

FEEDBACK AND REDRESS MECHANISMS

Please let us know how we have served you by doing any of the following:

- ✓ Accomplish our Feedback Form and Satisfaction Rating available in specific offices and place it in their designated drop boxes or accomplish our Virtual Feedback Form and Satisfaction Rating thru scanning the QR code available along with the drop boxes.

- ✓ Send your feedback through our official email addresses:
 - op@asscat.edu.ph

If you are not satisfied with our service, your written/verbal complaints shall be immediately attended by the Officer of the Day at the Public Assistance and Complaints Desk.

THANK YOU for helping us continuously improve our services.

AGUSAN DEL SUR STATE COLLEGE OF AGRICULTURE AND TECHNOLOGY



CITIZEN'S CHARTER

Revised 2021

AGUSAN DEL SUR STATE COLLEGE OF AGRICULTURE AND TECHNOLOGY

Vision

ASSCAT as the premier agro-industrial Higher Education Institution in Caraga Region capable of producing morally upright, competent and globally competitive human resource to effectively implement sustainable development.

Mission

ASSCAT shall primarily provide higher professional, technical instruction for special purposes and promote research and extension services, advanced studies and progressive leadership in agriculture, education, forestry, in-land fishery, engineering, arts and sciences and other relevant fields.

Goals

1. Develop and offer curricular programs that are relevant to the peculiar needs and urgencies of the region.
2. Generate develop and transfer appropriate technologies to address the needs of the agro-industrial sector in the service area.
3. Develop disciplined, Responsible and well-trained students to become effective citizens in the community and ready to face the challenges in the highly competitive world of work.
4. Have a pool of service and person-oriented professional workforce who are educationally and technologically prepared and well equipped to effect desired and necessary changes to the service area and among the clientele.
5. Acquire state-of-the-art facilities and equipment to be attuned to the trend of the changing times.
6. Build, construct, improve and upgrade appropriate physical facilities in harmony with the ecosystem to attain harmony with the ecosystem to attain harmonious co-existence of man and nature.
7. Adopt and institutionalize efficient, effective and judicious utilization of resources to maximize, strengthen and sustain development and fiscal security and autonomy.
8. Expand networking and linkages locally, nationally and globally.

Values

Assertive, Self-Esteemed, Spiritually Motivated, Compassionate, Accountable, Timeliness

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Foreword

The Agusan del Sur State College of Agriculture and Technology (ASSCAT) is a learning institution which values service quality to its varied stakeholders ranging from the students, parents, civil society members, and others concerned. It is the College's continuing reason to streamline the current systems and procedures in the frontline services with the end view of improving the competitiveness and ease of doing business, and to facilitate prompt actions or resolutions of all government transactions with efficiency in compliance with RA 11032.

The frontline services and its personnel are readily available to provide efficient and effective procedures to avoid lengthy and laborious transactions. In addition, the Anti-Red Tape Act of 2007 (ARTA) is also a reliable reference in crafting this Citizen's Charter.

With these, the ASSCAT commits a pleasant and reliable frontline service transactions to all of you.


JOY C. CAPISTRANO
College President

Performance Pledge

We, the officials, faculty and staff of the **Agusan del Sur State College of Agriculture and Technology**, with the guidance of God Almighty do hereby pledge to be of service to you, our Clientele, a kind of service that is characterized by **RESPECT**:

Responsiveness - We shall address your needs and concerns promptly;

Efficiency - We shall attend to you with satisfaction;

Sincerity - We shall render our respective duties and obligations honestly;

Productivity - We shall improve our services for a predictable output;

Equality - We shall serve you objectively and fairly;

Courtesy - We shall deal with you with integrity; and

Transparency - We shall ensure full compliance of laws and encourage public participation.

All these we pledge because **YOU** are our priority.

SERVICE STANDARDS FOR FRONTLINE SERVICES

OFFICE OF THE PRESIDENT

Frontline Service:

PUBLIC ASSISTANCE

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Local and outside callers, senders of e-mails/fax communication, and visitors with business transactions in the College.

Requirements:

Any valid ID (for walk-in clients)

Processing Time:

3 minutes (phone-in)

7 minutes (walk-in)

PHONE / ONLINE

Step	Client	Service Provider	Duration of activity	Fee	Person Responsible	Form/s
1	Makes inquiry	Receives/verifies caller's name, address and purpose	2 minutes	None	MILLCENT THERESE G. GARCIA QUEENE MAE S. REQUIEZA ROSALIE C. GEMINA	Logbook
2	Gives information	Transfers telephone lines to the person concerned/replies communication thru e-mails	1 minute	None	QUEENE MAE S. REQUIZA JANICE C. PUSPOS, ECE Executive Secretary	Logbook

*** END OF TRANSACTION ***

OFFICE OF THE PRESIDENT

WALK-IN

Step	Client	Service Provider	Duration of activity	Fee	Person Responsible	Form/s
1	Makes Inquiry	Receives/verifies client's name, address and purpose	2 minutes	None	Guard on Duty	Logbook
2	Gives information	Facilitates transaction	5 minutes	None	QUEENE MAE S. REQUIEZA ROSALIE C. GEMINA JANICE C. PUSPOS, ECE Executive Secretary	Logbook
*** END OF TRANSACTION ***						

COLLEGE AND BOARD SECRETARY OFFICE

Frontline Service:

ISSUANCE OF NOTICE OF MEETINGS

Schedule of Availability of Service:

Clients/Customers:

Local/outside callers, senders of e-mails/fax communications, and visitors with business transaction in the College

Requirements:

Any valid ID (for walk-in clients)

Processing Time:

12 minutes

Step	Client	Service Provider	Duration of activity	Fee	Person Responsible	Form/s
1	Expect Notice of Meeting	Set schedule of meeting	5 minutes	None	FRANCIS TOM A. PAREDES College/Board Secretary	
2	Receive Notice of Meeting	Prepare and serve Notice of Meeting	5 minutes	None	FRANCIS TOM A. PAREDES College/Board Secretary	
3	Sign confirmation sheet	Record confirmed participants	2 minutes	None	FRANCIS TOM A. PAREDES College/Board Secretary	
*** END OF TRANSACTION ***						

COLLEGE AND BOARD SECRETARY OFFICE

Frontline Service:

RELEASING OF BOT RELATED DOCUMENTS

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Requirements:

Request Form

Processing Time:

10 minutes

Step	Client	Service Provider	Duration of activity	Fee	Person Responsible	Form/s
1	Fill in Request Form	Record/File request form	5 minutes	None	FRANCIS TOM A. PAREDES College/Board Secretary	
2	Receive requested file/ photocopy of file	Release requested file/ photocopy of file	5 minutes	None	FRANCIS TOM A. PAREDES College/Board Secretary	
*** END OF TRANSACTION ***						

