form student clearance, documentary stamp and official receipt; Issue the corresponding claim slip indicating the date the document can be released	3 minutes	Ms. Maryann R. Prado Mr. Ryan A. Roz Mr. Dexter Bayonla (Registrar Aides)
4	Receive claim slip and come back in the date indicated to claim the document.	Check student's records. Counter check grades with the original copy of grades submitted by the instructors/ professors; Encode grades and Print the TOR. Review TOR and affix Signature.	3 days after filing application	Ms. Maryann R. Prado (Registrar Aides) Mr. Ryan A. Roz Mr. Dexter Bayonla Ms. Ramona Liza A. Espenido, MST-SS
5	Receive the TOR and affix signature in the logbook upon receipt of TOR.	Release TOR and require the client sign in the logbook to indicate receipt of the document.	3 minutes	Ms. Maryann R. Prado Mr. Ryan A. Roz Mr. Dexter Bayonla (Registrar Aides)

ISSUANCE OF ADDING, CHANGING, DROPPING/WITHDRAWAL AND SHIFTING FORM

Registrar's Office

Tel.: (086) 212- 5484

This service is availed by students who are planning to add, change, drop/withdraw or shift to other course/institute. Students who wish to shift to another program should seek the advice of the registrar and program chairs to ensure right decisions are made; and the approval of the respective supervising dean for proper evaluation of

Who can avail the service?

All students who plan to add, change, drop/withdraw and shift to another program.

Requirement:

Prospectus with complete grades.

Schedule of availability of service:

During enrollment period:
Monday to Friday (except Holidays)
8:00 am – 5:00 pm

How to avail the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge
1	Go to the Registrar's Office and ask for adding, changing, dropping/withdrawal and shifting form	Receive the request form, conduct a brief interview, and evaluate the grades. If grades meet the requirements of the College/program he/she wishes to shift to, conduct career counseling. If found qualified for the course he/she applied for,	10 minutes	Registrar: Ms. Ramona Liza A. Espenido, MSTSS Ms. Maryann Prado Mr. Ryan A. Roz Mr. Dexter Bayonla (Registrar Aides)

		recommend the student to the Institute he/she wishes to transfer to.		
2	Sign up the Registrar Log/ Record Book	Release the form to the requesting student.	2 minutes	<i>Registrar:</i> Ms. Ramona Liza A. Espenido, MSTSS
3	If Approved by Program Chairs and Registrar, proceed to the Assistant Dean of the College you wish to transfer to and present the shifting form and evaluation of grades	Receive the form, evaluate the grades and other requirements. If Admitted enroll the student in his /her College. If not, advise the student for proper procedure to follow. Sign the Form for approval.	10 minutes	<i>Assistant Deans:</i> Dr. Jesus C. Loren Asst. Dean CECST Dr. Anamarie T. Acevedo Asst. Dean CEBM

RELEASING OF CERTIFICATE OF TRANSFER CREDENTIAL/ HONORABLE DISMISSAL

Registrar's Office

Tel.: (086) 212- 5484

All students and graduates secure a copy of their Certificate of Transfer Credentials/Honorable Dismissal for evaluation, employment and other purposes.

If requirements are complete, this transaction can normally be completed within five (5) working days after filing the request form for Certificate of Transfer Credentials/Honorable Dismissal.

Who can avail of the service?

1. All Students
2. Graduates of SDSSU

Requirements:

1. Duly accomplished request form for TOR.
2. Official receipt in payment for TOR fee and other prescribed fees.
3. Duly approved clearance for graduates.
4. Documentary stamp (4pcs.) at P15.00 each.
5. 1 pc. 2 x 2 ID picture with name tag and white background.

Schedule of availability of service:

Monday – Friday (except on holidays)
7:00 am – 5:00 pm (no noon break)

Fees:

Transcript of Record **P 100.00/page** per BOT Res. No. 11, s. 2011
Certification for CAV **P 80.00/page**

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge
1	Go to the Registrar's office to secure request form for Certificate of Transfer Credentials Fill up request form.	Provide request form to the client with a short briefing on the service and its requirements particularly on the number of pages to determine the amount to be paid.	3 minutes	Ms. Mary Ann R. Prado Mr. Ryan A. Roz Mr. Dexter Bayonla (Registrar Aides)
2	Pay to the Collecting Office.	Receive payment and issue official receipt.	5 minutes	Ms. Lorena C. Sumabat Ms. Nena Orcejola (Collecting Officers)
3	Submit the accomplished request form, student clearance, documentary stamp, pictures and official receipt.	Receive the request form student clearance, documentary stamp and official receipt. Issue the corresponding claim slip indicating the date of release	3 minutes	Ms. Mary Ann R. Prado Mr. Ryan A. Roz Mr. Dexter Bayonla (Registrar Aides)
4	Receive claim slip and come back in the date indicated to claim the TOR.	Check student's records. Counter check grades with the original copy of grades submitted by the instructors/professors; Scan Picture; Encode grades and print the TOR. Review TOR and affix Signature.	3 days after filing of application	Ms. Mary Ann R. Prado Mr. Ryan A. Roz (Registrar Aides) Mr. Dexter Bayonla Ms. Ramona Liza A. Espenido, MSTSS (Registrar III)
5	Receive the TOR and affix signature in the logbook upon receipt of TOR.	Release Certificate of Transfer Credential/Honorable Dismissal and have the client sign in the logbook to indicate receipt of the document.	3 minutes	Ms. Mary Ann R. Prado Mr. Ryan A. Roz Mr. Dexter Bayonla (Registrar Aides)



