



Cebu Normal University

**CITIZEN'S CHARTER
2021 (2ND Revision)**



Office of the University President

Telephone No.: (+63 32) 253 6211 loc. 100/253-9611

Email: pres@cnu.edu.ph

Website: www.cnu.edu.ph

Annex A
New COC Template

CERTIFICATE OF COMPLIANCE

Year: 2021

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **FILOMENA T. DAYAGBIL**, Filipino, of legal age, **OIC - PRESIDENT** of the **CEBU NORMAL UNIVERSITY**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The **CEBU NORMAL UNIVERSITY** including its **TWO EXTERNAL CAMPUSES** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen' Charter Handbook Edition: **2021, 2ND REVISION**

Example: 2021, 1st Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

/	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
/	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
/	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- External services;
- Checklist of requirements for each type of application or request;
- Name of the person responsible for each step;
- Maximum processing time;
- Fee/s to be paid, if necessary; and
- Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- Mandate, vision, mission, and service pledge of the agency;
- Government services offered (External and Internal Services);
 - Comprehensive and uniform checklist of requirements for each type of application or request;
 - Classification of service;
 - Type of transaction;
 - Who may avail;
 - Client steps and agency actions to obtain a particular service;
 - Person responsible for each step;
 - Processing time per step and total;
 - Fee/s to be paid per step and total, if necessary.
- Procedure for filing complaints and feedback;



Republic of the Philippines
CEBU NORMAL UNIVERSITY
Osmeña Blvd., Cebu City, 6000, Philippines

Office of the University President



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-
- d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
 - e. List of Offices
-
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
 - 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
 - 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
 - 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
 - 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.


FILOMENA T. DAYAGBIL ED.D. CESE
Officer in – charge
CEBU NORMAL UNIVERSITY 



Cebu Normal University


FILOMENA T. DAYAGBIL, Ed. D., CESE
Officer-in-Charge

CITIZEN'S CHARTER 2021 (2ND Revision)



AGENCY PROFILE

I. Mandate

The University shall primarily provide higher professional and special instructions for special purposes and promote research and extension services, advanced studies, and progressive leadership in education and other fields as may be relevant. It shall offer undergraduate, graduate and short-term courses within its areas of specialization and according to its capabilities, as the Board of Regents may deem necessary to carry out its objectives particularly in order to meet the needs of the province and the country. Further, it shall continue to operate a reasonably-sized laboratory school within its campus.

In addition, the University shall adopt public elementary and secondary schools in the city and the province of Cebu to serve as pilot centers for innovative teaching learning strategies and approaches so operated and maintained under the appropriate memorandum of agreement between the University and the Department of Education, Culture and Sports (RA 8688 Sec. 2,3, & 4).

REPUBLIC ACT NO. 8688 AN ACT CONVERTING THE CEBU STATE COLLEGE INTO A STATE UNIVERSITY TO BE KNOWN AS THE CEBU NORMAL UNIVERSITY, AND APPROPRIATING FUNDS THEREFOR

This Act which is a consolidation of House Bill No. 1235 and Senate bill No. 2320 was finally passed by the House of Representatives and the Senate on February 5, 1998. It was approved and signed into law by President Fidel V. Ramos on June 27, 1998.

The provisions of Republic Act No. 8292, otherwise known as the “Higher Education Modernization Act of 1997” shall form an integral part of this act and together shall serve as the governing charter of Cebu Normal University.

REPUBLIC ACT NO. 8292 AN ACT PROVIDING FOR THE UNIFORM COMPOSITION AND POWERS OF THE GOVERNING BOARDS, THE MATTER OF APPOINTMENT AND TERM OF OFFICE OF THE PRESIDENT OF CHARTERED STATE UNIVERSITIES AND COLLEGES, AND FOR OTHER PURPOSES

This Act, which is a consolidation of Senate Bill No. 1721 and House Bill No. 4525 was finally passed by the Senate and the House of Representatives on June 3, 1997 and May 29, 1997, respectively. It was approved and signed into law on June 6, 1997 by President Fidel V. Ramos.



II. Vision

A leading multidisciplinary research university of education committed to build a strong nation.

With the goal of sustaining excellence and cultivating significance in advanced and higher education, research and extension, Cebu Normal University forges on with its vision of becoming a leading multidisciplinary research university of education committed to build a strong nation.

(BOR Resolution No. 13, s.2010).

III. Mission

To develop high-performing professionals and intellectuals proficient in generating new knowledge toward a progressive and peaceful pluralistic society.

The CNU Mission comprises three mutually reinforcing thrusts in

- (1) transformative education that nurtures thinking individuals who are valued members and leaders of society;
- (2) high impact researches that push the boundaries of knowledge in education and contribute to improving communities; and
- (3) strong partnership that collectively and creatively addresses the development gaps of communities.

Acknowledging its vital role in nation-building through contributing to the development of human capital in the country, CNU functions to provide broad and general and highly specialized education that assists each learner to attain his or her full potential as a human being, enhance the range and quality of his or her participation in the basic functions of society and acquire the essential educational foundation for his or her development into productive and versatile citizens. CNU's academic programs, research institutes and comprehensive extension activities provide leadership necessary for the advancement of knowledge in the country and improvement of the lives of the quality of life of the Filipino.

IV. Service Pledge

Cebu Normal University commits itself to deliver excellence in education, research and extension services towards global competitiveness, to meet the increasing levels of customer demand, statutory, regulatory and international standards through continuous quality improvement and good governance. To ensure compliance to the commitment, relevant and responsive virtual and/or physical monitoring, review and upgrading of service delivery is implemented (BOR Resolution No. 119 Series 2017)



CEBU NORMAL UNIVERSITY
Osmeña Boulevard, Cebu City

To further compliance to statutory and regulatory requirements, CNU commits to attend to all applicants or requesting parties who are within the premises of the office or agency prior to the end of the official working hours and during lunch break (RA 11032 Sec 21.f).



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CNU MAIN CAMPUS

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CEBU NORMAL UNIVERSITY
Osmeña Boulevard, Cebu City

CNU Main Campus
CNU Balamban Campus
CNU Medellin Campus
External services



1. Receiving, Approval and Releasing of Documents

Documents from external clients are received by the Office of the University President either as hand – carry documents, emailed documents or via courier.

Office or Division	Office of the University President			
Classification	Complex Transaction			
Type of Transaction	G2C (Government to Citizens)			
Who may avail?	All Affiliating clients of CNU			
Checklist of Requirements		Where to secure		
Client document, 1 copy original		Transacting Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Hand – carried documents				
1. Client makes transaction at the office of the university president 1.1. Client forwards the document/s to the Office of the President in person 1.2. Client signs the logbook to record the transaction 1.3. Client follow up transactions	1.1. Receiving officer receives the document/s (checked for compliance of necessary requirements) 1.2. Recording officer records document/s received (google sheet) 1.3. Receiving officer forwards the documents to the President for action 2. The President acts on the document/s; approves memo/s	None None	15 mins 1 working day	<i>President's secretary OR office clerk Office of the President</i> <i>University President Office of the President</i>