PUBLIC INFORMATION AND RELATIONS OFFICE

Frontline Service:

PUBLIC ASSISTANCE

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Local and International Clients

Requirements:

Online inquiry or complaint in ASSCAT Official Social Media Page

Processing Time:

20 minutes

ONLINE

Step	Client	Service Provider	Duration of activity	Fee	Person Responsible	Form/s
1	Makes inquiry	Clarify details: Office/personnel concern and subject matter	5 minutes	None	PICRO Admin	
2	Provides required information	records information	5 minutes	None	PICRO Admin	
3	Waits for information	links client by asking concern office/personnel the needed details	5 minutes	None	PICRO Admin	
4	Notes needed information	records and provides needed information	5 minutes	None	PICRO Admin	
*** END OF TRANSACTION ***						

CENTRAL RECORDS

Frontline Service:

CERTIFICATION OF OFFICIAL DOCUMENTS

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Faculty and Staff
Outside Clients/Agencies

Requirements:

Filled-up and approved request form
Photocopy of Valid ID

Processing Time:

15 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Submit request	Verify the purpose and provide the requested files	10 minutes	None	CRISTINA P. DOMINGO Records Officer AUGUST JEEVE MICABALO Records Staff	Request Form
2	Sign the log book	Release documents	5 minutes	None	CRISTINA P. DOMINGO Records Officer AUGUST JEEVE MICABALO Records Staff	Form stamped with release

*** END OF TRANSACTION ***

CENTRAL RECORDS

Frontline Service:

RECEIVING AND RECORDING OF DOCUMENTS

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Faculty and Staff
Outside Clients/Agencies

Requirements:

None

Processing Time:

10 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Submit files	Record	8 minutes	None	CRISTINA P. DOMINGO Records Officer AUGUST JEEVE MICABALO Records Staff	Logbook
2	Sign the log book		2 minutes	None	CRISTINA P. DOMINGO Records Officer AUGUST JEEVE MICABALO Records Staff	

*** END OF TRANSACTION ***

CENTRAL RECORDS

Frontline Service:

RELEASING OF DOCUMENTS

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Faculty and Staff
Outside Clients/Agencies

Requirements:

Filled-up and approved request form
Photocopy of Valid ID

Processing Time:

10 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Submit request	Verify the purpose and provide the requested files	5 minutes	None	CRISTINA P. DOMINGO Records Officer AUGUST JEEVE MICABALO Records Staff	Request Form
2	Sign the log book	Release documents	5 minutes	None	CRISTINA P. DOMINGO Records Officer AUGUST JEEVE MICABALO Records Staff	Logbook
*** END OF TRANSACTION ***						

ACCOUNTING OFFICE

Frontline Service:

ASSESSMENT OF FEES

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Students and other Clienteles

Requirements:

Certificate of Enrolment
Official Receipt (For Request for Reissuance of Assessment Form)

Processing Time:

8 minutes (Request for Assessment)
8 minutes (Request for Reissuance of Assessment Form)

REQUEST FOR ASSESSMENT

Step	Client	Service Provider	Duration Of activity	Fee	Person Responsible	Form/s
1	Present Approved or Sealed as Enrolled Certificate of Enrolment	Assess student record	8 minutes	None	Assessment In-charge	Assessment Form
*** END OF TRANSACTION ***						

ACCOUNTING OFFICE

REQUEST FOR REISSUANCE OF ASSESSMENT FORM

Step	Client	Service Provider	Duration of activity	Fee	Person Responsible	Form/s
1	Present Approved or Sealed as Enrolled Certificate of Enrolment	Assess student record	8 minutes	P20.00	SHIRLILOU L.CULLANTES Assessment In-charge	Assessment Form
*** END OF TRANSACTION ***						

ACCOUNTING OFFICE

Frontline Service:

REQUEST FOR STATEMENT OF ACCOUNT

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Students and Other Clienteles

Requirements:

Official Receipt

Processing Time:

30 minutes

Step	Client	Service Provider	Duration of activity	Fee	Person Responsible	Form/s
1	Present Official Receipt for Request of Statement of Account	Assess record	8 minutes	P20.00	SHIRLILOU L. CULLANTES Assessment In-charge BERLITO A. OLIVER, JR. OIC, Accounting Office	Statement of Account
*** END OF TRANSACTION ***						

ACCOUNTING OFFICE

Frontline Service:

PROCESSING OF DISBURSEMENT VOUCHER (DV) FOR PAYMENT

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Supplier/Payees as Stated in the Disbursement Voucher

Requirements:

Disbursement Voucher with Complete Supporting Documents

Processing Time:

30 minutes

Step	Client	Service Provider	Duration of activity	Fee	Person Responsible	Form/s
1	Submit DV with Complete Supporting Documents	Check completeness and verify amount and validity of disbursement	20 minutes	None	IVY S. REGAHAL Receiving Clerk MAY GIA F. BERONIO Releasing Clerk	DV Check
2		Certify Disbursement Voucher	10 minutes	None	BERLITO A. OLIVER, JR. OIC, Accounting Office	Certified DV
*** END OF TRANSACTION ***						

CASHIER'S OFFICE

Frontline Service:

COLLECTION OF FEES

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Students and Non-student Clients

Requirements:

For Student Clients: Assessment of Fees

For Non-student Clients: Order of Payment

Processing Time:

10 minutes

Step	Client	Service Provider	Duration of activity	Fee	Person Responsible	Form/s
1	Presents student and non-student's assessment of fees/order of payment.	Receives student and non-student's assessment of fee and order of payment.	8 minutes	None	RODELIZA B. GARSAIN Cash Clerk PAOLO ANGELO S. DELA PEÑA Cash Clerk	
2	Pays the amount indicated in the assessment or the order of payment	Receives the payment and issues Official Receipt and return the change (if necessary)	2 minutes	None	RODELIZA B. GARSAIN Cash Clerk PAOLO ANGELO S. DELA PEÑA Cash Clerk	
*** END OF TRANSACTION ***						

CASHIER'S OFFICE

Frontline Service:

RELEASING OF CHECKS/CASH

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Faculty, Staff, Students and Outside Clients

Requirements:

School Identification Card for Students or any valid I.D. for Other Clients (Company I.D, Passport, or Driver's License, SSS, Comelec, GSIS, PhilHealth, Postal I.D. and PRC)

Processing Time:

Through Checks: 5 minutes

Through Cash: 5 minutes

THROUGH CHECKS

Step	Client	Service Provider	Duration of activity	Fee	Person Responsible	Form/s
1	Presents two (2) valid IDs for suppliers and school I.D. for faculty, staff and students	Requires clients to sign the box C (Received payment)	2 minutes	None	RODELIZA B. GARSAIN Cash Clerk PAOLO ANGELO S. DELA PEÑA Cash Clerk	
2	Issues Official Receipt (for suppliers, Remittances and Billings)	Receives Official Receipt and releases checks	3 minutes	None	RODELIZA B. GARSAIN Cash Clerk PAOLO ANGELO S. DELA PEÑA Cash Clerk	

Step	Client	Service Provider	Duration of activity	Fee	Person Responsible	Form/s
3	Receives Check					
*** END OF TRANSACTION ***						

THROUGH CASH3

Step	Client	Service Provider	Duration of activity	Fee	Person Responsible	Form/s
1	Presents two (2) valid IDs for suppliers and school I.D. for faculty, staff and students	Requires clients to sign the payroll.	5 minutes	None	MERCY L. ABANGOLAN Disbursing Officer	
2	Receives Cash					
*** END OF TRANSACTION ***						

HUMAN RESOURCE MANAGEMENT OFFICE

Frontline Service:

RECEIVING OF WALK-IN JOB APPLICATION DOCUMENTS

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Interested Job Applicants

Requirements:

- Personal Data Sheet (CSC Form 212)
- Application Letter
- Certified, Authenticated, Verified (CAV) Transcript of Records (TOR)
- Certified Photocopy of Eligibility (If any)
- Service Record (If applicable)
- Certified Photocopy of Certificate of Trainings, Seminars, Workshops attended

Processing Time:

10 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Submit application documents	Check/verify application documents	10 minutes	None	RUTH S. DESAMPARO Human Resource Officer ELIZABETH L. OYANGOREN HR Staff	Application documents
*** END OF TRANSACTION ***						

HUMAN RESOURCE MANAGEMENT OFFICE

Frontline Service:

RECEIVING OF ONLINE JOB APPLICATION DOCUMENTS

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Interested Job Applicants

Requirements:

- Personal Data Sheet (CSC Form 212)
- Application Letter
- Certified, Authenticated, Verified (CAV) Transcript of Records (TOR)
- Certified Photocopy of Eligibility (If any)
- Service Record (If applicable)
- Certified Photocopy of Certificate of Trainings, Seminars, Workshops attended

Processing Time:

10 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Submit application documents to HRM official e-mail account	Check/verify application documents	10 minutes	None	JACQUILINE ILDEFONSO HR Staff DENNY LEIGH F. VILLANOY HR Staff	Application documents
*** END OF TRANSACTION ***						

HUMAN RESOURCE MANAGEMENT OFFICE

Frontline Service:

RELEASING OF DAILY TIME RECORDS (DTR)

Schedule of Availability of Service:

Every end of the month (For Plantilla Personnel)
 Every end of Quincena (For COS Personnel)

Clients/Customers:

Faculty and Staff

Requirements:

Processing Time:

5 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Sign release form	Release DTR	5 minutes	None	RUTH S. DESAMPARO Human Resource Officer ELIZABETH L. OYANGOREN HR Staff	Daily Time Record
*** END OF TRANSACTION ***						

HUMAN RESOURCE MANAGEMENT OFFICE

Frontline Service:

RELEASING OF OFFICIAL DOCUMENTS

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Faculty and Staff
 Personnel who have already resigned and retired

Requirements:

- Official Receipt (For documents such as Certificate of Employment, Certificate of Earned Leave, Certificate of No Pending Case, etc.)

Processing Time:

20 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Pays the fee at the Cashier's Office	Issues Official Receipt	3 minutes	P 50.00	RODELIZA B. GARSAIN Cash Clerk PAOLO S. DELA PEÑA Cash Clerk	Official Receipt
2	Return to HR Office to request for corresponding documents	Prepare requested document(s)	15 minutes	None	ROSELYN D. LANSANG HR Staff ELIZABETH L. OYANGOREN HR Staff JACQUILINE ILDEFONSO HR Staff RUTH S. DESAMPARO HRMO III	

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
3	Receive requested document	Release documents	2 minutes	None	DENNY LEIGH F. VILLANOY HR Staff ELIZABETH L. OYANGOREN HR Staff JACQUILINE ILDEFONSO HR Staff RUTH S. DESAMPARO HRMO III	
*** END OF TRANSACTION ***						

SUPPLY OFFICE

Frontline Service:

ISSUANCE OF SUPPLIES, MATERIALS AND EQUIPMENT

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

End-users/Head of Units

Requirements:

Duly approved Requisition and Issue Slip (RIS), Inventory Custodian Slip (ICS) and Property Acknowledgement Receipt (PAR)

Processing Time:

2 hours and 1 minute (Phone-in)
8 minutes (For Walk-in small quantity)
23 minutes (For Walk-in various items)

PHONE-IN

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Receive call	Inform End-user the availability of Supplies	1 minute	None	JERZZY BABES C. PUBLICO Supply staff	None
2	Acknowledge/confirm the availability of supplies	Requisition's office	2 hours	None		RIS- Requested Portion
*** END OF TRANSACTION ***						

WALK-IN

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Sign the copy of RIS, ICS, and PAR	Issue the RIS, ICS, and PAR	2 minutes	None		RIS, ICS, PAR
2	Receive the supplies and materials	Issue the supplies and materials	5 minutes (For small quantity) 20 minutes (For various items)	None	RAMIL C. BULAN Storekeeper	RIS, ICS, PAR
3	Receive the copy of the RIS, ICS, PAR	File a copy	1 minute	None	RAMIL C. BULAN Storekeeper	RIS, ICS, PAR
*** END OF TRANSACTION ***						

REGISTRAR'S OFFICE

Frontline Service:

CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Graduates and Undergraduate Students

Requirements:

1. Original copy of Diploma
2. Original copy of Official Transcript of Records (OTR)
3. Photocopy of the requirements mentioned above (3 Sets for Local; 7 sets for Abroad)
4. For Representative:
 - a. Authorization Letter
 - b. Photocopy of Valid ID of Representative and Owner
5. 1 Long Brown Envelop

Processing Time:

22 minutes

Step	Client	Service Provider	Duration of activity	Fee	Person Responsible	Form/s
1	Fills-out the request form and presents the requirements	Receives the required documents and issues payment chit	3 minutes	None	GRACE N. PALOMA Registrar Clerk	

