



Republic of the Philippines
SURIGAO DEL SUR STATE UNIVERSITY
Tandag city, Surigao del Sur

REVISED CITIZEN'S CHARTER 2020



Vision

A leading "Glocal" University with widened 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



Surigao del Sur State University

Tandag City

Performance Pledge

We, the officials, faculty, administrative and support personnel of SURIGAO DEL SUR STATE UNIVERSITY, recognizing the fundamental nature of our undertaking, do hereby pledge to carry out in trustworthy and diligent manner the duties and responsibilities expected from us as a public servant.

That we, at all times shall give prompt, responsive, genuine and transparent service to our clients and shall be committed to encourage others to adhere to the standards mirrored in the Philosophy, Vision and Mission of SDSSU.

That we shall stand for the very essence of PUBLIC SERVICE for the greater glory of God and do hereby affirm and confirm the milieu of this pledge.

So help us God.

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

STUDENT ADMISSION/ENROLLMENT
(Core Frontline Service)

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

Who can avail of the service:
Students seeking admission/enrollment to the college

- Requirement:
- A. New Students: Freshmen and Transferees
 - 1. Form 138: Report of Rating (for the 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. 4pcs 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 supervising deans.

Schedule of availability of service:
Enrollment Period only: 8:00a.m. to 6:00p.m. (no noon break)

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:

Steps	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Fee	Person in Charge
1	Go to Students Admission Office and submit requirements for Evaluation.	Evaluate completeness of requirements and issue enrolment form and Student number.	5 minutes	NONE	SAO In-charge Ms. Myssa S. Avila
2	Proceed to the Cashier's Office and pay the down payment	Issue official receipt.	2 minutes	P 1,500.00	Collecting Officers: Mr. Svenson Atienza Ms. Vanessa P. Gila Mrs. Glesilda L. Canda
3	Proceed to the respective deans for the loading of subjects and for approval; Present clearance and grades During the last semester attended.	Get clearance and grades during the last semester attended; Load subjects and affix Signature for approval. Furnish a printed copy of Certificate of Registration (COR).	10 minutes	NONE	Deans: CAS – Dr. Romeo A. Patan CECST – Engr. Alex S. Ladaga CBM – Dr. Mardie E. Bucjan CTE – Dr. Nemesio G.Loayon

4	Go to the Registrar for review of subjects enrolled and for signature in the COR.	Review COR, register Subjects enrolled, and affix signature in the Form.	5 minutes		Registrar: Mrs. Helen Medrano
POST-ENROLLMENT PROCEDURE					
5	Proceed to the Library for issuance of	Issue Library Card	5 minutes		University Librarians: Mrs. Aida Osorio or Ms. Prelyn Ohao
6	Proceed to the Planning Office to enlist for Student ID; Fill up data sheet and submit picture for scanning.	Have the data sheet filled up; Receive and scan picture, and collect data sheet for processing of the Student ID	5 minutes		Mr. Michael M. Estose
7	Proceed to Commissary Section to get student uniform.	Get COR and ID, write down the Name of the student and issue student uniform.	5 minutes		Ms. Jovelyn Brigoli / Mr. Nick B. Surilla
8	Come back during the 1st day of classes and show COR to instructors/Professors.	Check the COR to ensure students are officially Enrolled.			Instructor/Professor

STUDENT CONSULTATION SERVICES

FACULTY ROOM OF RESPECTIVE

COLLEGES

Part of the semester workload of the faculty of SDSSU is rendering consultation services for bona fide 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?

Bonafide students of the University

Requirements:

Valid ID

Schedule of availability of service:

Depending on the time indicated by individual faculty members for consultation schedule

How to avail the service:

Steps	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fee	Intervention
1	Go to the Office of the concerned Faculty member; Adhere or observe the time schedule given the teacher for consultation	Accommodate the students in the office; Have the logbook consultation services signed by the students	2 minutes	Faculty	NONE	
2	Fill -up the log book and indicate nature of the consultation	Consultation proper	3 minutes	Concerned faculty	NONE	

TESTING SERVICE: A. Entrance Examination

Guidance Office

Tel.: (086) 211 – 5168

It assist students have a better self-understanding through the aid of standardized tests (personality test, interests, aptitude and IQ Test). Entrance test result is used as basis for admission.