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3. Releasing officer releases acted document/s; OR	None	30 mins	<i>Releasing Officer</i> OR
	3. Send document/s to other agencies via local courier or delivery	Php 500.00	1 working day	<i>Office Clerk</i> Office of the President
	4. Recording officer records documents/s released (google sheet)	None	20 mins	<i>President's secretary</i> OR
	5. Memo officer drafts memo/s and forward to the President for review and approval		2 hours	<i>office clerk</i> Office of the President
	6. Records and monitor memo/s & outgoing letter/s (ref) drafted & released		10 mins	<i>Releasing Officer</i> OR
				<i>Office Clerk</i> Office of the President
	Total	Php 500.00	2 working days, 3 hours 15 mins	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Emailed Documents				
Client/s send documents via email	1. Receiving officer acknowledges email/s cc/bcc the President	None	1 working day	<i>President's secretary</i> OR <i>office clerk</i> Office of the President



	2. The President acts on email/s by: - giving instruction to OUP personnel - directly send instruction/s to officials/employees	None	1 working day	<i>University President</i> Office of the President
	3. Recording officer affixes the President's e-sign; releases e-signed document/s to respective offices/employees; records all email transactions	None	1 working day	<i>President's secretary</i> OR <i>office clerk</i> Office of the President
	4. Memo officer drafts memo/s; forwards it to the President for approval; affixes President's e-sign to approved memo/s; releases it to respective officials/employees	None	2 hours	<i>President's secretary</i> OR <i>office clerk</i> Office of the President
	5. Records and monitor memo/s & outgoing letter/s (ref)		10 mins	
TOTAL:		None	3 working days 2 hours 10 mins	

2. Requests for Documents related to Board of Regents, Administrative Council, and Academic Council

The office of the University and Board Secretary releases documents related to resolutions and rulings of the councils of the university and board of regents upon valid request of the interested party and after the evaluation and approval of the university president on the merits of the request.

Office or Division	Office of the University and Board Secretary
Classification	Complex transaction
Type of Transaction	G2G (Government to government employee)
Who may avail?	All employees of the university



Checklist of Requirements		Where to secure		
Document request form, 1 copy original Letter request, 1 copy original		Office of the University and Board Secretary Transacting Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client submits the letter request of documents to the Board and University Secretary	1. Board and University Secretary evaluates the said request and advises appropriate action.	None	10 mins	<i>University and Board Secretary</i> Office of the University and Board Secretary
	2. Board and University Secretary forwards the request for approval of the University President	None	10 mins	<i>Secretary</i> Office of the University President
	3. University President acts on the document request	None	1 day	<i>University President</i>
	4. Office of the President Staff returns the document request form or forwards the letter of request to the Board and University Secretary for action.	None	5 mins	<i>Secretary</i> Office of the University President
	DENIED REQUESTS The university and board secretary communicate the decision to the transacting client	None	10 mins	<i>University and Board Secretary</i> Office of the University and Board Secretary

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	FOR APPROVED REQUESTS The university and board secretary produces a copy of the requested document`	None	1 hour	<i>University and Board Secretary</i> Office of the University and Board Secretary
3. Client receives the requested	3. Board and University Secretary releases the document to the	None	5 mins	<i>University and Board Secretary</i>



document and signs the document request form to indicate receipt of said document	client and signs the document request form to indicate release of the said document			Office of the University and Board Secretary
TOTAL		None	1 day, 1 hr. 50 mins	

3. Customer Service Implementation: Online Clients

As a frontline office, the PIO personnel receive general and specific inquiries, and requests from the university's external clients. The PIO personnel screens client concerns and provides necessary information and/or forward the client to appropriate office for proper action.

Office or Division	Public Information Office			
Classification	Simple transaction			
Type of Transaction	G2C (Government to Citizens)			
Who may avail?	All clients			
Checklist of Requirements		Where to secure		
Client's email		CNU Official email CNU Official Facebook page		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. <i>Online client emails inquiries to info@cnu.edu.ph OR www.facebook.com/cebunormaluniversityofficial</i>	1.1. PIO staff checks the CNU official email and/or Facebook page within the day	None	5 mins	PIO staff Public Information Office
	1.2. PIO staff responds to online inquiry	None	5 mins	



	1.3. Provides required information to the inquiry and/or Forwards the inquiry to specific office for appropriate action			
TOTAL		None	10 mins	

4. Customer Service Implementation: Phone – In Clients

As a frontline office, the PIO personnel receive general and specific inquiries, and requests from the university's external clients. The PIO personnel screens client concerns and provides necessary information and/or forward the client to appropriate office for proper action.

Office or Division	Public Information Office			
Classification	Simple			
Type of Transaction	G2C (Government to Citizens)			
Who may avail?	All clients			
Checklist of Requirements		Where to secure		
Client's phoned – in inquiry		CNU official trunk lines		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client phones – in the inquiry/concern(s) @ (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 local 115; (032) 253-8156	1.1. PIO staff answers the call 1.2. PIO staff addresses the concern	None	5 mins	PIO staff Public Information Office
	1.3. PIO staff transfers the call to specific office	None	1 min	
TOTAL:		None	6 mins	



5. Customer Service Implementation: Walk – In Clients

As a frontline office, the PIO personnel receive general and specific inquiries, and requests from the university's external clients. The PIO personnel screens client concerns and provides necessary information and/or forward the client to appropriate office for proper action.

Office or Division	Public Information Office				
Classification	Simple				
Type of Transaction	G2C (Government to Citizens)				
Who may avail?	All clients				
Checklist of Requirements					Where to secure
Client document/inquiry, 1 copy original Visitor's I.D. (for transactions in offices other than PIO) , 1 copy original CSS form, 1 copy original					Transacting Client Guard on Duty PIO Staff
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Client with concerns/inquiry approaches the Guard or the Officer of the Day	1.1. Guard on duty or officer of the day directs the client to the PIO Office 1.2. Guard Issues the client with visitor's I.D	None	1 min	Guard on Duty CNU Entrance OR Officer of the Day CNU Entrance	
2. Client approaches the Public Information Office	2.1. PIO staff receives the client's concerns/inquiry	None	1 min	PIO staff Public Information Office	
3. Client narrates inquiry or concern to the receiving officer	3.1. PIO staff answer's client inquiry 3.2. Gives information about the concern and/or the query OR	None	5 mins	PIO staff Public Information Office	
	Refers the client to specific office within the university	None	10 mins to office	Office staff Other offices within Cebu Normal University	



Client fills out CSS form given by the PIO staff after completing the transaction	Upon concluding the transaction, the PIO staff 5.1. Gives CSS form to the client 5.2. Collects the CSS form after the client fills up the form OR Instruct the client to leave the form with the Guard upon return of the Visitor's ID	None	3 mins	<i>PIO staff</i> Public Information Office
TOTAL:		None	20 mins	

6. Issuance of Scholastic Record

The Office of the University Registrar in the CNU Main Campus issues scholastic records to the requisitioning public after filling out required forms, submission of required documents and presentation of proof of identification/authorization. Further, the office also performs authentication of the issued scholastic records

Office or Division	Office of the University Registrar		
Classification	Highly Technical		
Type of Transaction	G2C (Government to Citizens)		
Who may avail?	Alumni Graduating Students Students who desire to transfer to another school Presently enrolled students Representative of the student or alumni		
Checklist of Requirements		Where to secure	
1. Scholastic Records Request Form, 1 copy original 2. Written and Signed Authorization Letter from the owner of the scholastic record, 1 copy original 3. Official Receipt, 1 copy original		1. Office of the Registrar 2. Owner of the scholastic record 3. CNU Cashier	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Approach Window 1	1. Window 1 in-charge asks client of his/her purpose	None	2 mins	Window 1 in – charge University Registrar’s Office
2. Fill out client transaction logbook	2. Requests the client to fill out transaction logbook	None	2 mins	
3. Ask in – charge for Scholastic Records request form	3. Issues to the client Scholastic Records Request Form	None	1 min	
4. Fill up the form		None	15 mins	
5. Indicate scholastic record required				
6. Submits filled up request form to the Window 1 in – charge	6.1. Receives duly filled up scholastic records request form 6.2. Makes assessment of fees of the requested document 6.3. Gives client instructions on how much to pay and where to pay	None	10 mins	
7. Receives assessment fee of requested documents and number of days processing	7.1. Hands out the assessment of fess and the processing time 7.2. Explains the next step of the process	None	15 mins	