LIBRARY

LIBRARY SERVICES: CIRCULATION SECTION (INSIDE READING AND OUTSIDE USE)

College and Graduate School Libraries

All freshman and transferees are required to submit two (2) pieces 1x1 ID picture for issuance of the Library ID. Aside from the school ID, a library ID is required to avail of the other services in the Library.

Who can avail of the service?

1. Students
2. Faculty
3. Administrators and Staff

Requirements:

1. Certificate of Enrollment (COR) for students
2. 1x1 ID Picture

Schedule of Availability of Service:

Mondays – Saturdays
7:00 am – 5:00 pm (no noon break)

How to avail of the Service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge
1	Present Certificate of Enrollment (COR) and 1x1 ID picture	Receive COR and picture and Issue Library Student Data Sheet.	2 minutes	Ms. Michelle Ann U. Ortega, MLIS Ms. Maryflor B. Estal Mr. Roque O. MArtinez
2	Fill up the Library Patron Information Form.	Receive, encode data on the ID Card and attach ID Card.	5 minutes	Ms. Michelle Ann U. Ortega, MLIS Ms. Maryflor B. Estal Mr. Raul Bernabe A. Urbiztondo, II Ms. Judylyn P. Urquiza

3	Receive the Library ID and sign logbook.	Have the release logbook signed by the student.	1 minute	Ms. Maryflor B. Estal Mr. Raul Bernabe A. Urbiztondo, II Ms. Judylyn P. Urquiza Mr. Roque O. Martinez.
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LIBRARY SERVICES: ISSUANCE OF LIBRARY CARD

College and Graduate School Libraries

The library which is a repository of knowledge is open to all students, faculty, administrators and staff of SDSSU, as well as the community. The reading materials in the library can be borrowed according to format policy:

1. Inside use only:

All materials at the Reference Section
General References (Encyclopedia, Dictionaries, Atlas, Yearbooks, Almanacs, Indexes, periodicals, journals, handbook and manuals, etc..)

Single Copy Books (Reserved)
Rare Pictorial Books and Rare Filipiniana materials.
Theses and Dissertations
Vertical File materials (maps, globes, charts, graphs, clippings, etc.).

Who can avail of the service?

1. Students
2. Faculty
3. Administrators and Staff

Requirements:

- | | | |
|-------------------|---|---|
| 1. Students | : | Valid school ID and/or Library ID
Wearing of Complete School Uniform |
| 2. Faculty | : | Employee's ID |
| 3. Administrators | : | Employee's ID |
| 4. Staff | : | Employee's ID |

Schedule of Availability of Service:*Mondays – Saturdays*

7:00 am – 5:00 pm (no noon break)

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge
1	Present validated School ID and Library ID. For Students: Wear complete school uniform.	Check the user's ID and Uniform. Instruct client to consult the Card Catalog/OPAC	2 minutes	Ms. Michelle Ann U. Ortega, MLIS
2	Consult the Card Catalog/OPAC and check if the needed title is available. Then, copy the Call No., Author, Title or Subject needed and present to the Librarian.	Receive the copied data from the card catalog. If the needed title is located at the non-reserve section, the user is instructed to go the non-reserve section. But if the title is in the circulation counter, issue the title copy, and instruct client to fill up the book card.	10 minutes	Ms. Maryflor B. Estal
3	Receive the filled up book card by writing the date name and course.	Receive the filled up book card with library ID and release the book.	3 minutes	Ms. Maryflor B. Estal Ms. Judylyn P. Urquiza Mr. Roque O. Martinez
4	Go to the Filipiniana and Circulation section if the book is not placed at the counter and search the title needed through call No. and Author No. Then pull out the book from the shelf and use it.	Tally the used book from the Filipiniana and Circulation section for statistical data purposes.	5 minutes	Ms. Maryflor B. Estal Ms. Judylyn P. Urquiza Mr. Roque O. Martinez

5	For inside reading, renew the borrowed book every 1 hour unless another client has expressed intention to borrow the same book.	Issue renewal of use for another 1 hour unless another client has expressed intention to borrow the same book.	2 minutes	Ms. Maryflor B. Estal
	For overnight use: Present Library ID and filled up book card to borrow the book(s) at the scheduled time every 3:00 pm on a first come first serve basis especially for commonly used and borrowed books. Filed up student borrowers logbook.	Issue book for overnight use and record the needed data for documentation and statistical purposes	5 minutes	Mr. Roque O. Martinez Ms. Judylyn P. Urquiza
6	Open the vertical file cabinet for clippings and pictures' need. Then search what particular subject through file folders by subject.	Assist the user in searching needed information through clippings and issue for inside reading only.	5 minutes	Ms. Michelle Ann U. Ortega, MLIS

LIBRARY SERVICES: LIBRARY EXTENSION SERVICES FOR THE PUBLIC

College and Graduate School Libraries

Photocopying of library materials is allowed especially for the single-copy books, rare Filipiniana materials and busy books. The said service is allowed for a maximum of one hour. (*Photocopying of thesis and dissertations are strictly prohibited under RA 8293*).