Step	Client	Service Provider	Duration of activity	Fee	Person Responsible	Form/s
2	Pays to the Cashier	Processes payment and issue Official Receipt	10 minutes	P 20.00/set	RODILIZA B. GARSAIN Cash Clerk PAOLO ANGELO S. DELA PEÑA Cash Clerk	Official Receipt
3	Present Official Receipt	Issue Claim Slip	2 minutes	None	GRACE N. PALOMA Registrar Clerk	Claim Slip
4	Presents the OR to the Registrar's Office	Check Office Records if graduate (list of graduates), if not, student record	5 minutes (For Graduate) 1 Day (For non-graduate)	None	GRACE N. PALOMA Registrar Clerk	
5		Process the CAV	5 minutes	None	GRACE N. PALOMA Registrar Clerk	
6	Sign logbook and receive CAV	Release the CAV documents	2 minutes	None	GRACE N. PALOMA Registrar Clerk JANICE S. DINI-AY Registrar III	Claim Slip CAV Control
*** END OF TRANSACTION ***						

Note: If CAV will be transacted by school to CHED-Regional Office, wait for available Liaison Officer/Registrar to go to CHED-RO.

REGISTRAR'S OFFICE

Frontline Service:

APPLICATION FOR GRADUATION

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Graduating Students

Requirements:

Official Receipt

Processing Time:

1 Day and 47 Minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Pay for Application for Graduation Form	Issue Official Receipt	3 minutes	P50.00		Official Receipt
2	Present Official Receipt	Issues Application for Graduation	2 minutes	None	JOANN E. LAGANG Registrar Clerk GRACE N. PALOMA Registrar Clerk	Application for Graduation
3	Fills out Application for Graduation form and submit to the	Evaluate Student's Record and sign	30 minutes	None	Program Chairperson	Prospectus Application for Graduation

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
4	Secures signature from the Dean	Sign and release	5 minutes	None	DR. RODULFO A. MACALAM Dean, CEIS DR. ANGELITA H. BALANTAC Dean, CTE DR. FERNANDO L. MARZO, JR. Dean, CA DR. SHIRYL T. YTOC Dean, CAS	AFG
5	Submit AFG to Office of the College Registrar	Checks and evaluates Student Records and sign and Release AFG	1 Day	None	JOANN E. LAGANG Registrar Clerk GRACE N. PALOMA Registrar Clerk	
6	Secures signature from VPAA for approval	Sign and Release AFG (Availability of Signatory)	5 minutes	None	DR. BELEN S. DELA PEÑA VP for Academic Affairs	AFG
7	Submits 1 copy for the Registrar, Institute, and student applicant	Receives 1 copy for file	2 minutes	None	JOANN E. LAGANG Registrar Clerk GRACE N. PALOMA Registrar Clerk	
*** END OF TRANSACTION ***						

REGISTRAR'S OFFICE

Frontline Service:

CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Graduates and Undergraduate Students

Requirements:

6. Original copy of Diploma
7. Original copy of Official Transcript of Records (OTR)
8. Photocopy of the requirements mentioned above (3 Sets for Local; 7 sets for Abroad)
9. For Representative:
 - a. Authorization Letter
 - b. Photocopy of Valid ID of Representative and Owner
10. 1 Long Brown Envelop

Processing Time:

15 minutes

Step	Client	Service Provider	Duration of activity	Fee	Person Responsible	Form/s
1	Present the requirements	Receives the required documents and issues payment chit	3 minutes	None	DARGELYN L. BALDERAS JOANN E. LAGANG GRACE N. PALOMA Registrar Clerk	

Step	Client	Service Provider	Duration of activity	Fee	Person Responsible	Form/s
2	Present Official Receipt	Process CAV	10 minutes	CAV Fee 50.00 Photocopy 5.00/pg. Certified True Copy 20.00/set	DARGELYN L. BALDERAS JOANN E. LAGANG GRACE N. PALOMA Registrar Clerk JANICE S. DINI-AY College Registrar BELEN S. DELA PEÑA, Ph.D. Vice President for Academic Affairs	
3	Receive CAV	Issue CAV	2 minutes	None	DARGELYN L. BALDERAS JOANN E. LAGANG GRACE N. PALOMA Registrar Clerk	CAV Logbook
*** END OF TRANSACTION ***						

Note: Depends on the availability of the signatories.

REGISTRAR'S OFFICE

Frontline Service:

APPLICATION FOR GRADUATION

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Graduating Students

Requirements:

Official Receipt

Processing Time:

10 Minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Present Official Receipt	Issue Application for Graduation Form	2 minutes	50.00	DARGELYN L. BALDERAS JOANN E. LAGANG GRACE N. PALOMA Registrar Clerk	Application for Graduation
2	Submit the duly approved Application for Graduation	Receive Application for Graduation	5 minutes	None	DARGELYN L. BALDERAS JOANN E. LAGANG GRACE N. PALOMA Registrar Clerk	Application for Graduation
3	Receive file copy	File Application for Graduation	3 minutes	None	DARGELYN L. BALDERAS JOANN E. LAGANG GRACE N. PALOMA Registrar Clerk	Application for Graduation
*** END OF TRANSACTION ***						

REGISTRAR'S OFFICE

Frontline Service:

DROPPING, CHANGING AND ADDING OF SUBJECTS

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break (During the scheduled period as posted/announced)

Clients/Customers:

Irregular Students

Requirements:

Official Receipt

Processing Time:

10 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Present Official Receipt	Issue Adding/Dropping Form	2 minutes	P 20.00	DARGELYN L. BALDERAS JOANN E. LAGANG GRACE N. PALOMA Registrar Clerk	Adding/Dropping Form
2	Submit duly accomplish Adding/Dropping Form	Approve/Disapprove Request	5 minutes	5	DARGELYN L. BALDERAS JOANN E. LAGANG GRACE N. PALOMA Registrar Clerk JANICE S. DINI-AY College Registrar	
3	Receive approve/disapprove Adding/Dropping Form	Stamp approve/disapprove	3 minutes	None	DARGELYN L. BALDERAS JOANN E. LAGANG GRACE N. PALOMA Registrar Clerk JANICE S. DINI-AY	

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
					College Registrar	
*** END OF TRANSACTION ***						

Note: College where the student belongs add/drop the subject/s.