Particulars	Assessment of Fees	Processing Time
Transcript of Records (TOR) printed on security (Check) paper	Local use: Php 50.00/page + Php 30.00 doc stamp International use: Php 100.00/page + Php 30.00 doc stamp	7 working days
Certificate of Transfer Eligibility (2 sets of TOR, 1 Certificate of Transfer Eligibility {CTE})	Local use: Php 50.00/page + Php 30.00 doc stamp CTE: Php 50.00	7 working days



Certificate of Proficiency (COP)	Php 180.00	10 working days
Certifications	Php 80.00	5 working days
• Subjects taken		
• Graduation	Php 80.00	2 working days
• CAV	Php 80.00	7 working days
• CAR	Php 80.00	7 working days
• Enrolment	Php 80.00	2 working days
Certification of course description	Php 180.00/set	7 working days
Forms Aboard i.e. CGFNS, NCLEEx, etc	Php 150.00/set	1 working day
Document Sealed Envelope with documentary stamp	Php 80.00/pc	1 working day
Document seal (dry seal)	Php 10.00/page	1 working day
Diploma	Php 380.00	10 working days
Certified True Copy of Scholastic Records	Php 500.00/page (max 10 pages @ Php 50.00 per page) + Php 30.00 doc stamp	3 working days
2 nd copy of Grade Slip, Study Load, and Evaluation of Grades	Php 50.00/copy	1 working day

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
8. Client proceeds to the accounting office Window 4 for order of payment (OP) issuance	8. Window 4 in-charge encodes the transaction of the client and issues OP number	None	5 mins	<i>Window 4 in – charge</i> Accounting Office
9. Window 7 Cashier for payment of assessment fees and other accountabilities	9. Window 7 Cashier receives the payment and issues Official Receipt to the client	Php 1000.00	5 mins	<i>Cashier 1</i> Accounting Office
10. Window 3 Secure the signature of accountant/ representative	10. Window 3 in-charge 10.1. Receives the request for scholastic records form	None	5 mins	<i>Window 3 in – charge</i> Accounting Office



	10.2. Stamps the form with the name of the accountant 10.3. Accountant/representative signs the form			
11. Proceed to the library	Library clerk checks the online system of borrowed books, manuals and periodicals	None	2 mins	<i>Library Clerk</i> <i>University Library</i>
12. Secure the signature of the university librarian/representative	Initials the request for scholastic records	None	1 min	<i>Library Clerk</i> <i>University Library</i>
13. Return to window 1		None	5 mins	<i>Window 1 in – charge</i> <i>University Registrar’s Office</i>
14. Submits to the in – charge the fully accomplished request form with the Official Receipt	14.1. Receives the duly accomplished scholastic records request form and the official receipt 14.2. Writes the OR number in the scholastic records request form 14.3. Return to the client the OR 14.4. Issues the claim slip to the client after filling out the release date 14.5. Instructs the client to return on the release date			
TOTAL:		Php 1000.00	10 w.days, 1 hr 8 mins	



7. Online Processing of Scholastic Records

The Office of the University Registrar in the CNU Main Campus issues scholastic records to the requisitioning public after filling out required forms, submission of required documents and presentation of proof of identification/authorization. Further, the office also performs authentication of the issued scholastic records.

Office or Division	Office of the University Registrar				
Classification	Highly Technical				
Type of Transaction	G2C (Government to Citizens)				
Who may avail?	Alumni Graduating Students Students who desire to transfer to another school Presently enrolled students Representative of the student or alumni				
Checklist of Requirements			Where to secure		
1. Online Request of Scholastic Records Form via Google form 2. Request for scholastics records form, 1 scanned or pictured copy 3. Identification Documents, 1 scanned or pictured copy 4. Official Receipt, 1 scanned or pictured copy			1. Cebu Normal University Website under Registrar tab 2. Owner of the scholastic record 3. Owner of the scholastic record 4. Cashier		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Client open the CNU website (www.cnu.edu.ph) and fills out the Online Request of Scholastic Records Form via Google form and uploads the document request form	1.1. Reviews the online request of the client in the google sheet. Print the Request Form.	None	15 mins	Registrar's staff Registrar's Office	
	1.2. Retrieves the requested document from electronic file of the Student Information System or hard file from the Archive Section	None	15 mins	Registrar's staff Registrar's Office	



	1.2.1. If the request/record is in order, the in- charge of the requesting section will have to assess number of pages and amount to be paid. OR	None	30 mins	<i>Registrar's staff</i> Registrar's Office
	1.2.1.A. If the request/record is not in order, the in- charge of the requesting section will have to email the client for the status of the request/record or contact the client directly via phone calls. 1.2.1.B. The in-charge of the requesting section will have to request the client to submit additional supporting document/s.	None	1 day	
	1.3. In-charge counts the number of pages for assessment of fees	None	30 mins	
	1.4. Scan Request Form with assessment, attach in the email, and transmits to the Accounting Office	See assessment fees	1 hour	
	1.5. Emails the client to proceed to the accounting office for payment of the assessment fees.	None	30 mins	
	1.6. Receive endorsement email from Registrar's Office on the assessment fee of the requested document/s	None	10 mins	<i>Accounting staff</i> Accounting Office



	1.7. Checks the client's account in the Student Information System if there's a previous accountability,	None	15 mins	<i>Clearance in-charge</i> Accounting Office
	1.8. Replies to the email thread the status: "No existing balance/With remaining balance"	None	5 mins	
	1.9. Sends email to the client on the guidelines and steps on how to pay the requested scholastic record with the request form reflecting the total amount to pay as attachment. If the client has remaining balance, the attachment of the total amount will also be included.	None	15 mins	<i>Accounting staff</i> Accounting Office
2. Receives email from accounting office and follow steps in the online payment of the requested document and outstanding balance (as reflected in the email attachment)		Refer to email attachment	1 day	<i>Transacting client</i>
3. Email to accountant@cnu.edu.ph the receipt of payment	3.1. Receives the proof of payment and transmits to the Cashier for verification and confirmation.	none	30 mins	<i>Accounting staff</i> Accounting Office
	3.2. Cashier verifies and confirms valid/successful receipts in the email thread	None	30 mins	<i>Cashier</i> Accounting office
	3.3. Sends email to the client and registrar's office on	None	30 mins	



	<p>payment verification and confirmation, containing the following</p> <ul style="list-style-type: none"> • Total assessment in the request form and total amount paid 			
	3.4. Verifies, checks, evaluates, encodes, scan and prints the requested records. Stamp appropriate remarks. Affix signature of the University Registrar.	None	7 days	Registrar's staff Registrar's Office
	3.5. Email client on claiming date and instructions on how to book an appointment	none	30 mins	
4. Set an appointment before the claiming date via email to registrar@cnu.edu.ph or through the contact details provided by the Office: (032)254-0067, (032) 254-1452 local 134, Smart – 09212390307 and Globe - 09674364853.	4. Receives email/calls and set the appointment of the client of the available time	None	5 mins	Registrar's staff Registrar's Office
5. Fill-up the Health Declaration Form a day before the appointment through CNU Website and print the confirmation by the University Clinic and present this during the appointment/claiming date	5. Verifies the information submitted in the google form and replies the client via email (clinic@cnu.edu.ph) the confirmation of the Health Declaration	None	1 hour	University Nurse University Clinic