Who can avail of the service?

1. Students
2. Faculty
3. Administrators and Staff

Requirements:

- | | | |
|-------------------|---|---|
| 1. Students | : | Valid school ID and/or Library Card
Wearing of complete school uniform |
| 2. Faculty | : | Employee's ID |
| 3. Administrators | : | Employee's ID |
| 4. Staff | : | Employee's ID |

Schedule of availability of Service:

Mondays – Saturdays
7:00 am – 5:00 pm (no noon break)

How to avail the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge
1	Consult the Card catalog/OPAC for a needed information, then copy the title, author and subject	Receive the copied data and search inside the reserve counter through DDC then issue the book card.	1 min. for every reference question	Ms. Maryflor B. Estal

2	Fill up the book card by writing the date borrowed, name and course then give your Validated School ID and Library ID. Fill up the student borrowers logbook	Receive the filled up book card and issue the book for photocopying for a minimum of 30 min. and a maximum of 1 hour use.	5 minutes	Mr. Roque O. Martinez
3	Return the borrowed book after photocopying.	Receive the book and return the ID to the client	2 minutes	Ms. Maryflor B. Estal

LIBRARY SERVICES: LIBRARY EXTENSION SERVICES FOR THE PUBLIC

College and Graduate School Libraries

SDSSU Library System is extending library services to all outside community users who wish to access its collection and facilities. However, these services cover only borrowing of books and other reading materials for library use subject to the College rules and regulations.

Who can avail of the service?

1. Students from other schools
2. Employees of government and non-government agencies
3. Members of civic organizations
4. Out of school youth
5. Researchers

Requirements:

1. Valid ID (student/employee ID)
2. Referral Letter from the respective head
3. Library permit fee of P20.00 per hour.

How to avail the Service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge
1	Go to Office of the Head Librarian and ask about the library services offered.	Accommodate the public user through logbook and orienting him/her about the policy on how to avail and use the SDSSU library.	5 minutes	Mrs. Michelle Ann U. Ortega, MLIS
2	Pay to the collecting office the prescribed library permit fee of P20.00 per hour per use in the library.	Record the O.R. number and ask what particular data or information is needed to find specific sources of information.	2 minutes	Mrs. Michelle Ann U. Ortega, MLIS
3	Go to the circulation Librarian for issuance of specific book title.	Receive the reference questions and issue the book card.	1 minute	Ms. Maryflor B. Estal Ms. Judylyn P. Urquiza
4	Write the name, course and affix signature to the book card with ID.	Receive the book card and issue time and return slip.	1 minute	Mrs. Michelle Ann U. Ortega, MLIS Ms. Maryflor B. Estal Ms. Judylyn P. Urquiza
5	Renew the book/material according to the paid no. of hours by writing the same.	Issue another time slip for renewal if necessary.	2 minutes	Mrs. Michelle Ann U. Ortega, MLIS Ms. Maryflor B. Estal
6	Return the borrowed material.	Receive the reading material(s) and return the ID.	2 minutes	Ms. Maryflor B. Estal Ms. Judylyn P. Urquiza

E- LIBRARY SERVICES: ONLINE SEARCHING OF LITERATURE

College and Graduate School Libraries

All students and faculty members are entitled to use the E-Library. This is an electronic database wherein users can access information from selected websites the Follett Destiny can offer. This service facilitates research of data as a supplementary source of information/taken from the book and other reading materials.

Who can avail of the service?