A.ENTRANCE EXAM

Who can avail of the service?

All student-applicant/incoming students

Requirements:

- 1. Testing fee of P100.00
- 2. Sharpened Pencil w/ Eraser
- 3. Valid I.D.
- 4. High School Report Card for Freshmen
- 5. Copy of TOR/Honorable Dismissal for Transferees
- 6. 1 long Blue Plastic Folder and 1 pc. 2x2 I.D. Picture

Schedule of Availability of Service:

Monday to Friday (except on Holidays)

8:00 a.m. – 12:00 noon

1:00 a.m. – 5:00 p.m.

Note: Specific dates for testing shall be announced and posted

How to avail the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Remarks
1	Pay Testing fee at the Cashier’s Office (For Grad school only)	Receive payment and issue official Receipt (O.R.)	2 mins.	Collecting Officers: Glesilda L. Canda Necie Barcena	P100.00	
2	Proceed to the Guidance Center -Testing Room and present the Official Receipt	Receive the O.R. and give the test instructions.	15 mins.	Joan M. Zartiga, RGC Armiera B. Ramirez,RPm	None	
3	Take the Entrance Examination	Administer and Monitor the Exam	1 hour	Joan M. Zartiga, RGC Armiera Ramirez,RPm	None	
4	While waiting for the test result, fill out Student’s Individual Inventory Form for Cumulative Folder	Check and encode the result for releasing.	1 hour	Joan M. Zartiga, RGC Armiera B. Ramirez,RPm	None	

5	Submit the SIIF and claim the result	Release the result of the exam.	2 mins.	Joan M. Zartiga, RGC Armiera B. Ramirez,RPm	None	
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B. STANDARDIZED TEST/S

Who avail of the Service?

All bona fide students

Requirements:

Sharpened Pencil

Schedule of Availability of Service:

Monday to Friday (except on Holidays)
8:00 a.m. – 12:00 noon
1:00 a.m. – 5:00 p.m.

How to avail the Service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Remarks
1	Go to the Guidance Center as to the schedule given.	Orient the students on the test they will be taking.	10 mins.	Joan M. Zartiga, RGC Armiera B. Ramirez,RPm	None	
2	Take the examination	Administer and monitor the exam.	1 hour	Joan M. Zartiga, RGC Armiera B. Ramirez,RPm	None	
3	Sign in the log book	Give the schedule of the test result interpretation.	2 mins.	Joan M. Zartiga, RGC Armiera B. Ramirez,RPm	None	Come back on the scheduled test result interpretation.

ISSUANCE OF CERTIFICATE / TOR / DIPLOMA / HONORABLE DISMISSAL
UNIVERSITY REGISTRAR'S OFFICE
Tel.: (086) 214-2735

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 Three (3) working days after filing the request form.

Who can avail of the service?

Bona fide student / Graduates

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 nona fide Student of the University, TOR fee.
3. Duly approved clearance
4. Documentary stamp (3 pcs.) at P15.00 each
5. 1 pc. passport size ID picture with name tag and white background.

Schedule of Availability of Service:

Monday to Friday (except on Holidays)
8:00 a.m. – 5:00 p.m. (no noon break)

Saturday
8:00 a.m. 5:00 p.m.

Certification fee: P 0.00

Certificate of Transfer Credential: depends on the amount paid for the TOR

Transcript of Record P 100.00/page

How to avail the service:

Steps	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fee	Remarks
1	Go to the Registrar's office to secure request form for Certificate of Transfer Credential; 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 of the TOR to determine the amount to be paid.	10 minutes	Mrs. Cresencian a Wales/Registrar clerks	NONE	
2	Pay the fees to the Cashier's Office	Receive payment and issue official receipt..	5 minutes	Glesilda Canda	Certification fee 60.00 TOR P 100.00	
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.	10 minutes	Mrs. Cresenciana Wales/Registrar clerks	NONE	
4	Receive claim slip and come back in the date indicated to claim the document.	Check students records. Counter check grades with the original copy of grades submitted by the instructors/ professors. Encode grades and print TOR Review TOR and affix Signature	3 days after filing of application	Mrs. Cresenciana Wales/ Registrar clerks Mr. Kelvin Cliff T. Lafuente Mrs. Helen P. Medrano	NONE	
5	Receive the document and affix signature in the logbook upon receipt of the document..		5 minutes	Mrs. Cresenciana Wales/Registrar clerks	NONE	

ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER
GUIDANCE OFFICE
Tel.: (086) 214-2735

This certification is issued to all students and alumni who have not been subjected to any disciplinary action during his/her stay in the University.

Who can avail of the service?

Bona fide student / Graduates

Requirements:

- Official Receipt
- 1 Documentary Stamp

Schedule of Availability of Service:

- Monday to Friday (except on Holidays)
- 8:00 a.m. – 12:00 noon
- 1:00 a.m. – 5:00 p.m.

Note:Fee: P 60.00 as approved by the Board of Trustees per BOT Res. No. 11 S.2011

How to avail the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Remarks
1	Pay Certificate fee at the Cashier’s Office	Receive payment and issue Official Receipt (O.R.)	2 mins.	Collecting Officers: Glesilda L. Canda Necie Barcena	P60.00	
2	Proceed to the Guidance Office and present the O.R. and a documentary stamp	Receive Official Receipt, verify student’s record and prepare the certificate	10 mins.	Joan M. Zartiga, RGC Armiera B.Ramirez, RPm	None	
3	Claim the Certificate of Good Moral Character and sign in the log book.	Issue the Good Moral Character Certificate	5 mins.	Joan M. Zartiga, RGC	None	

ISSUANCE OF SHIFTING FORM & APPROVAL FOR SHIFTING

Guidance Office and Deans' Office

Tel.: (086) 214-2735

This service is provided to all bona fide students who wish to shift to another program or course. It assists student in making and implementing informed educational and occupational choices.

Who can avail of the Service?

A student who intends to shift to another program/course

Requirements:

Grades of the previous semester

Schedule of Availability of Service:

Monday to Friday (except on Holidays)
8:00 a.m. – 12:00 noon
1:00 a.m. – 5:00 p.m.

How to avail the Service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Remarks
1	Secure the Shifter's Form	Release the shifter's form to the student	2 mins.	Joan M. Zartiga, RGC Armiera B. Ramirez, RPm Office Staff	None	
2	Fill out and submit the completed Shifter's Form	Conduct an interview and career counseling	20 mins.	Joan M. Zartiga, RGC Armiera B. Ramirez, RPm	None	
3	Claim the Shifter's Form and Sign in the log book.	Release the duly signed Shifter's Form.	15 mins.	Joan M. Zartiga, RGC Armiera B. Ramirez, RPm	None	Advise student to seek the approval of the respective Deans and Registrar.

ISSUANCE OF OFFICIAL RECEIPT
CASHIERING OFFICE
Tel. No.: (086)211-5170

The Cashier’s Office receives payments and issues Official receipts for payments as proofs of fees for all kinds of financial/business transactions with the University: Entrance Test, Testing Services, Tuition and Other School fees, TOR, Certification, Use of Library, and Rental for facilities and equipment, etc.

Tuition and other school fees are approved by the Board of Regents 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 Clients

Requirement:

- 1. For students: School ID/Print out
- 2. For issuance of TOR, Certification and Hon. Dismissal Request form from the registrar
- 3. For rental services: approved statement of account/bill, or order of payments from Chief Administrative Officer, supply office buyer or from the in-charge of the facilities or equipment

Schedule of availability of service:

Monday-Friday (except on holidays)
8:00 a.m. to 5 p.m. (no noon break)
Saturday
8:00 a.m. to 5 p.m. (no noon break)

How to avail the service:

Steps	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fee	Intervention
1	Go to the Cashier’s Office and present ID (for students) or Order of Payment/Billing Statement/ Request Form (non-student fees)	For tuition and other school fees: get studentID. For other payments: Get Order of Payment/Billing Statement/ Request Form	1 minute	Collecting Officers: Glesilda L. Canda Svenson L. Atienza, Vanessa Gila	As stated in the assessment/billing	For student paying tuition fee. They are no longer required to submit print-out but only the School ID to facilitate speedy issuance of O.R by reducing the number of minutes instead of 5 it is reduced to 2 minutes.
2	Pay the amount	Print and Issue Official Receipt	2 minutes	Glesilda L. Canda Svenson L. Atienza, Vanessa Gila	As stated in the assessment/billing	
3	Receive the original Official Receipt			Glesilda L. Canda Svenson L. Atienza, Vanessa Gila	NONE	

Note:

For students paying tuition fee, they are no longer required to submit print-out but only the school ID to facilitate speedy issuance of O.R. by reducing the number of minutes instead of 5 it is reduced to 2 minutes.

MEDICAL/DENTAL SERVICES: CONSULTATION AND MONITORING

Medical & Dental Clinic
Tel. No.: (086) 211-5168

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 illnesses, etc.

Who can avail of the service:

- 1. Students (graduate and undergraduate)
- 2. Employees

Schedule of availability of service:

Monday-Friday (except on holidays)
Saturday (for graduate students only)
8:00 a.m. to 5 p.m. (no noon break)
Tuesday & Thursday - School Physician’s Consultation Schedule
1:00 p.m. to 4:00 p.m.
Monday, Wednesday & Friday -School Dentist Consultation, Tooth Extraction & Temporary Filling
8:00 a.m. to 12:00 Noon

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

How to avail the service:

Steps	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fee	Intervention
1	Go to Medical & Dental Clinic Log in the consultation & treatment record or client’s/patient’s record to signify purpose of visit	Let the client log in the consultation & treatment record or client’s/ patient’s record.	3 minutes	Edmund Lamela (School Physician) Eldezinña C. Ondona (School Nurse) School Dentist	NONE	
2	Receive to the theClin 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	Edmund Lamela (School Physician) Eldezinña C. Ondona (School Nurse) School Dentist	NONE	
3	Sign in the consultation & treatment record to indicate treatment and/o medicines received.	Have the client sign in the consultation & treatment record.	3 minutes	School Physician, School Nurse or student assistant	NONE	

ISSUANCE OF MEDICAL CERTIFICATE

Medical & Dental Clinic

Tel. No.: (086) 211-5168

All bona fide students and employees of the university 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. Students (graduate and undergraduate)
- 2. Employees

Requirement:

- 1. School/ employee’s I.D.
- 2. Official receipt as proof of payment for the Medical Certificate fee
- 3. For students: Hepa B Test Result (Per approved BOT Res. 77 S. 2008)

Schedule of availability of service:

Monday-Friday (except on holidays)

Saturday (for graduate students only)

8:00 a.m. to 5 p.m. (no noon break)

Tuesday & Thursday - School Physician’s Consultation Schedule

1:00 p.m. to 4:00 p.m.

Monday, Wednesday & Friday -School Dentist Consultation, Tooth Extraction & Temporary Filling

8:00 a.m. to 12:00 Noon

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

For issuance of Medical Certificate: P 60.00

How to avail the service:

Steps	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	FEE	Intervention
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 Certificate Form with a short briefing on the service and its requirements (particularly on laboratory request for Hepa test or HepaB laboratory results for enrollees).	5 minutes	Eldezinña C. Ondona (School Nurse)	P 60.00	
2	Pay Medical certificate fee to the Cashier’s Office and give the O.R to the Clinic.	Receive Official Receipt & record O.R. number in consultation & treatment record book & and have the client affix his/her signature	5 minutes	Eldezinña C. Ondona or Student Aide	NONE	

COUNSELING SERVICE
Guidance Office
Tel.: (086) 211 – 5168

Counseling is designed to assist individuals in dealing with their issues and concern - academic, social and personal life. It aims to help the person towards self-understanding, goal setting and decision-making.

Who can avail of the Service?