6. Proceed to the CNU back gate (Releasing Area) and present the print-out or picture copy of the claiming date for verification, Valid I.D. and print-out or picture copy of the confirmation by the University Clinic for the Health declaration (Claimants other than the owner please refer above for the requirements)	6.1. Receives and verifies the print-out of picture copy of the claiming date, Valid I.D. and the print-out or picture copy of the confirmation by the University Clinic for the Health Declaration	None	10 mins	Registrar's Office clerk
	6.2. Releases the requested Scholastic Records	None	10 mins	
TOTAL		See assessment fees	9 working days 7 hours 10 mins	

8. Application for Change Status

The Office of the University Registrar in the CNU Main Campus allows the enrolled/graduated female student to change her name from her maiden name to married name and vice – versa after sue presentation of required documents

Office or Division	Office of the University Registrar	
Classification	Complex	
Type of Transaction	G2C (Government to Citizens)	
Who may avail?	Female Enrolled/Graduated Student	
Checklist of Requirements		Where to secure
Application for change of status (family name) in the student's records, 1 copy original		Office of the Registrar
1 Original copy of NSO marriage contract (for married females)		Philippine Statistics Office
Annulment result (for females whose marriage is annulled), 1 copy original		Philippine Statistics Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Approach Window 1	1. Window 1 in-charge asks client of his/her purpose	None	2 mins	<i>Window 1 in – charge</i> University Registrar's Office
2. Fill out client transaction logbook	2. Requests the client to fill out transaction logbook	None	2 mins	
3. Ask in – charge application for change of status (family name) in the student's records	3. Issues to the client application for change of status (family name) in the student's records	None	1 min	
4. Fill up the application form		None	30 mins	
5. Submits filled up application form to Window 1 in - charge	5.1. Receives duly filled up application form 5.2. Makes assessment of fees of the requested document	None	10 mins	<i>Window 1 in – charge</i> University Registrar's Office
	5.3. Gives client instructions on how much to pay and where to pay			
6. Client proceeds to the accounting office Window 4 for order of payment (OP) issuance	6. Window 4 in-charge encodes the transaction of the client and issues OP number	None	5 mins	<i>Window 4 in – charge</i> Accounting Office
7. Cashier for payment of assessment fees	7. Cashier receives the payment and issues Official Receipt to the client	Php 130.00	5 mins	<i>Cashier 1</i> Accounting Office
8. Return to window 1		None	15 mins	<i>Window 1 in – charge</i> University Registrar's Office
9. Submits to the in – charge the fully accomplished application form with the Official Receipt	9.1. Receives the duly accomplished application form and the official receipt	None	3 mins	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	9.2. Writes the OR number in the application form 9.3. Returns to the client the OR			
	9.4. Processing of the application for change status (family name) in the student's records	None	5 working days	<i>Registrar Clerk</i> University Registrar's Office
TOTAL		Php 130.00	5 w. days, 43 mins	

9. Online Application for Change Status

The Office of the University Registrar in the CNU Main Campus allows the enrolled/graduated female student to change her name from her maiden name to married name and vice – versa after sue presentation of required documents

Office or Division	Office of the University Registrar		
Classification	Complex		
Type of Transaction	G2C (Government to Citizens)		
Who may avail?	Female Enrolled/Graduated Student		
Checklist of Requirements		Where to secure	
Application for change of status (family name) in the student’s records, 1 scanned copy		Office of the Registrar	
1 Scanned copy of NSO marriage contract (for married females)		Philippine Statistics Office	
Annulment result (for females whose marriage is annulled), 1 scanned copy		Philippine Statistics Office	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client open the CNU website and fills out the Online Request of Scholastic Records Form via Google form and uploads the required documents.	1.1. Reviews the online request of the client in the google sheet. Print the Request Form.	None	5 mins	Registrar's Office staff University Registrar's Office
	1.2. Retrieves file via electronic in the Student Information System or hard file in the Archive Section and determine eligibility to avail.	None	30 mins	
	1.2.1. If the request/record is in order, the in-charge of the requesting section will have to assess number of pages and amount to be paid.	None	5 mins	
Client receives an email from the Registrar's Office or phone calls for the status of the request. Client needs to submit additional supporting document/s depending on the status of the client's record.	1.2.2. If the request/record is not in order, the in-charge of the requesting section will have to email the client for the status of the request/record or contact the client directly via phone calls. The in-charge of the requesting section will have to request the client to submit additional supporting document/s. If it is already in order, the	None	10 mins	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	in- charge of the requesting section will have to assess number of pages and amount to be paid. 1.3. Scan Request Form with assessment, attach in the email, and transmits to the Accounting Office			
2. Wait for the email message of the Accounting Office for the Statement of Account (SOA) and the instructions on how to pay the assessment fees of the requested scholastic records.	2.1. Accounting Office will receive an email from the Registrar's Office and transmits to the Accounting personnel in-charge of Clearance	None	2 mins	<i>Accounting staff Accounting Office</i>
	2.2. Accounting Office In-charge of Clearance checks the account of the client in the Student Information System if there's a previous accountability, the in-charge will reply to the email thread the status: No existing balance/With remaining balance	None	5 mins	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3.1. Client will receive an email from the Accounting Office the guidelines and steps on how to pay the requested scholastic record with the attachment of the request form reflecting the total amount and if the client has remaining balance, the attachment of the total amount will also be included.	3.1. Accounting Office In-charge will email the client the guidelines and steps on how to pay the requested scholastic record with the attachment of the request form reflecting the total amount and if the client has remaining balance, the attachment of the total amount will also be included.	None	3 mins	<i>Accounting staff Accounting Office</i>
3.2. Pay the total amount of the requested scholastic records and the remaining balance if there exist through bank deposit or via online banking. (Please refer to the steps provided by the Accounting Office on how to pay and on how to upload the proof of payment).	3.2. Accounting Office receives the proof of payment and transmits to the Cashier for verification and confirmation.	Php 130.00	3 mins	
3.3. Client will receive an email notification of the verified and confirmed proof of payment together with the Registrar's Office	3.3. Cashier verifies and confirms valid/successful receipts in the email thread	None	5 days	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	4.1. Registrar's Office In-charge will receive an email from the Accounting Office of the verified and confirmed proof of payment. Checks the total assessment in the request form and the total amount paid by the client in the google sheet (Online Payment) of the Accounting Office	None	5 mins	Registrar's Office clerk
	4.2. Implements the requirement. Prepares the order, initialed by the University Registrar for approval of the University President	None	7 days	
TOTAL		Php 130.00	12 working days, 1 hour	

10. Request for Correction of Name or Wrong Entry in the Student's Official School Records

The Office of the University Registrar in the CNU Main Campus allows the enrolled student to correct wrong entries in the student's official school records.