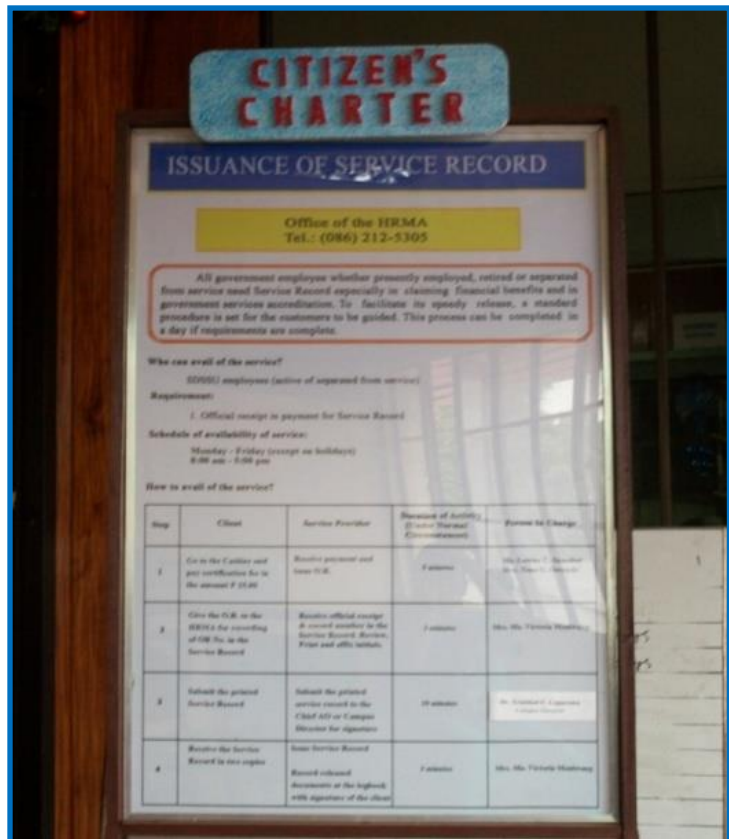
1. Students
2. Faculty members
3. Administrators and Staff

Requirements:

1. Valid School ID
2. Library ID

How to avail the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge
1	Fill up E-Library Users Logbook.	Accommodate E-library users through logbook.	5 minutes	Mr. Raul Bernabe C. Urbiztondo
2	Avail the e-library services and observe rules & regulation in using the E-library	Prepare and set the computer units and its program of Follet & online databases. Ask for extension of use for another 45 minutes, unless another client expressed intention to use.	10 minutes	Mr. Raul Bernabe C. Urbiztondo



OFFICE OF THE HRMA

ISSUANCE OF SERVICE RECORD / CERTIFICATIONS

Office of the HRMA
Tel. # (086) 212 – 5305

All government employees whether presently employed, retired or separated from service need Service Record especially in claiming financial benefits and in government services accreditation. To facilitate its speedy release, a standard procedure is set for the customers to be guided. This process can be completed in a day if requirements are complete.

Who can avail of the service?

SDSSU employees (active or separated from service)

Requirements:

1. Official receipt in payment for Service Record

Schedule of availability of service:

Monday – Friday (except on holidays)

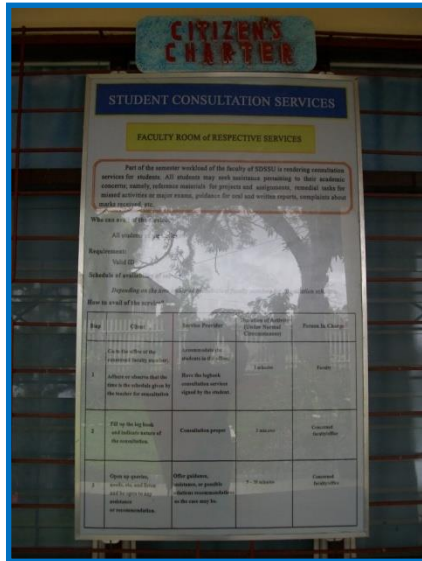
8:00 am to 5:00 pm

Fees: Certification Fee of P60.00 as approved by the Board of Trustees per BOT Res. No. 11 s. 2011

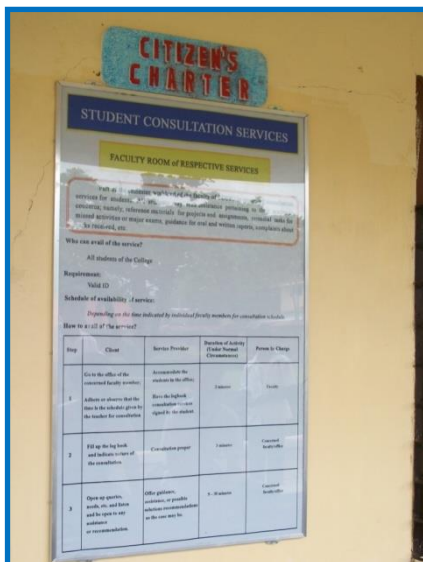
How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge
1	Go to the Collecting office and pay certification fee in the amount of P60.00	Receive payment and issue O.R.	5 minutes	Ms. Lorena C. Sumabat Mrs. Nena G. Orcejola

2	Give the O.R. to the HRMA for recording of OR No. in the Service Record	Receive official receipt & record number in the Service Record. Review, Print and affix initials.	3 minutes	Ms. Flordeliza R. Buniel Admin. Asst. II /HRMA
3	Submit the printed Service Record.	Submit the printed service record to the AO IV or Campus Director for signature.	5 minutes	Ms. Florence T. Plaza AO IV Dr. Juancho A. Intano Campus Director
4	Receive the Service Record in two copies.	Issue Service Record Record released documents at the logbook with signature of the client.	3 minutes	Ms. Flordeliza R. Buniel Admin. Asst. II /HRMA



FACULTY OFFICE COLLEGE OF EDUCATION BUSINESS & MANAGEMENT (CEBM)



FACULTY OFFICE COLLEGE OF COMPUTER STUDIES & TECHNOLOGY (CECST)

STUDENT / STAKEHOLDERS CONSULTATION SERVICES

FACULTY ROOM of RESPECTIVE COLLEGE

Part of the semester workload of the faculty of SDSSU is rendering consultation services for students. All students may seek assistance pertaining to their academic concerns; namely, reference materials for projects and assignments, remedial tasks for missed activities or major exams, guidance for oral and written reports, complaints about marks received, etc.