All stake holders

Requirements:

Call Slip/ Referral Slip for called-in and referred student/s

Schedule of Availability of Service:

Monday to Friday (except on Holidays)
8:00 a.m. – 12:00 noon
1:00 a.m. – 5:00 p.m.

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Remarks
1	Go to the Guidance Office for an appointment. Sign in the log book	Present call slip for referred and called-in students.	5 minutes	Joan M. Zartiga, RGC Armiera B. Ramirez, RPm	None	
2	Submit for intake interview and counseling	Conduct an intake interview and counseling to the client.	45 minutes- 1 hour	Joan M. Zartiga, RGC Armiera B. Ramirez, RPm	None	
3	Go through an Interview and counseling session	End the counseling session and schedule another session if deemed necessary.	5 mins.	Joan M. Zartiga, RGC Armiera B. Ramirez, RPm	None	Follow-up client.

LIBRARY SERVICES: PHOTOCOPYING SERVICE

College and Graduate School Libraries
Tel.: (086) 211-5167

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

Who can avail of the service:

1. Students 2. Faculty 3. Administrators and staff 4. Public users

Requirement:

1. Students : Validated 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
5. Public library : Library Permit Fee

Schedule of availability of service:

- Monday to Friday
8:00 a.m. to 6:30 p.m. (no noon break)
Saturday
8:00 a.m. to 5:00 p.m. (no noon break)

How to avail the service:

Steps	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge
1	Refer to 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. For the non-reserve section, instruct the user to pull out for issuance.	5 minutes	Julieto C. Sulabar Elma M. Alibangbang, Prelyn Dayo, Maria Lea A. España (Undergraduate Library) Princess Aleve T. Bago-od Aida C. Osorio, Vincent C. Geraldino (Graduate Library)
2	Fill up the book card by writing the date borrowed, name and course then give your Validated School ID and Library Card.	Receive the filled up bookcard and issue the book for photocopying for a minimum of 30min. and a maximum of 1 hour use.	2 minutes	Elma M. Alibangbang, Prelyn Dayo, Maria Lea A. España (Undergraduate Library) Princess Aleve T. Bago-od Aida C. Osorio, Vincent C. Geraldino (Graduate Library)
3	Return the borrowed book after photocopying.	Receive the book and return the Validated School ID and Library Card to the client.	2 minutes	Elma M. Alibangbang, Prelyn Dayo, Maria Lea A. España (Undergraduate Library) Princess Aleve T. Bago-od Aida C. Osorio, Vincent C. Geraldino (Graduate Library)

E-LIBRARY SERVICE ONLINE SEARCH

College and Graduate School Libraries

Tel. (086) 211-5167

All bonafide students and faculty members are entitled to use the e-library. It is in this section wherein users can access information through electronic databases. 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
- 4. Public Users

Requirement:

- 1. Validated School ID
- 2. Library Card

Schedule of availability of service:

- Monday to Friday
8:00 a.m. to 6:30 p.m. (no noon break)
- Saturday
8:00 a.m. to 5:00 p.m. (no noon break)

How to avail the service:

Steps	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge
1	Present personal validated library card	Check the library card	30 seconds	Ma. Lea Griettel A. España / Vincent C. Geraldino
2	Log book	Allow library users and give instructions how to use	2 minutes	Ma. Lea Griettel A. España/ Vincent C. Geraldino
3	Avail the E-library services and observe rules and regulations in using the E -library Resources	Prepare and set thecomputer units as well as the library software and databases	10 minutes	Ma. Lea Griettel A. España/ Vincent C. Geraldino
4	Use the computer for E-library resources	Assist the E-library users for their information need	5 minutes	Ma. Lea Griettel A. España/ Vincent C. Geraldino
5	Ask their validated library card	Release the library card to the user	30 seconds	Ma. Lea Griettel A. España/ Vincent C. Geraldino

LIBRARY SERVICE: ISSUANCE OF LIBRARY CARD

College and Graduate School Libraries

Tel. (086) 211-5167

All freshmen and transferees are required to submit 1x1 ID picture for issuance of the Library Card. Aside from the school ID, a library card 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

Requirement:

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

Schedule of availability of service:

- Monday to Friday
8:00 a.m. to 6:30 p.m. (no noon break)
- Saturday
8:00 a.m. to 5:00 p.m. (no noon break)

How to avail the service:

Step s	Client	Service Provider	Duration of Activity (Under Normal Circumstanc es)	Person in Charge
1	Present Certificate of Enrollment (COR) and 1x1 ID picture	Receive COR, picture, and Issue Library Student Data Sheet.	2 minutes	Ma. Lea Griettel A. España, Vincent C. Geraldino, Princess Aleve T. Bago-od
2	Fill up the Library Student Data Sheet.	Receive and encode dataand release the Card to the client.	5 minutes	Ma. Lea Griettel A. España, Vincent C. Geraldino, Princess Aleve T. Bago-od
3	Affix signature in the Card	Attach the ID picture and release the Card to the client	2 minutes	Ma. Lea Griettel A. España, Vincent C. Geraldino, Princess Aleve T. Bago-od

LIBRARY SERVICE: LIBRARY EXTENSION SERVICES
College and Graduate School Libraries
Tel. (086) 211-5167

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 only subject to the University 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 youths
- 5. Researchers

Requirement:

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

How to avail the service:

Steps	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge
1	Go to the Office of the Head Librarian and ask about the library services offered.	Accommodate the public user through logbook and orient him/her about the policy on how to avail and use the SDSSU Library.	5 minutes	Aida C. Osorio Princess Aleve T. Bago-od
2	Pay to the Cahier’sOffice the Library Permit Fee of P 20.00/hr. per use in the library.	Record the O.R. number and ask particular data or information are needed to find specific Sources of information.	2 minutes	Elma M. Alibangbang Prelyn O. Dayo
3	Go to OPAC Station	Instruct the user how to use the OPAC	2 minutes	Elma M. Alibangbang, Ma. Lea A. España, Vincent C. Geraldino, Princess Aleve T. Bago-od, Prelyn O. Dayo
4	Go to General Circulation Area for specific location	Pull out the book/s.	5 minutes	Elma M. Alibangbang, Ma. Lea A. España, Vincent C. Geraldino, Princess Aleve T. Bago-od, Prelyn O. Dayo
5	Go to the circulation librarian for issuance of specific book title for reserved books.	Receive the reference questions and issue the book card.	1 minute	Elma M. Alibangbang, Ma. Lea A. España, Vincent C. Geraldino, Princess Aleve T. Bago-od, Prelyn O. Dayo
6	Write the name, course, and affix signature to the bookcard wih ID	Receive the book card,issue time, and return slip	1 minute	Elma M. Alibangbang, Ma. Lea A. España, Vincent C. Geraldino, Princess Aleve T. Bago-od, Prelyn O. Dayo
7	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	Elma M. Alibangbang, Ma. Lea A. España, Vincent C. Geraldino, Princess Aleve T. Bago-od, Prelyn O. Dayo

8	Return the borrowed material	Receive the borrowed reading material(s) and return the ID.	2 minutes	Elma M. Alibangbang, Ma. Lea A. España, Vincent C. Geraldino, Princess Aleve T. Bago-od, Prelyn O. Dayo
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LIBRARY SERVICES: CIRCULATION SECTION
(Inside Reading and Outside Use)
College and Graduate School Libraries
Tel. (086) 211-5167

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

1. Inside use only:
- General Reference (Encyclopedia, Dictionaries, Atlas, Yearbooks, Almanac, Indexes, periodicals, handbook and manuals, etc.)
Single Copy Books
Rare Pictorials Books and Rare Filipiniana materials
Theses and Dissertations
Vertical File materials (maps, globes, charts, graphs, clipping, etc.)
Printed online databases

Who can avail of the service:

1. Students
2. Faculty
3. Administrators and staff
4. Public users

Requirement:

1. Students : Validated 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
5. Public library : Library Permit Fee

Schedule of availability of service:

- Monday to Friday
8:00 a.m. to 6:30 p.m. (no noon break)
- Saturday
8:00 a.m. to 5:00 p.m. (no noon break)

How to avail the service:

Steps	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge
1	Present validated School ID and Library Card. For students: Wear complete school uniform.	Check the user’s ID and uniform. Instruct client to consult the Card Catalog and OPAC.	1 minute	Elma M. Alibangbang, Ma. Lea A. España, Vincent C. Geraldino, Princess Aleve T. Bago-od, Prelyn O. Dayo
2	Consult the Card Catalog an OPAC then check if the needed title is available. Copy the Call No., Author, Title or Subject needed and present to the Librarian.	Receive the copied data from the card catalog and OPAC. If the needed title is located at the non-reserve section, the user is instructed to go the non-reserve section. But if the titles in the circulation counter, issue the title copy, and instruct client to fill up the book card.	5 minutes	Elma M. Alibangbang, Ma. Lea A. España, Vincent C. Geraldino, Princess Aleve T. Bago-od, Prelyn O. Dayo
3	Receive and fill up the book card by writing the date name and course	Receive the filled up book card with library card and release the book from the counter.	3 minutes	Elma M. Alibangbang, Ma. Lea A. España, Vincent C. Geraldino, Princess Aleve T. Bago-od, Prelyn O. Dayo

4	Go to the non-reserve section if the book is not placed at the counter and search the title needed through call number and author number. Then pull out the book from the shelf and use it.	Instruct the users to leave the books on the table. Tally the used book from non-reserve section for statistical data purpose.	10 minutes	Elma M. Alibangbang, Ma. Lea A. España, Vincent C. Geraldino, Princess Aleve T. Bago-od, Prelyn O. Dayo
5	For inside reading, renew the borrowed book every 1 hour unless another client has expressed intention to borrow the same book	Issue renewal for use for another 1 hour unless another client has expressed intention to borrow the same book	1 minute	Elma M. Alibangbang, Ma. Lea A. España, Vincent C. Geraldino, Princess Aleve T. Bago-od, Prelyn O. Dayo
	For overnight use: Present Library card 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 borrowed books.	Issue book for overnight use and record the needed data for documentation and statistical purpose	5 minutes	Elma M. Alibangbang, Ma. Lea A. España, Vincent C. Geraldino, Princess Aleve T. Bago-od, Prelyn O. Dayo
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. Photocopying is allowed for a maximum of one hour	5 minutes	Prelyn S. Ohao

DROPDOWN LIST OF FEES				
PARTICULAR	S.Y 2013-2014	S.Y 2014-2015	S.Y 2015-2016	S.Y 2016-2017
a. Tuition Fees (per unit)				
1. Masteral Program	287.50	287.50	287.50	287.50
2. Doctoral Program	575.00	575.00	575.00	575.00
3. Collegiate – Main				
4. Collegiate – Annex				
5. Graduate Degree				
- Undersubscribed courses		175.00	175.00	175.00
- Over		200.00	200.00	200.00
b. Miscellaneous Fees				
1. Matriculation	50	50	50	50
2. Library Fee - Collegiate	200	200	200	200
- Masteral/Doctoral	300	300	300	300
3. Athletic Fee	50	50	50	50
4. College Development Fee	50	50	50	50
5. Cultural Fees	50	50	50	50
6. Entrance Fee	50	50	50	50
7. Guidance Fee	50	50	50	50
8. Identification Card	160	160	160	160
9. Insurance	30	30	30	30
10. Medical/Dental	100	100	100	100
11. Red Cross	10	10	10	10
12. School Papers	60	60	60	60
13. SCUAA/PASUC	60	60	60	60
14. Student Council	30	30	30	30
15. VLP	30	30	30	30
16. Internet Fee	300	300	300	300
17. MASTS	100	100	100	100
c. Laboratory Fees				
1. Computer Laboratory	650	650	650	650
2. Electrical Laboratory	650	650	650	650
3. HRM Laboratory	150	150	150	150
4. Science Laboratory	200	200	200	200
5. Speech Laboratory	150	150	150	150
6. Auto Laboratory	650	650	650	650
7. OJT Fee	300	300	300	300
8. Student Teaching	500	500	500	500
9. FS	200	200	200	200
10. Engineering Fee	500	500	500	500