Office or Division	Office of the University Registrar
Classification	Complex



Type of Transaction	G2C (Government to Citizens)			
Who may avail?	All Students			
Checklist of Requirements			Where to secure	
Request for correction of name or wrong entry, 1 copy original Live Birth Certificate, 2 copies Personal or Parent's Affidavit, 1 copy original Affidavit of Two Disinterested Persons, 1 copy original 2 x 2 Pictures in white background with name tag 2 pcs Photocopy of school record bearing the wrong entry 1 copy			Office of the Registrar Philippine Statistics Office Personal or Parents Notary Public Photocenter School where student is enrolled	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Approach Window 1	1. Window 1 in-charge asks client of his/her purpose	None	2 mins	Window 1 in – charge University Registrar's Office
2. Fill out client transaction logbook	2. Requests the client to fill out transaction logbook	None	2 mins	
3. Ask in – charge for the request form for the correction of wrong entry the student's records	3. Issues to the client request form for the correction of wrong entry the student's records	None	1 min	
4. Fill up the application form		None	15 mins	
5. Submits filled up application form to Window 1 in - charge	5.1. Receives duly filled up application form 5.2. Makes assessment of fees of the requested document 5.3. Gives client instructions on how much to pay and where to pay	None	10 mins	
6. Client proceeds to the accounting office Window 4 for order of payment (OP) issuance	6. Window 4 in-charge encodes the transaction of the client and issues OP number	None	5 mins	Window 4 in – charge Accounting Office
7. Cashier for payment of assessment fees	7. Cashier receives the payment and issues Official Receipt to the client	Php 130.00	5 mins	Cashier 1 Accounting Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
8. Return to window 1				Window 1 in – charge University Registrar's Office
9. Submits to the in – charge the fully accomplished request form with the Official Receipt	9.1. Receives the duly accomplished request form and the official receipt 9.2. Writes the OR number in the request form 9.3. Returns to the client the OR	None	3 mins	
	9.4. Processing of the request for correction of name or wrong entry in the student's records	None	5 working days	
TOTAL		Php 130.00	5 w. days, 28 mins	

11. Records Verification

The Office of the University Registrar caters to inquiries and verification of student's records especially those concerning employment and from other agencies of the government.

Office or Division	Office of the University Registrar
Classification	Highly Technical
Type of Transaction	G2B (Government to Business) G2G (Government to Government)
Who may avail?	Prospective employers of CNU graduates both in the public and private sectors Government agencies requesting such verification Representative of the Owner of the record The court in the carriage of justice system



Checklist of Requirements		Where to secure		
Emailed verification requests, 1 copy original Walk – in verification requests, 1 copy original Authorization of the owner of the record, 1 copy original		Official registrar email address: cnuregistrar@gmail.com Transacting client Owner of the record		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Email verifications @ cnuregistrar@gmail.com OR	1.1. Mails in – charge checks the registrar emails daily	None	5 mins	<i>Mails or Window 1 in – charge University Registrar’s Office</i>
1. Window 1 for filing of walk – in verification requests	1.1. Window 1 in-charge receives verification requests	None		
	1.2. Refers verification inquiries to the University Registrar	None		
	1.3. University Registrar refers to student records	None	1 hour	University Registrar <i>University Registrar’s Office</i>

Particulars	Fees to be Paid	Processing Time	Responsible Person
Records from 2012 and above	None	5 working days	<i>Receiving Clerk/Archivist University Registrar’s Office</i>
Records from 2012 and below	None	7 working days	<i>Receiving Clerk/Processing Clerk University Registrar’s Office</i>



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.4. The office of the university registrar, responds to the verification inquiry.	None	1 hour	<i>University Registrar</i> University Registrar's Office
TOTAL		NONE	7 w. days, 2 hrs 5 mins	

12. Client Complaints Desk

Client complaints desk is an additional service offered by the office of the university registrar intended to cater immediately client concerns and issues with respect to availment of its services

Office or Division	Office of the University Registrar				
Classification	Complex				
Type of Transaction	G2C (Government to Citizen)				
Who may avail?	All transacting clients				
Checklist of Requirements			Where to secure		
Emailed complaints, 1 copy original Client Feedback Google Form Walk – in customer complaints, 1 copy original			Official registrar email address: registrar@cnu.edu.ph Cebu Normal University Website Transacting client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Email complaints @ registrar@cnu.edu.ph OR	1.1. Mails in – charge checks the registrar emails daily	None	5 mins	<i>Mails in – charge</i> University Registrar's Office	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fill out the CSS Google Form @ CNU Website OR	1.1. Collates the CSS Feedback	None	1 day	<i>Quality Assurance clerk</i>
1. Walk – in customers with complaints approach the complaints desk Window 3 of the registrar's office	1.1. Window 3 Complaints desk officer receives the client complaints	None	1 min	<i>Complaints desk officer University Registrar's Office</i>
	1.2. Responds to the complaint according to internal knowledge of procedures and processes of the office	None	30 mins	
	1.3. Refers complain to the University Registrar, if issue remains unresolved	None	5 mins	
	1.4. Registrar takes appropriate action to address the complaint after assessment of the issue	None	1 hour	<i>University Registrar University Registrar's Office</i>
TOTAL		NONE	1 day, 1 hr, 41 mins	

13. Creation of Student Records (New Student Admission)

Admission of new students starts at the College where the student is applying for his/her respective program. The registrar creates the student records once the student is accepted in the program he/she is applying for.



Office or Division	Office of the University Registrar			
Classification	Highly Technical			
Type of Transaction	G2C (Government to Citizen)			
Who may avail?	New Students accepted in the program			
Checklist of Requirements			Where to secure	
Student Personal Data Sheet, 1 copy original Original NSO Birth Certificate, 1 copy original with receipt, 1 photocopy Student Ledger Account in the Student Information System Filing Envelopes School Credentials: Form 137 A (Undergraduate Studies applicants) TOR (Graduate Studies applicants)			College where student is applying to Philippine Statistics Agency (PSA) CNU Registrar's Office CNU IGP/Educational Supply outside the university School student graduated from School student graduated from	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Student approaches Window 5		None	5 mins	Window 5 in – charge University Registrar's Office
2. Student gives complete set of requirements to Window 5 in - charge	2.1. Window 5 in-charge receives the requirements 2.2. Checks requirements for completeness			
	2.3. Window 5 in-charge processed the requirements and creates the student record 2.4. Encodes the student information from the student data sheet 2.5. Scan, Edit, Upload student's original NSO birth certificate into the Student Information System	None	1 hour	Window 5 in – charge University Registrar's Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.6. Label individual student's filing envelope and insert submitted credentials	None	3 mins	
	2.7. Prepare request for original student credentials	None	1 hour	
	2.8. Emails to the student's previous school the request for release of student's original credentials	Php 500.00	14 days	
	2.9. Scan, Edit and upload original credentials transmitted by the student's previous school	None	1 hour	
	2.10. Incorporate received credentials into the student's permanent file	None	3 mins	
TOTAL:		Php 500.00	14 days 3 hrs, 11 mins	

14. Student Enrolment

Student enrolment is initiated within the College where the program of the student is offered. The student then proceeds to the university registrar's office to complete the enrolment process.