Who can avail of the service?

All students of the College

Requirement:

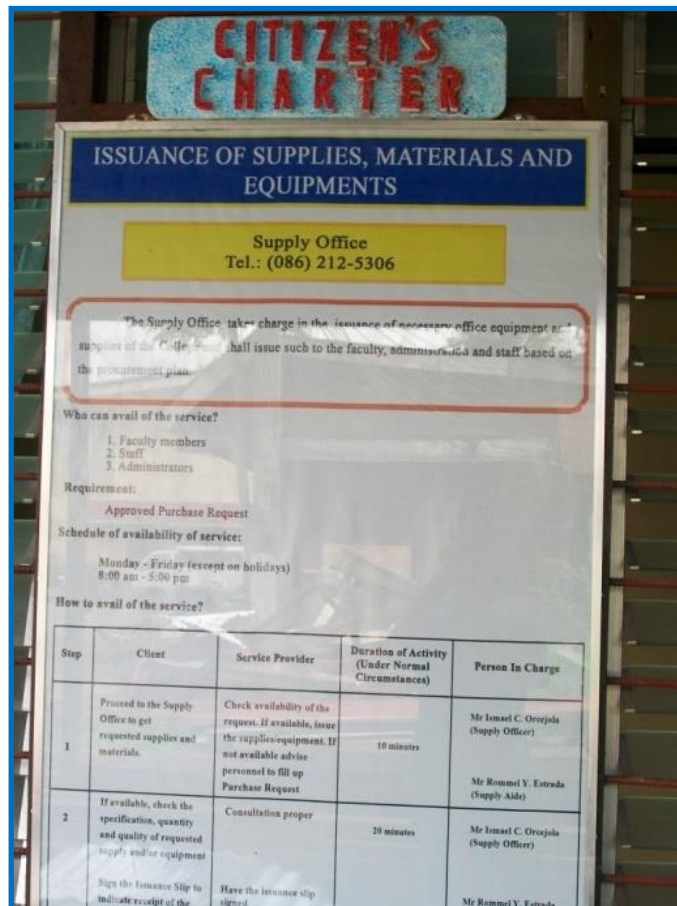
Valid ID

Schedule of availability of service:

Depending on the time indicated by individual faculty members for consultation schedule reflected in the workload.

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge
1	Go to the office of the concerned faculty member; Adhere or observe that the time is the schedule given by the teacher for consultation.	Accommodate the students in the office; Have the logbook consultation services signed by the student.	2 minutes	Faculty
2	Fill up the log book and indicate nature of the consultation.	Consultation proper	3 minutes	Concerned faculty/office
3	Open up queries, needs, etc. and listen and be open to any assistance or recommendation.	Offer guidance, assistance, or possible solutions recommendations as the case may be.	5 – 10 minutes	Concerned faculty/office



SUPPLY OFFICE

ISSUANCE OF SUPPLIES, MATERIALS AND EQUIPMENTS

Supply Office
Tel.: (086) 212- 5306

The Supply Office takes charge in the issuance of supplies, materials and equipments of the College and shall issue such to the faculty, administrators and staff based on the procurement plan.

Who can avail of the service?

1. Faculty members
2. Staff
3. Administrators

Requirement:

Approved Purchase Request

Schedule of availability of service:

Monday – Friday (except on holidays)
8:00 am – 5:00 pm

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge
1	Proceed to the Supply Office to get requested supplies and materials.	Check availability of the request. If available, issue the supplies/equipment. If not available advise personnel to fill up Purchase Request.	10 minutes	Mr. Ismael C. Orcejola (Supply Officer) Mr. Ronnel Y. Estrada Mr. Reynald A. Duero (Supply Aide)

2	If available, check the specification, quantity and quality of requested supplies and/or equipment; Sign the Issuance Slip to indicate receipt of the supplies in good condition.	Issue the requested supplies and materials. Have the issuance slip signed.	20 minutes (if supply is available)	Mr. Ismael C. Orcejola <i>(Supply Officer)</i> Mr. Ronnel Y. Estrada Mr. Reynald A. Duero <i>(Supply Aide)</i>
3	Receive the supplies/equipment	Record receipt and file the issuance slip	25 minutes	Mr. Ismael C. Orcejola <i>(Supply Officer)</i> Mr. Ronnel Y. Estrada Mr. Reynald A. Duero <i>(Supply Aide)</i>



Medical & Dental Clinic

MEDICAL /DENTAL SERVICES: CONSULTATION AND MONITORING

Medical & Dental Clinic

The Medical and Dental Clinic provide services that include consultation services, provision of free medicines, determining height and weight, monitoring blood pressure, tooth extraction, and treating minor wounds and other minor illness, etc.