REGISTRAR'S OFFICE

Frontline Service:

ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS (OTR) AND TRANSFER CERTIFICATE CREDENTIAL

Schedule of Availability of Service:

Undergraduate Programs: Monday-Friday, 8:00AM-5:00PM with No Noon Break

Graduate Programs: Saturday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

All ASSCAT Students

Requirements:

- Request Slip Form
- Exit Clearance
- Official Receipt
- Claim Slip
- Authorization Letter (For Representatives)
- Photocopy of Valid ID (Both of the Owner and the Representative)

Processing Time:

3 Working Days (For Students from 2012 to Present)

7 Working Days (For Students from 2012 down)

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Fill-up document request form	Issue Clearance	2 minutes	OTR 50.00/ pg CTC 50.00 DST	DARGELYN L. BALDERAS JOANN E. LAGANG GRACE N. PALOMA Registrar Clerk	Request Slip Form Exit Clearance

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
				30.00		
2	Submit duly accomplish exit clearance	Issue claim slip	3 WD (for 2012 onward) 7 WD (for 2012 downward)	None	DARGELYN L. BALDERAS JOANN E. LAGANG GRACE N. PALOMA Registrar Clerk JANICE S. DINI-AY Registrar III	Claim slip
3	Present Claim Slip and receive requested documents	Release OTR/TCC	3 minutes	None	DARGELYN L. BALDERAS JOANN E. LAGANG GRACE N. PALOMA Registrar Clerk	Claim Slip
*** END OF TRANSACTION ***						

Note: Requested documents not claimed within thirty (30) working days will be discarded.

REGISTRAR'S OFFICE

Frontline Service:

ISSUANCE OF CERTIFICATION

Schedule of Availability of Service:

Undergraduate Programs: Monday-Friday, 8:00AM-5:00PM with No Noon Break

Graduate Programs: Saturday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

All ASSCAT Students

Requirements:

School ID

Processing Time:

10 Minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Present Official Receipt	Receive Official Receipt and ID Number	7 minutes	20.00 per Certification	DARGELYN L. BALDERAS JOANN E. LAGANG GRACE N. PALOMA Registrar Clerk JANICE S. DINI-AY Registrar III	
2	Receive Certification	Issue Certification	3 minutes		DARGELYN L. BALDERAS JOANN E. LAGANG GRACE N. PALOMA Registrar Clerk	
*** END OF TRANSACTION ***						

REGISTRAR'S OFFICE

Frontline Service:

ENROLMENT OF NEW STUDENTS

Schedule of Availability of Service:

Undergraduate Programs: Monday-Friday, 8:00AM-5:00PM with No Noon Break

Graduate Programs: Saturday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

All students who seek for Enrolment

Requirements:

1. High School Report Card (Form 137)
2. Certificate of Good Moral Character
3. Original and Photocopy of Birth Certificate issued by the Philippine Statistics Authority (PSA)
4. Original and Photocopy of Marriage Certificate/Contract issued by the Philippine Statistics Authority (If Married)
5. 1 pc Long Carrier Board Envelope # 35
6. 1 pc Recent ID picture (Passport Size with White Background)

Processing Time:

15 Minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Download Enrollment Form	Issue advisory for Enrollment Link	5 minutes	None	IRENE C. BALUIS MIS Director JANICE S. DINI-AY Registrar III BELEN S. DELA PEÑA, Ph.D. Vice President for Academic Affairs	Online Enrollment
2	Process Enrollment		3	100.00/unit	IRENE C. BALUIS MIS Director JANICE S. DINI-AY Registrar III BELEN S. DELA PEÑA, Ph.D. Vice President for Academic Affairs	Online Enrollment
3	Submit required documents to the Office of the College Registrar within the Academic Year	Check the authenticity of the submitted documents. Prepare F137 request	7 minutes	None	DARGELYN L. BALDERAS JOANN E. LAGANG GRACE N. PALOMA Registrar Clerk JANICE S. DINI-AY Registrar III	Online Enrollment
*** END OF TRANSACTION ***						

Note: This process is use during COVID-19 Pandemic

REGISTRAR'S OFFICE

Frontline Service:

ENROLMENT OF OLD STUDENTS

Schedule of Availability of Service:

Undergraduate Programs: Monday-Friday, 8:00AM-5:00PM with No Noon Break

Graduate Programs: Saturday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

All students who seek for enrolment

Requirements:

1. Certificate of Grades from previous semester

Processing Time:

10 Minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Download Enrollment Form	Issue advisory for Enrollment Link	5 minutes	None	IRENE C. BALUIS MIS Director JANICE S. DINI-AY Registrar III BELEN S. DELA PEÑA, Ph.D. Vice President for Academic Affairs	Online Enrollment
2	Process Enrollment	Track progress of student enrollment	5	100.00/unit	IRENE C. BALUIS MIS Director JANICE S. DINI-AY Registrar III	Online Enrollment

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
					BELEN S. DELA PEÑA, Ph.D. Vice President for Academic Affairs	
*** END OF TRANSACTION ***						

Note: This process is use during COVID-19 Pandemic.

ACADEMIC OFFICES

Frontline Service:

STUDENT AND FACULTY CONSULTATION/ADVISING

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Students, Faculties and Other Stakeholders

Requirements:

Documents (Clearances, Requests and other related documents)

Processing Time:

35 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Seeks consultation	Looks into the documents presented	10 minutes	None	Faculty concerned	Consultation/ Suggestion/ Recommendation Forms
2	Listens to the suggestions and recommendations	Discusses/Provides suggestions and recommendations to matters that need improvement	10 minutes	None	Faculty concerned	None
3	Receives corrected/improved documents	Writes recommendations	10 minutes	None	Faculty concerned	None
4	Agrees on next schedule of consultation	Sets schedule for next consultation	5 minutes	None	Faculty concerned	None
*** END OF TRANSACTION ***						

ACADEMIC OFFICES

Frontline Service:

EVALUATION OF REGULAR* AND IRREGULAR STUDENTS**

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Students, Faculties and Other Stakeholders

Requirements:

Documents (Clearances, Requests and other related documents)

Processing Time:

35 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Seeks consultation	Looks into the documents presented	10 minutes	None	Faculty concerned	Consultation/ Suggestion/ Recommendation Forms
2	Listens to the suggestions and recommendations	Discusses/Provides suggestions and recommendations to matters that need improvement	10 minutes	None	Faculty concerned	None
3	Receives corrected/improved documents	Writes recommendations	10 minutes	None	Faculty concerned	None
4	Agrees on next schedule of consultation	Sets schedule for next consultation	5 minutes	None	Faculty concerned	None
*** END OF TRANSACTION ***						

ACADEMIC OFFICES

Frontline Service:

COMPLETION OF INCOMPLETE GRADES

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Students, Faculties and Other Stakeholders

Requirements:

Documents (Academic Requirements)

Processing Time:

35 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Seeks consultation	Determine the lacking requirement/s	10 minutes	None	Faculty concerned	None
2	Submit/Comply the lacking academic requirements	Check the submitted documents and compute final grade	20 minutes	None	Faculty concerned	None
3	Secure and Fill-out the INC Form	Check, Provide grade and Sign the INC Form	5 minutes	None	Faculty concerned	INC Form
*** END OF TRANSACTION ***						

OFFICE OF THE STUDENTS AFFAIRS

Frontline Service:

ACCREDITATION OF STUDENT ORGANIZATION

Schedule of Availability of Service:

Two weeks after start of classes

Clients/Customers:

Students Organizations and Campus Ministries

Requirements:

Complete Application papers with requirements for accreditation and re-accreditation

Processing Time:

1 Hour

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Submit complete application forms with requirements	Checks forms and requirements; if lacking returns papers for completion	20 minutes	None	Recognized Student Organization (RSO) Adviser	Students organization forms and requirements
2	Wait for approval of accreditation	Reviews application	20 minutes	None	Accreditation in-charge	None
3	Follow up status of application	Approves / Disapproves application	5 minutes	None	FRANCIS TOM A. PAREDES OSA Director	None
4	Get approved / disapproved application papers	File copy of the approved application papers	3 minutes	None	RSO Adviser JESSIECA B. BARCENILLA OSA Director	None

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
5	Present designation of the adviser of the organization	Provide designation of the adviser	4 minutes	None	RSO Adviser	None
6	Await issuance of designation paper	Facilitate signature of the College president	5 minutes	None	College Clerk	None
7	Receive the designation paper	Issue the approved designation	3 minutes	None	MEDEN JOSHUA G. BALILA OSA Clerk	None
*** END OF TRANSACTION ***						

OFFICE OF THE STUDENTS AFFAIRS

Frontline Service:

RECEIVING AND SCHEDULING OF PROPOSALS/ACTION PLANS OF SAS IMPLEMENTERS

Schedule of Availability of Service:

First Quarter of every school year

Clients/Customers:

SAS Implementers

Requirements:

Proposal and Action Plan SAS Forms

Processing Time:

4 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Submit proposal/ action plan	Receive document	2 minutes	None	Receiving Staff	SAS Forms
2	Receive information on schedule of proposal presentation	Inform client and provide notice of schedule of proposal presentation	2 minutes	None	Information Staff	None
*** END OF TRANSACTION ***						

OFFICE OF THE STUDENTS AFFAIRS

Frontline Service:

EVALUATION OF PROPOSALS/ACTION PLAN OF SAS ACTIVITIES

Schedule of Availability of Service:

First Quarter of every school year

Clients/Customers:

SAS Implementers

Requirements:

Proposal and Action Plan SAS Forms

Processing Time:

8 hours

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Attend proposal/ action plan presentation	Organize proposal/ action plan presentation	6 hours and 25 minutes	None	Organizer	SAS Forms
3	Note/Revise proposal as recommended by panel	Verify/Check revision	30 minutes	None	Panel of Evaluators	SAS Forms
4	Receive Notice of Endorsement	Provide Notice of Endorsement	5 minutes	None	Organizing Staff	SAS Forms
*** END OF TRANSACTION ***						

OFFICE OF THE COLLEGE GUIDANCE COUNSELOR

Frontline Service:

APPLICATION FOR COLLEGE ADMISSION TEST

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

High School/Senior High School Graduates and Transferees

Requirements:

1. Official Receipt of Testing Fee of ₱150.00 (for Non-scholars)
2. High School/SHS Card or TOR

Processing Time:

10 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Pays the Cashier	Issue Official Receipt	3 minutes	₱150.00	Collecting Clerk	Official Receipt
2	Fill-up Application for Admission Form	Provide Application for Admission Form and evaluate requirements	5 minutes	None	Guidance Staff	Admission Form, SHS/HS Card or TOR (transferee)
3	Receive the examination permit and come back during given schedule.	Provide the examination permit with the exam schedule.	2 minutes	None	Guidance Staff	Examination permit
*** END OF TRANSACTION ***						

OFFICE OF THE COLLEGE GUIDANCE COUNSELOR

Frontline Service:

TAKING COLLEGE ADMISSION TEST

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

High School/Senior High School Graduates and Transferees

Requirements:

1. Examination Permit
2. Ball pen and Pencil

Processing Time:

2 Hours and 25 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Present Examination Permit	Receive Examination Permit	2 minutes	None	Guidance Staff	Examination Permit
2	Receive the Admission Form with the attached requirements	Release the filled-out Admission Form with the attached requirements to the client	5 minutes	None	Guidance Staff	Admission Form (with the attached requirements)
3	Fill up/sign the Log Book/attendance log sheet and submit to the testing officer the admission	Provide the Log Book/attendance log sheet and receive admission form (with attachments)	5 minutes	None	Director, Guidance Office	Admission Form (with the attached requirements)

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
4	Take the admission test	Administer the examination.	2 hours	None	Director, Guidance Office	Standardized Testing Materials (Answer Sheet/Test Booklet)
5	Submit Answer Sheet Return Test Booklet	Receives the Answer Sheet and Test Booklet. Set schedule for the release of examination result.	3 minutes	None	Director, Guidance Office	Verbal & Non-verbal Answer Sheets and Test Booklet
6	Receive checklist of enrollment requirements	Give orientation on the enrollment requirements and result schedule	10 minutes	None	Director, Guidance Office	Checklist of enrollment requirement
*** END OF TRANSACTION ***						

OFFICE OF THE COLLEGE GUIDANCE COUNSELOR

Frontline Service:

COUNSELING SERVICES

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

All Students

Requirements:

Referral Form (for Referred Clients)

Processing Time:

1 hour and 31 minutes (For Referred Clients)

45 Minutes (For Call-in Clients)

1 hour and 25 minutes (For Walk-in Clients)

REFERRED CLIENTS

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Secure and submit referral form.	Receive the Referral form.	1 minute	None	Guidance Staff	Referral form
2	Act on the Referral	Validate the report.	10 minutes	None	Director, Guidance Office	None
3	Call concerned student	Call the attention of the referred student through posting the name on the bulletin boards or classroom visitation.	5 minutes (depending on the client's response)	None	Director, Guidance Office	Call slip/ Appointment Slip