Office or Division	Office of the University Registrar
Classification	Complex
Type of Transaction	G2C (Government to Citizen)
Who may avail?	New Students accepted in the program



Checklist of Requirements			Where to secure	
1. Hold List of students submitted to the Registrar 5 days prior to start of enrolment proper, 1 original 2. Duly Accomplished Student Clearance: 2.1. Departmental Clearance (as applicable) , 1 original 2.2. University Clearance , 1 original 3. Student's program evaluation (irregular students ONLY) , 1 original 4. Pre – enrolment form with Student Identification Number (New Student ONLY) , 1 original 5. Plotting of Subjects Form , 1 original 6. Printed Assessment/Schedule of Fees , 1 original 7. Official Receipt (opt out and GS students) , 1 original 8. Study Load , 1 original			1. Dean's Office 2.1. Dean's Office 2.2. Office of Student Affairs 3. Dean's Office 4. University Registrar's Office 5. College Enrolment Committee 6. College Enrolment Committee 7. Accounting Office 8. University Registrar's Office	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Requirements 1 through 6 will be processed with the College Enrolment Committee	1.1. College Enrolment Committee processed the student's requirements and initiates enrolment procedure 1.2. Issues assessment slip	Undergraduate Students: None Graduate Students: as reflected in the assessment form	30 mins	College Enrolment Committee Designated enrolment area
UNDERGRADUATE STUDENTS QUALIFIED FOR FREE TUITION				
2. Go to Office of Students Affairs for tagging of enrolment into the system	Scholarship in – charge tags the student enrolment into the system	None	30 mins	Scholarship in-charge Office of the Student Affairs
UNDERGRADUATE STUDENTS QUALIFIED FOR FREE TUITION				
3. Go to the University Registrar and present to the enrolment in-charge	3. Enrolment in-charge 3.1. receives the submission 3.2. prints the study load	None	30 mins	Enrolment in – charge Designated enrolment area



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<ul style="list-style-type: none"> Pre-enrolment form (New Students) Plotting form (Old Students) 	3.3. issues the study load to the enrolled student			
TOTAL:		None	1hr 30 mins	
UNDERGRADUATE STUDENTS ON OPT OUT OPTION and GRADUATE STUDENTS				
2. Proceed to the accounting office	2. Window 4 in-charge checks student assessment slip against the system data	None	5 mins	<i>Window 4 in-charge Accounting Office</i>
3. Present assessment slip to Window 4 for issuance of Order of Payment (OP)	3. Issues OP	None	5 mins	<i>Window 5 in-charge Accounting Office</i>
4. Proceed to Window 8 Cashier	4. Checks OP issuance	Tuition fee particulars	30 mins	<i>Window 8 Cashier Accounting Office</i>
5. Pays required assessment fee	5.1. Receives payment 5.2. Issues Official Receipt (OR)			

Particulars	Tuition Fee
UNDERGRADUATE STUDIES	
CTE and CAS:	Php 131.00/unit
Nursing:	Php 600.00/unit
Foreign Students:	3 times local student
GRADUATE STUDIES	
Masteral (all colleges):	Php 400.00 per unit
Doctoral (all Colleges)	Php 500.00 per unit
Foreign Students	3 times local student
Miscellaneous charges as stipulated by BOR	Php 1000.00



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
UNDERGRADUATE STUDENTS ON OPT OUT OPTION and GRADUATE STUDENTS				
6. Proceed to registrar's office enrolment in-charge		None	30 mins	<i>Enrolment in – charge</i> Designated enrolment area
7. Present OR	Enrolment in-charge 7.1. Receives OR 7.2. prints the study load 7.3. stamps the study load print out "VALIDATED" 7.4. issues the study load to the enrolled student			
TOTAL		Max Php 14,500.00	1 hr and 10 mins	

15. Adding/Changing/Withdrawing/Dropping of Subjects (Courses)

An option given by the university and administered by the office of the University Registrar to allow the students to add courses to his/her currently enrolled scholastic load; change the enrolled course with another course as the offered by the College where the student's program belongs to; and withdraw/drop enrolled courses due to personal reasons or convenience.

Office or Division	Office of the University Registrar
Classification	Complex
Type of Transaction	G2C (Government to Citizen)
Who may avail?	Enrolled students in the undergraduate and the graduate programs
Checklist of Requirements	Where to secure
Changing, Adding, Withdrawal and Dropping if subjects form , 3 copies fresh inked signed	University Registrar's Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Secure Changing, Adding, Withdrawal and Dropping if subjects form from the Registrar's Office	1.1. Issues assessment fees for the transaction 1.2. Instructs client to pay assessment fee to the accounting office	Php 50.00 per transaction	15 mins	<i>Registrar Clerk</i> University Registrar's Office
2. Client proceeds to the accounting office Window 4 for order of payment (OP) issuance	2.Window 4 in-charge encodes the transaction of the client and issues OP number	None	5 mins	<i>Window 4 in – charge</i> Accounting Office
3. Cashier for payment of assessment fees	3. Cashier receives the payment and issues Official Receipt to the client	Assessment fee	5 mins	<i>Cashier 1</i> Accounting Office
4. Go back to the registrar's office and present official receipt of payment	4. Issues the requested form	None	5 mins	<i>Registrar Clerk</i> University Registrar's Office
5. Fills up the appropriate portions of the form			15 mins	
6. Secures the signature of the professor/s handling the course	6. Professor/s handling the course signs the form after interviewing the student	None	1 w.day	<i>Course Professor</i> Concerned College
7. Secures approval from the College Dean	7. College Dean approves the request	None	15 mins	<i>College Dean</i> Concerned College
8. Secures the signature of the bookkeeper (adding, withdrawing and dropping of subjects ONLY)	8.Signs the request form	None	5 mins	<i>University Bookkeeper</i> Accounting Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
9. Return to the registrar for the execution in the system	9.1. Registrar signs and approves the request	None	15 mins	University Registrar University Registrar's office
	9.2. Execution in the system is initiated	None	1 w. day	Registrar Clerk University Registrar's office
TOTAL:		Php 50.00 per transaction	2 w. days, 1 hr 15 mins	

16. Shifting of Degree/Program/Specialization

An option given by the university and administered by the office of the University Registrar to allow the students to shift degree/program/specialization as the student deemed fit to his/her academic need due to personal reasons, convenience or otherwise

Office or Division	Office of the University Registrar	
Classification	Highly Technical	
Type of Transaction	G2C (Government to Citizen)	
Who may avail?	All Enrolled Students in the undergraduate and graduate programs	
Checklist of Requirements		Where to secure
Letter of intent , 1 original		Enrolled Student
Approval of the intention to shift , 1 original		College Dean, Vice President for Academic Affairs



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Student writes a letter of intent to shift, and addresses the letter of intent to the Vice President for Academic Affairs through the College Dean	1.1. College Dean receives the letter of intent 1.2. Interviews the student – shiftee and makes notations on the letter 1.3. Approves the intention and forwards the letter to the office of the Vice President for Academic Affairs 1.4. Instructs the student to make follow up with the office of the Vice President for Academic Affairs	None	1 w.day	<i>College Dean</i> Concerned College
	1.5. Receives the letter forwarded by the College Dean 1.6. Acts on the endorsement of the College Dean	None	1 w. day	<i>Vice President for Academic Affairs</i> CNU Administration Building
2. Go to the office of the Vice President for Academic Affairs and claims the Approved Letter of Intent to Shift	2. Releases the letter of intent to the student - claimant	None	5 mins	<i>VPAA Clerk</i> CNU Administration Building
3. Go to the registrar's office and submits the Approved Letter of Intent to Shift	3.1. Receives the approved letter of intent 3.2. Issues assessment fee to the student - shiftee	Php 100.00 per transaction	5 mins	<i>Registrar Clerk</i> University Registrar's Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. Client proceeds to the accounting office Window 4 for order of payment (OP) issuance	4. Window 4 in-charge encodes the transaction of the client and issues OP number	None	5 mins	<i>Window 4 in – charge</i> Accounting Office
5. Cashier for payment of assessment fees	5. Cashier receives the payment and issues Official Receipt to the client	Assessment fee	5 mins	<i>Cashier 1</i> Accounting Office
6. Go back to the registrar's office and present official receipt of payment	6.1. Receive the official receipt of payment 6.2. Refers the transaction to the University Registrar for approval	none	5 mins	<i>Registrar Clerk</i> University Registrar's Office
	6.3. University Registrar approves the requested transaction	None	1 w. day	<i>University Registrar</i> University Registrar's office
	6.4. Execution in the system is initiated	None	5 w.days	Registrar Clerk University Registrar's office
TOTAL:		Php 100.00 per transaction	8 w. days, 25 mins	