Who can avail the service?

1. All Students
2. Employees

Schedule of availability of service:

Mondays – Fridays (except on holidays)

8:00 am to 12:00 noon

1:00 pm to 5:00 pm

Friday – School Physician's Consultation Schedule

8:00 am to 12:00 noon

Monday, Wednesday & Friday – School Dentist Consultation & Tooth extraction

8:00 am – 12:00 noon

(Schedule is subject for change with prior notice.)

Fees: *For Consultation:* Free with provision of available medicines for initial dose only.

How to avail of the Service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge
1	Go to the Medical & Dental Clinic Log in the consultation & treatment record or client's/patient's record to signify purpose of visit to the Clinic.	Let the client log in the consultation & treatment record or client's/patient's record.	3 minutes	Dr. Dene Marie U. Sitoy Univ. Physician (Retainer) Mr. Robert Kennith A. Garcia OIC School Nurse Dr. Ma. Felomina A. Ayado Univ. Dentist (Retainer)

2	Receive the necessary treatment.	Conduct examination, give first-aid treatment, determine BP (blood pressure) conduct tooth extraction as the case may be. Give available medicines when necessary.	20 – 30 minutes	Dr. Donna Loren Lamberte Mr. Robert Kennith A. Garcia OIC School Nurse Dr. Ma. Felomina A. Ayado Univ. Dentist (Retainer)
3	Sign in the consultation & treatment record to indicate treatment and/or medicines received.	Have client sign in the consultation & treatment record.	3 minutes	Dr. Donna Loren Lamberte Mr. Robert Kennith A. Garcia OIC School Nurse Dr. Ma. Felomina A. Ayado Univ. Dentist (Retainer)

ISSUANCE OF MEDICAL CERTIFICATE

Medical & Dental Clinic

All students and employees of the College secure medical certificate for whatever legal purpose it may serve them: support document during enrollment, application for scholarship, sports competition, etc. If requirements are complete, this transaction can normally be done in 30 minutes.

Who can avail of the service?

1. All Students
2. Employees

Requirements:

1. School/employee's I.D.
2. Official receipt in payment for the Medical Cert. fee
3. For students: Hepa B Test result (As approved by the BOT per BOT Res. No. ZZ Series 2008)

Schedule of availability of service:

Monday – Friday (except on holidays)

8:00 am to 12:00 noon

1:00 pm to 5:00 pm

Friday – School Physician's Consultation Schedule

8:00 am to 12:00 noon

Monday, Wednesday & Friday – School Dentist Consultation & Tooth Extraction

8:00 am – 12:00 noon.

(Schedule is subject for change with prior notice.)

Fees: *For Consultation:* Free with provision of available medicines good for initial dose only.

For issuance of Medical Certificate: **P50.00** as approved by the BOT Res. No. 16 Series 2008

How to avail the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge
1	Go to Medical & Dental Clinic. Log in the consultation & treatment record or client's / patient's record to signify purpose of visit to the Clinic.	Let the client log in the consultation treatment record or client's/patient's record. Provide Medical Cert. form with a short briefing on the service and its requirements (particularly on laboratory request for hepa test or Hepa B laboratory results for enrollees).	5 minutes	Mr. Robert Kennith A. Garcia, RN (OIC School Nurse)
2	Pay Medical Certificate fee to the Cashier's Office and submit certificate to the clinic.	Receive official receipt & record receipt number in consultation & treatment record & have the client affix signature.	5 minutes	Mr. Robert Kennith A. Garcia, RN (OIC School Nurse)



Guidance Office

COUNSELLING SERVICE

Guidance Office

Counseling is designed to assist students in coping with the challenges they face in their academic, social, spiritual and personal life. It aims to provide students balanced and holistic development during their stay in SDSSU.

Who can avail the service?

1. All students

Requirements:

1. Call slip/referral slip for the called-in and referred clients but for the walk-in or those who voluntarily submit themselves for counseling, no slip is required.

Schedule of availability of service:

Monday to Friday (except holidays)
8:00 am – 5:00 pm

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge
1	Go to Guidance Office and see the Guidance Counselor; Present valid I.D. and/or call-in or referral slip when necessary; Log in to identify purpose of the visit to the counselor or service/s needed in the Guidance office.	Ask the client for valid ID and a call-slip or referral slip for the called-in and referred client, but for the voluntary counseling client no need to present a slip. Let the client affix signature in the logbook to indicate appearance in the Office.	5 minutes	Ms. Jemelyn S. Lauron (Guidance Staff)

2	Present problems and issues that you need assistance or counseling for.	Listen to the client, assess issues and concerns, guide or assist the student in order for him/her to find solution to problem. Schedule a follow-up counseling.	15 mins. to 1 hr. (depends on its problem)	Ms. Myriflor A. Miranda, MSTSS (OIC Guidance Counselor)
3	Listen attentively and be open to the assistance extended by the counselor.	<p>Upon assessing that the clients is already doing well and have adapted successfully to the chosen solution of the problem, make the counselee understand that the counseling session has to close but he/she could still visit the counselor anytime he/she needs it.</p> <p>Ensure confidentiality of the records and the information presented by the student.</p>	5 minutes	Ms. Myriflor A. Miranda (OIC Guidance Counselor)

TESTING SERVICE: B. Psychological Tests

Guidance Office

This service includes Personality and Intelligence Tests designed to assess the student's instructional and social needs. The data elicited from the tests will be used to further the students' growth and shall be basis for necessary intervention programs.