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
4	Respond to the call of the Guidance Counselor through visiting the Guidance Office	Counsel the client.	20 minutes (depending on the client's response and openness to the matter)	None	Director, Guidance Office	Counseling Log Book
5	Plan for appropriate interventions to be adapted.	Set the appointment of the conference with the concerned faculty/staff.	10 minutes	None	Director, Guidance Office	Letter of invitation
6	Visit the Guidance Office	Conduct conference together with the concerned parties.	30 minutes (depending on the situation)	None	Director, Guidance Office	Conference Sheet Log Book
7		Monitor and feedback the progress of the client to the concerned parties	15 minutes (depending on the situation)	None	Director, Guidance Office	None
*** END OF TRANSACTION ***						

CALL-IN CLIENTS

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1		Call the attention of the referred student through posting the name on the bulletin boards or classroom visitation.	5 minutes (depending on the client's response)	None	Director, Guidance Office	Call slip/ Appointment Slip
2	Respond to the call of the Guidance	Counsel the client.	30 minutes (depending on the client's	None	Director, Guidance Office	Counseling Log Book

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
	Counselor through visiting the Guidance Office.		response and openness to the matter)			
3	Agree on the helping process	Coordinate and cooperate on the helping process	15 minutes	None	Director, Guidance Office	None
4	Plan for the appropriate interventions to be adapted.	Termination of counseling session and filing of the conference sheet in the clients' record files for future reference.	10 minutes	None	Director, Guidance Office	Conference sheet
*** END OF TRANSACTION ***						

WALK-IN CLIENTS

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Visits the Guidance Counselor in the Guidance Office.	Entertains the client, fill up the forms, and wait for confirmation of the counseling session.	5 minutes	None	Director, Guidance Office	Counseling logbook
2	Stay for the counseling session.	Counsels the client.	30 minutes (depending on the client's response and openness to the matter)	None	Director, Guidance Office	Counseling Log Book
3	Agrees on the helping process	Coordinates and cooperates on the helping process	15 minutes	None	Director, Guidance Office	None

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
4	Plans for the appropriate interventions to be adapted.	Termination of counseling session and filing of the conference sheet in the clients' record files for future reference.	10 minutes	None	Director, Guidance Office	Conference sheet
*** END OF TRANSACTION ***						

OFFICE OF THE COLLEGE GUIDANCE COUNSELOR

Frontline Service:

ISSUANCE OF GOOD MORAL CERTIFICATION

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

All Students

Requirements:

Official Receipt

Processing Time:

12 Minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Present Official Receipt (OR)	Receive Official Receipt (OR) Prepare CGMC	3 minutes	None	Guidance Staff	None
2	Receives CGMC	Issue CGMC	5 minutes	None	Director, Guidance Office	Good Moral Certificate
3	Fill up the Log Book	Provide the Log Book.	3 minutes	None	Director, Guidance Office	Log Book
*** END OF TRANSACTION ***						

HEALTH AND WELLNESS SERVICES

Frontline Service:

CONSULTATION, PRESCRIPTION AND DISPENTION OF MEDICINES

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Students, Faculty and Staff

Requirements:

Valid College Identification Card

Processing Time:

Simple cases: 30 minutes

MEDICAL CONSULTATION

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Present validated school ID	Record relevant medical/dental records	5 minutes	None	ALDEN B. CATUBIG College Nurse	Health Records
2	Seek consultation	Conduct consultation and record related details	20 minutes	None	ALDEN B. CATUBIG College Nurse	None
3	Get starter dose of medicine	Release available medicine	3 minutes	None	ALDEN B. CATUBIG College Nurse	None
4	Get referral (if necessary) and sign logbook	Release referral for further examination and treatment	2 minutes	None	ALDEN B. CATUBIG College Nurse	Referral Form, Medicine Ledger

*** END OF TRANSACTION ***

DENTAL CONSULTATION

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Present validated school ID	Record relevant medical/dental records	5 minutes	None	ALDEN B. CATUBIG College Nurse	Health Records
2	Seek consultation	Assess client's present situation	20 minutes	None	ALDEN B. CATUBIG College Nurse	None
3	Get starter dose of medicine	Release available medicine	3 minutes	None	ALDEN B. CATUBIG College Nurse	None
4	Get referral and sign logbook	Release referral for extraction	2 minutes	None	ALDEN B. CATUBIG College Nurse	Referral Form, Medicine Log Sheet, Medicine Ledger

*** END OF TRANSACTION ***

HEALTH AND WELLNESS SERVICES

Frontline Service:

TREATMENT OF MINOR INJURIES/WOUNDS

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Students, Faculty and Staff

Requirements:

Valid College Identification Card

Processing Time:

30 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Present validated school ID	Record relevant medical/dental records	5 minutes	None	ALDEN B. CATUBIG College Nurse	Health Records
2	Seek treatment	Assess patient and conduct treatment to minor injuries (e.g. Dressing)	20 minutes	None	ALDEN B. CATUBIG College Nurse	Treatment Log Sheet
3	Get starter dose of medicine	Release available medicine	3 minutes	None	ALDEN B. CATUBIG College Nurse	
4	Fill-up logbook		2 minutes	None	ALDEN B. CATUBIG College Nurse	Medicine Log Sheet, Medicine Ledger
*** END OF TRANSACTION ***						

COLLEGE LIBRARY

Frontline Service:

BORROWING OF BOOKS

Schedule of Availability of Service:

Monday-Friday, 7:00AM-5:00PM with No Noon Break

Clients/Customers:

Students

Requirements:

Library Card

Processing Time:

5 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Gets the books from the shelves and present the book together with the library card to the circulation in-charge	Inputs book/s and user's information to the system	3 minutes		MAFE O. MALMIS Library Aide	None
2	Receives the book/s and the borrower's number.	File the library card according to number	2 minutes		MAFE O. MALMIS Library Aide	None
*** END OF TRANSACTION ***						

COLLEGE LIBRARY

Frontline Service:

PHOTOCOPYING OF LIBRARY MATERIALS

Schedule of Availability of Service:

Monday-Friday, 8:00AM-12:00NN; 1:00PM-5:00PM

Clients/Customers:

Students

Requirements:

Library Card

Processing Time:

Depending on Number of Pages

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Presents the materials to be photocopied to the in-charge	Photocopy the materials	Depending on the number of pages	P1.00/short P2.00/long	Library Aide	None
2	Signs the log book and indicate the number of pages being photocopied and the amount.		3 minutes		Library Aide	Logbook
3	Pay the amount due	Receives the payment and issue the temporary receipt	3 minutes		MAFE O. MALMIS Library Aide	None
*** END OF TRANSACTION ***						

COLLEGE LIBRARY

Frontline Service:

REFERENCE ASSISTANCE

Schedule of Availability of Service:

Monday-Friday, 7:00AM-5:00PM with No Noon Break

Clients/Customers:

Students

Requirements:

Library Card

Processing Time:

8 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Approaches the librarian-in-charge of each section and presents query	Conducts reference interview	5 minutes	None	CHELLY L. LUMANAS Librarian I	None
2		Directs student to the resources available	3 minutes	None		
*** END OF TRANSACTION ***						

COLLEGE LIBRARY

Frontline Service:

RETURNING OF BOOKS

Schedule of Availability of Service:

Monday-Friday, 7:00AM-5:00PM with No Noon Break

Clients/Customers:

Students

Requirements:

Books Borrowed

Processing Time:

5 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Presents borrowed books	Inputs the returned book to the library system	3 minutes	P 1.00/day for general circulation books P 1.00/hour for reserved books	MAFE O. MALMIS Library Aide	None
2	Pays overdue fine	Receives payment and returns the library card of the student	2 minutes	as computed in the system	MAFE O. MALMIS Library Aide	None
*** END OF TRANSACTION ***						

OFFICE OF THE COLLEGE EXTENSION SERVICES

Frontline Service:

CONSULTATION/CLINIQUE

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Farmers, Entrepreneurs, NGOs, Agricultural Technicians, Youth and others

Requirements:

Request Letter duly approved by the College President (For Entrepreneurs, NGOs and Agricultural Technicians)

Processing Time:

35 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Inform the Extension Staff on the problems occurring in farm or any production process	Finds experts on the problems occurring in the clientele's farm or any production process	10 minutes	None	Extension Staff	None
2	Meets the expert on the particular problem	Introduces the expert/s to the clientele	5 minutes	None	Extension Staff	None
3	Listens and receives the recommendation from experts.	Gives the necessary recommendation to clientele.	10 minutes	None	Concerned Experts	None
*** END OF TRANSACTION ***						

OFFICE OF THE COLLEGE EXTENSION SERVICES

Frontline Service:

DISTRIBUTION OF INFORMATION, EDUCATION AND COMMUNICATION (IEC) MATERIALS

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Clients/Stakeholders

Requirements:

None

Processing Time:

30 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Inquire or write letter request on the availability of Information, Education and Communication materials and fill-in Logbook (For Walk-in Clients)	Notify availability of materials	15 minutes	None	Extension Staff TERESA II O. ALAGENIO Extension Services Chair	None
2	Receive IEC materials	Explain and give out materials	15 minutes	None	Extension Staff TERESA II O. ALAGENIO Extension Services Chair	None
*** END OF TRANSACTION ***						

OFFICE OF THE SECURITY SERVICES

Frontline Service:

ISSUANCE OF VEHICLE PASS STICKERS

Schedule of Availability of Service:

Monday-Friday, 8:00AM-5:00PM with No Noon Break

Clients/Customers:

Students, Faculty and Staff
Clients with transactions in the College

Requirements:

Approved Vehicle Pass Application Form

Processing Time:

10 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Fills out application form.	Checks/verifies application form and instructs client to pay at the Cashier's Office	5 minutes	None	EDGAR B. REQUIZA Chief Security Officer	Car Pass Application Form
2	Pays the fee at the Cashier's Office	Issues Official Receipt	3 minutes	P 120.00	Cashier III Cash Clerks	
3		Issues car pass sticker	2 minutes	None	JOY C. CAPISTRANO College President	
*** END OF TRANSACTION ***						

OFFICE OF THE SECURITY SERVICES

Frontline Service:

ENTRANCE AND EXIT OF CLIENTS

Schedule of Availability of Service:

Monday-Friday, 7:30AM-5:00PM with No Noon Break

Clients/Customers:

Students, Faculty and Staff
 Clients with transactions in the College

Requirements:

Approved Vehicle Pass Application Form

Processing Time:

5 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Fill out log book	Check/verify date, time, name, purpose, agency and signature	5 minutes	None	Security Guard on Duty	None
*** END OF TRANSACTION ***						

OFFICE OF THE SECURITY SERVICES

Frontline Service:

RECORDING AND REPORTING OF EMERGENCY CASES

Schedule of Availability of Service:

Monday-Sunday, 24/7

Clients/Customers:

Students, Faculty and Staff, Visitors

Requirements:

Official Records and Incident Reports

Processing Time:

20 minutes

Step	Client	Service Provider	Duration of Activity	Fee	Person Responsible	Form/s
1	Provide information	Make report	10 minutes	None	Security Guard on Duty EDGAR B. REQUIZA Head, Security Services	None
*** END OF TRANSACTION ***						

ASSCAT Customer Feedback Form

Please let us know how we have served you. This form may be used for compliment, suggestion and/or complaint.

Data Privacy

The Agusan del Sur State College of Agriculture and Technology (ASSCAT) is committed to protect your personal data (if given) and recognize our responsibilities under Republic Act No. 10173, also known as Data Privacy Act of 2012.

PRIVACY CONTENT. I have read and understand the ASSCAT's Data Privacy Statement and express my consent for ASSCAT to collect, store, use, share, process my Feedback on their service/s.

Yes

No

Personal Information

1. Name (Surname, First Name Middle Initial): _____	2. Current Address - Optional: _____
3. Current Address - Optional: _____	4. Date of Transaction: _____
5. Gender: _____	6. Unit Transacted with: _____
7. Service Aailed/Purpose of Transaction: _____	8. Person transacted with (within the unit of transaction): _____

Part I: Customer Satisfaction Rating

1. How satisfied were you in terms of the response time to your transaction given by the office?

Poor 1 2 3 4 5 Outstanding

2. How satisfied were you with the outcome of the service provided?

Poor 1 2 3 4 5 Outstanding

3. How satisfied were you with the service provider's extensive information /understanding of the service being provided?

Poor 1 2 3 4 5 Outstanding

4. How satisfied were you with the service provider's competence or the skill in delivering service?

Poor 1 2 3 4 5 Outstanding

5. How satisfied were you with the service provider's friendliness, courteousness/politeness, fair treatment and willingness to do more then what is expected or going to extra mile?

Poor 1 2 3 4 5 Outstanding

6. How would you rate our OVERALL SATISFACTION with regard to the quality of service delivery?

Poor 1 2 3 4 5 Outstanding

Part II: Customer Feedback

1. Please check if you are providing a compliment, suggestion, or complaint.

Compliment

Suggestion

Complaint

2. Facts or details about the incident:

3. Recommendation/Suggestion/Desired Action from the Office:

VIRTUAL CUSTOMER FEEDBACK QR CODE

*Note: Virtual Customer Feedback QR Code are individually create for each offices and colleges
with unique QR Codes.*