17. Completion of Requirements/Removal of “NG” Entry

An option given by the university and administered by the office of the University Registrar to allow the students to remove the “NG” (No Grade) Entry in his/her transcript of records after complying with the lacking requirement of the course where he/she was given an “NG” or after successfully passing the missed **FINAL TERM** examination (CNU Code 2019). The student is given **one (1) year** to complete the missed requirements of the course or take the missed final term examination, and remove the “NG” entry in his/her TOR (CNU Student Handbook, 2019 ed. pg.12).



Office or Division	Office of the University Registrar			
Classification	Highly Technical			
Type of Transaction	G2C (Government to Citizen)			
Who may avail?	All Students in the undergraduate and graduate programs			
Checklist of Requirements				Where to secure
Completion Grade Sheet, 3 copies fresh ink signed Petition for Inclusion of Lapsed Completion Grade , 1 original Submission of lacking academic requirements to the professor of the course where he/she has an "NG" , 1 original OR Take the missed final term examination				University Registrar's Office University Registrar's Office Transacting client Professor handling the course
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Student approaches the professor to verify the NG	Professor handling the course verifies from his/her class record on the inquiry of the student	None	1 w.day	<i>Professor handling the course</i> College where the program is offered
2. Submit the lacking academic requirement(s) OR	2.1. Receives the lacking academic requirement(s) 2.2 Checks the submitted academic requirement(s)	None	5 w. days	<i>Professor handling the course</i> College where the program is offered
2. Take the missed final term examination	2.1. Administers the missed final term examination	None	1 w. day	
3. Student go to the registrar's office to secure the forms needed for the removal of the NG Entry	3.1. Issues the forms requested 3.2. Issues order of payment 3.3. Gives instruction where to give the payment	Php 100.00 per transaction	15 mins	<i>Registrar Clerk</i> University Registrar's Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. Client proceeds to the accounting office Window 4 for order of payment (OP) issuance	4.Window 4 in-charge encodes the transaction of the client and issues OP number	None	5 mins	<i>Window 4 in – charge</i> Accounting Office
5. Cashier for payment of assessment fees	5. Cashier receives the payment and issues Official Receipt to the client	Assessment fee	5 mins	<i>Cashier 1</i> Accounting Office
6. Client go back to the professor and gives to the professor the completion grade sheet form	6.1. Professor enters the student's grade in the completion Grade sheet form	None	15 mins	<i>Professor handling the course</i> College where the program is offered
	6.2. Endorse the completion grade sheet form to the College Dean's Office for approval	None	1 working day	<i>College Dean</i> College where the program is offered
7. Claims the approved completion grade sheet form from the Dean's Office	7.1. Gives the approved grade sheet from 7.2. Gives instruction to complete the processing of grade	None	5 mins	<i>Dean's office clerk</i> College where the program is offered
8. Return to the registrar's office and submits the official receipt of payment and duly accomplished forms for the removal of "NG" entry	8.1. Receives the submission 8.2. Execution in the system is initiated	None	15 mins	<i>Registrar Clerk</i> University Registrar's Office
TOTAL:		Php 100.00 per transaction	8 w. days, 1 hr	



18. Acquiring a Testing (Qualifying/Entrance Examination) Schedule for Applicants

After the applicant submits the complied list of requirements to the department/college he/she is applying to, he/she will be instructed to go to the testing center and secure a testing schedule for the entrance/qualifying examination.

The Qualifying/Entrance Examination

A qualifying examination is a requirement for student admission into Cebu Normal University. It is program specific, therefore it is created to match the program that the CNU applicant intends to be enrolled in. It is administered to applicants in the Integrated laboratory school, the undergraduate programs and the graduate programs. **Passers** of the entrance/qualifying examination are considered to be “**Qualifiers for Interview**”. Test results will bear the notation “**Qualified**” for those who are qualifiers for interview; and “**Not Qualified**” for those who did not pass the examination successfully.

Conditions on the Qualifying/Entrance Examination

1. Those who will be posted as “qualifiers for interview” are considered as “Qualified” and those not included in the said list are understood to be not qualified. Hence, test results will bear a description of “**Qualified**” or “**Not Qualified**”
2. **FOR UNDERGRADUATE STUDIES APPLICANTS**
 - 2.1. A college applicant can take an admission test **ONLY ONCE**. Violation of such instruction is a forfeiture of all his/her admission test results.
 - 2.2. During the releasing of qualifiers, they shall remain in the degree program that they are applying to and to which qualifying examination they had taken. There shall be no qualifying in another degree program because the admission/entrance examination is program specific (intended for the degree program **ONLY**)
3. **FOR MASTERAL APPLICANTS**
 - 3.1. Applicants who have Latin Honors during their baccalaureate degree will not take the admission test but will have to pay the processing fee (testing fee). The applicant presents the official receipt of the processing fee and admission slip to the center for testing and evaluation.
4. **FOR DOCTORAL APPLICANTS**



- 4.1. CNU Masteral program Graduates in any of its campuses, are not required to take the qualifying examination for the doctoral program. However, processing fee will still be imposed on them.
- 4.2. Graduates from non – CNU (other schools) programs who have Latin honors in their master and/or baccalaureate program are required to take the entrance/qualifying examination for the Doctoral program.
5. All testing/processing fees are non-refundable is the applicant changes his/her mind on taking the examination. However, the applicant may utilize such payment for a duration of one year (2 semesters).

Office or Division	Center for Testing and Evaluation
Classification	G2C (Government to Citizen)
Type of Transaction	Simple
Who may avail?	All applicants of the integrated laboratory school who had complied with the admission requirements
Checklist of Requirements	Where to secure
Admission slip with pasted photo of applicant , 1 original 2 pcs identical 2x2 photo with nametag 1 pc 1x1 photo Official receipt of payment , 1 original	ILS Department (ILS Applicant); College applied to (College Applicants) Transacting client (ILS and Undergraduate Studies Applicants) Transacting client (Graduate Studies and DPE Applicants) Cashier

Particulars	Fees to be paid
Undergraduate applicants	None
ILS Applicants	Php 300.00
Graduate Studies and DPE applicants	Php 400.00
Foreign students	X3 of local rate

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present the filled up admission slip to the testing center staff	1.1. Checks the admission slip for completeness of data 1.2. Issues order of payment 1.3. Gives instruction where to pay	Testing fee particulars	20 mins	<i>Testing Center Staff</i> Center for Testing and Evaluation