Who can avail the service?

All students

Schedule of availability of service:

Monday to Friday (except Holidays)

8:00 am – 12:00 Noon

1:00 pm - 5:00 pm

How to avail the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge
1	See the Guidance Counselor, log in the Guidance Logbook to indicate purpose of visit. Then ask for necessary assistance.	Have student sign in the Logbook. Then interview the student to know what type of exam he/she needs. Set schedule for the exam.	5 minutes	Ms. Jemelyn S. Lauron (Guidance Staff)

2	Take the exam	Facilitate and administer exam-read instructions and agreements of the exam to the student; Check the answer sheet, interpret result and make a Psychological Interpretation/result of The Exam taken.	1 hour	Ms. Myriflor S. Avenido,MPA (OIC Guidance Counselor)
3	Receive the result of the exam	Discuss the result to the examinee, and release a copy of the result, Guidance copy should be incorporated in the Student's Cumulative Record.	45 minutes	Ms. Myriflor S. Avenido,MPA (OIC Guidance Counselor)

TESTING SERVICE: A. Entrance Examination

Guidance Office

Freshmen and transferees are required to take the College Entrance Examination for course classification. Result of the exam shall be filed and recorded by the Guidance Office to be the basis in designing intervention programs.

Who can avail the service?

1. Freshmen
2. Transferees

Requirements:

1. School ID / any Valid ID
2. High School Report Card for freshmen (Form 37)
3. Sharpened pencil with eraser
4. 1 pc 2 x 2 recent ID picture
- 5.

Schedule of availability of service:*Monday to Friday (except Holidays)*

8:00 am – 12:00 Noon

1:00 pm – 5:00 pm

*Note: Specific dates for testing shall be announced and posted.***How to avail the service?**

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge
1	Proceed to the designated testing venue.	Issue the schedule of the test indicating the day and time of the exam and list of requirements needed for the admission test.	3 minutes	Ms. Myrflor A. Miranda, MPA (OIC Guidance Counselor) Ms. Jemelyn S. Lauron (Guidance Staff)
2	Present the testing requirements.	Check the testing requirements from the student applicant and prepares for test proper. Administer the test preliminaries.	15 minutes	Ms. Myrflor A. Miranda, MPA (OIC Guidance Counselor) Ms. Jemelyn S. Lauron (Guidance Staff)
3	Take the entrance examination	Administer and facilitate the exam.	45 minutes	Ms. Myrflor A. Miranda, MPA (OIC Guidance Counselor) Ms. Jemelyn S. Lauron (Guidance Staff)
4	While waiting for the result of the exam, fill up the Student Individual Inventory Form.	Check the exam answer sheet, interpret, classify.	5 minutes	Ms. Myrflor A. Miranda, MPA (OIC Guidance Counselor)
5	Submit the accomplished Student Individual Inventory Form	Receive and check the SIIF and the other Requirements submitted.	2 minutes	Ms. Myrflor A. Miranda, MPA (OIC Guidance Counselor) Ms. Jemelyn S. Lauron (Guidance Staff)
6	Wait for your name to be called by the incharge.	Release the result of the exam.	2 minutes	Ms. Myrflor A. Miranda, MPA (OIC Guidance Counselor) Ms. Jemelyn S. Lauron (Guidance Staff)



SAO OFFICE

STUDENT ADMISSION / ENROLLMENT

(Core Frontline Service)

Guidance Office

All students undergo the process of enrollment which includes evaluation Of requirements and assessment of their financial responsibilities. This process employs e-SMS, a computerized enrollment program designed to facilitate registration of subjects and payment of fees. If requirements are complete, enrollment can be completed in a day.

Who can avail the service?

Students seeking admission/enrollment to the College

Requirements:

A. New Students: Freshmen and Transferees

1. Form 138: Report of rating (for freshmen)
2. Certificate of Transfer Credential: Informative copy (for transferees)
3. Certificate of good moral character
4. Medical Certificate (from the Medical and Dental Clinic)
5. Authenticated Copy of Birth Certificate (NSO)
6. 4 pcs. 1x1 ID picture (white background)
7. Result of the Entrance Exam

B. Old Students / Returnees

1. Report of Grades of the courses taken in the previous semester
2. Duly approved clearance from the last semester attended and Prospectus with grades signed by the respective Dean of Instruction.
3. Students Identification Card

Schedule of availability of Services:

Enrollment Period only: 8:00 am to 5:00 pm

- Fees: 1,500.00 down payment (Breakdown of student fees is listed in a separate poster)

Note: The time indicated in the duration of activity below does not include the time consumed by a student in moving from one office to another.

How to avail the service:

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge
1	Proceed to Student Admission Office and submit Admission requirements.	*Check and evaluate Admission Requirements *Issue Enrolment form *Encode Personal Data Sheet and Student ID Number	3 minutes	<i>SAO In-Charge:</i> Ms. Vivian C. Gruyal Ms. Joebelle D. Huerte
2.	Proceed to the respective Program Chairs of your course	*(For New Students) get the Entrance test Result for evaluation. *(Old Students) get the previous grades for evaluation *(Transferees and Returnees) get the entrance test result and evaluation and subjects. *After the evaluation, affix the signature for approval.	10 minutes	<u>GRADUATE STUDIES</u> Dr. Luisito M. Torres (MTTE) Dr. Odinah C. Enteria (MAED) Dr. Marilou C. Sering (MS) Dr. Lureville Gilda M. Urquia (MBA) <u>GRADUATE STUDIES</u> Dr. Gemma A. Gruyal (BSED-Science) Mrs. Rhodora P. Arreo (BSED-Math) Dr. Myla P. Millondaga (BSED-English/Filipino) Mrs. Venecia L. Cuartero (BTLEd) Dr. Gloria D. Trabel (BTVTEd) Mrs. Sharon Lee R. Arreza (BSHM) Dr. Jeni Theresa C. Bona (BSBA) Mrs. Nelyne Lourdes Y. Plaza (BSCS/BSCpE) Mrs. Jaypee B. Julve (BSInfoTech) Mrs. Susana R. Erlina (BSIT)

3	Proceed to the (OSAS)	*Validate students performance	2 minutes	<i>Ms. Myrna S. Loren</i>
4	Proceed to the (PTECA)Parents Teachers , Employees and Community Association	*Collect PTECA membership fee and Insurance *Issue official receipt	2 minutes	<i>Ms. Flordeliza R. Buniel</i>
5	Proceed to the Encoding Section in the Student Admission Office for encoding of subject.	*Encode subject and affix signature for approval	5 minutes	<i>Ms. Cahrie D. Flores (CEBM Dept.)</i> <i>Ms. Feny Sullano (CECST Dept.)</i>
6	Proceed to the Collecting Office for Assessment of Payment	*Issue printed assessment of payment	3 minutes	<i>Ms. Lorena C. Sumabat</i> <i>Ms. Nena G. Orcejola</i>
7	Proceed to the Registrar's office for final confirmation of subject.	*Get enrollment form *Release (COR) Certificate of Registration or study load	3 minutes	<i>Ms. Ramona Liza A. Espenido, MSTSS</i> <i>Ms. Maryann R. Prado</i> <i>Mr. Ryan A. Roz</i> <i>Mr. Dexter Bayonla</i>
8	(For New and Transferees to the Instruction Media Center for ID picture taking.	*Release (ID) Identification Card	4 minutes	<i>Mr. Roxel A. Cruz</i>



PUBLIC ASSISTANCE AND COMPLAINTS DESK

JOCELYN C. PINGOL
PACD Officer

PROCEDURE FOR FILLING COMPLAINTS:

Any complaint(s) may be initiated by any clients against a government employee in his/her mother unit. A letter complaint should be addressed to the department or office head, that to be submitted before a complaint desk officer, copy furnished the Civil Service Commission CSC, field office.

Such complaint may be heard before the Grievance Committee of Office of the Campus Director. A conciliation proceeding may be conducted and/or an investigation should be thresh out by then deputy officer.

Such complaint shall submit sworn statements and those of his witnesses together with the documentary evidence.

The respondent/employee will be given 72 hours after receipt of the complaint to answer the charges in writing under oath. The disciplining authority shall render decision within 30 days from the termination of the said investigation.

The deputy officer/investigator shall submit a report within 15 days from conclusion of the investigation.



GUARD HOUSE (MAIN GATE)



Information Billboard

Prepared by:

FLORDELIZA R. BUNIEL
Admin. Asst. II/HRMA

Noted by:

FLORENCE T. PLAZA
Administrative Officer IV

Approved:

JUANCHO A. INTANO, Ph. D.
Campus Director

VISION

A LEADING “GLOCAL” UNIVERSITY WITH WITHENED ACADEMIC PERSPECTIVES THAT FOCUS ON ATTAINING FOOD SECURITY, SUPPORTING POVERTY ALLEVIATION, DEVELOPING RENEWABLE ENERGY, AND CONSERVING NATURAL ENVIRONMENT.

MISSION

SDSSU SHALL PROVIDE COMPETENCY-BASED HIGHER EDUCATION TRAINING DRIVEN BY RELEVANT AND RESPONSIVE INSTRUCTION, RESEARCH, EXTENSION AND SUSTAINABLE RESOURCE MANAGEMENT.