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Client proceeds to the accounting office Window 4 for order of payment (OP) issuance	2. Window 4 in-charge encodes the transaction of the client and issues OP number	None	5 mins	<i>Window 4 in – charge</i> Accounting Office
3. Cashier for payment of assessment fees	3. Cashier receives the payment and issues Official Receipt to the client	Php 1200.00	5 mins	<i>Cashier 1</i> Accounting Office
4. Go back to the testing center and present the admission slip and the official receipt to the testing center staff	4.1. Issues testing schedule 4.2. Hands the testing center logbook and application log sheet for client to fill out	None	5 mins	<i>Testing Center Staff</i> Center for Testing and Evaluation
5. Fill up the following 5.1. testing center logbook 5.2. application log sheet	5 Gives instruction regarding the testing activity 5.1. testing venue 5.2. testing requirements	None	20 mins	<i>Testing Center Staff</i> Center for Testing and Evaluation
TOTAL:		Php 1200.00	55 mins	

19. Testing Schedule/Admission Testing Day of the Examinee

This is the day that the CNU applicant will take his/her qualifying examination and awaits for the results of the examination

Office or Division	Center for Testing and Evaluation
Classification	G2C (Government to Citizen)
Type of Transaction	Highly Technical



Who may avail?		All CNU applicants furnished with testing date			
Checklist of Requirements			Where to secure		
Admission Slip reflecting the testing date , 1 original Official receipt of payment of the testing fee , 1 original 1 Valid ID			Must be brought by the test – taker during the testing schedule		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Presents the requirements to the testing center staff on the scheduled date of examination	1.1. Receives the requirements 1.2. Gives instruction on the testing procedure	None	5 mins	<i>Testing Center Staff</i> Center for Testing and Evaluation	
2. Signs the examinees attendance sheet	2.1. Directs the examinee to his/her assigned seat	None	5 mins		
	2.2. Gives instructions on the examination(s) 2.3. Answers clarificatory questions	None	5 mins		
3. Take the examination and follows instructions	3. Proctors the examination	None	5 hours		
4. Submits answer sheet to the testing center staff once examination is completed	4.1. Receives the accomplished answer sheet	None	5 mins		
	4.2. Gives instruction when to follow - up				
	4.3. Checks the answered examinations	None	15 working days	<i>Testing Center Staff</i> Center for Testing and Evaluation	
	4.4. Process the results ready for release	None	4 working days	<i>Testing Center Director</i> Center for Testing and Evaluation	
TOTAL		None	19 w. days, 5 hrs and 20 mins		



20. Coming in Late 40 Minutes and Beyond, after the Start of the Examination Schedule

This condition occurs during the scheduled examination where in the examinee reports to the venue of the examination 40 minutes and beyond after the official start of the examination.

If test - taker comes in late for non – valid reason, he/she forfeits the testing (processing) fee paid and the chance to take the examination. However, in the event that examinee's excuse is valid another schedule will be given provided evidences to the excuse's validity can be presented.

Office or Division	Center for Testing and Evaluation			
Classification	G2C (Government to Citizen)			
Type of Transaction	Complex			
Who may avail?	All CNU applicants furnished with testing date			
Checklist of Requirements				Where to secure
Admission Slip reflecting the testing date , 1 original Official receipt of payment of the testing fee , 1 original 1 Valid ID Death certificate (if death of immediate family member caused the tardiness) 1 photocopy Medical certificate (in case illness of the examinee caused the tardiness) , 1 original				Must be brought by the test – taker during the testing schedule
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Reports to the testing venue 40 minutes after the examination had already started	1.1. Verifies the reason for the tardiness 1.2. For non-valid reasons, forfeits the examinee's chance to take the examination. 1.3. For valid reason such as death in the family or illness, provide instruction on the compliance of required documents	None	5 mins	Testing Center Staff Center for Testing and Evaluation



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Examinee submits the required documents as evidences to make the excuse for tardiness valid within 5 working days from the date of the examination schedule	2.1. Receives and notes the submitted evidences 2.2. Issues a new testing date, overriding the previously stipulated test schedule	None	15 mins	<i>Testing Center Staff</i> Center for Testing and Evaluation
3. Examinee receives the new testing date and takes the exam on schedule	3.1.	None	30 mins	
Total		None	50 mins	

21. Coming in Late after the Start of the Examination Schedule

This condition occurs during the scheduled examination where in the examinee reports to the venue of the examination after the official start of the examination, but the tardiness does not reach the 40 minutes cut – off time.

Office or Division	Center for Testing and Evaluation		
Classification	G2C (Government to Citizen)		
Type of Transaction	Simple		
Who may avail?	All CNU applicants furnished with testing date		
Checklist of Requirements			Where to secure
Admission Slip reflecting the testing date , 1 original Official receipt of payment of the testing fee , 1 original 1 Valid ID			Must be brought by the test – taker during the testing schedule



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Reports to the testing venue 1 to 39 minutes after the examination had already started	1.1. Verifies the reason for the tardiness 1.2. Provide instruction on the examination	None	5 mins	<i>Testing Center Staff</i> Center for Testing and Evaluation
2. Start taking the second set of battery examination. The first examination is forfeited due to the examinee's tardiness	2. Dispenses the second set of battery examination according to schedule.	None	15 mins	
3. Follows steps reflected in Testing Schedule/Admission Testing Day of the Examinee		None	30 mins	
TOTAL		None	50 mins	

22. Lost Admission Testing Form

The admission testing form is the examinees evidence that he/she is scheduled on the date specified to take the qualifying examination. It also serves as the examinees permit for the qualifying exams. In circumstances where the examinee unintentionally lost the testing form he/she will not be allowed to take the examination. However, upon presentation of an affidavit of loss the examinee will be given a chance to secure a verified admission slip.

Office or Division	Center for Testing and Evaluation
Classification	G2C (Government to Citizen)
Type of Transaction	Highly Technical
Who may avail?	All CNU applicants furnished with testing date



Checklist of Requirements		Where to secure		
TC 5 Form for Lost Admission Slip , 1 original Affidavit of Loss , 1 original		Center for Testing and Evaluation Lawyer of Notary Public		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Guardian or the student reports the loss to the Center for Testing and Evaluation	1. Gives instructions on the requirement to secure verified admission slip	None	5 mins	Testing Center Staff Center for Testing and Evaluation
2. Complies the required documents within 7 days after the lapse of the original schedule			Client control	
3. Submits the documents to the Center for Testing and Evaluation	3.1. Receives and checks the submitted documents for completeness 3.2. Issues TC 5 Form for Lost Admission Slip	None	15 mins	
4. Fills out the required entries For ILS: the guardian may fill out the program applied for and the verified by portions of the form			Client control	
5. Proceed to the department or college the examinee is applying to	5. Department/College Clerk writes his/her name in the verified by portion of TC 5 Form	None	15 mins	College/ Department Clerk College/ Department examinee is applying to
6. Return to Center for Testing and Evaluation and submits the duly accomplished TC 5 Form	6.1. Receives the TC 5 Form 6.2. Writes a new examination date and venue 6.3. Gives instruction on the new testing date and venue	None	15 mins	Testing Center Staff Center for Testing and Evaluation



7. Awaits for the new testing schedule		None	7 days	
TOTAL		None	7 w.days 50 mins	

23. Lost Official Receipt of the Testing Fee

The official receipt (OR) of the testing fee is one of the requirements for the examinee to be able to take the qualifying examination on the scheduled examination day. The OR is a required attachment to the admission slip. The OR also serves as an evidence that the examinee had already paid the processing fee for the said exam. In circumstances where the examinee unintentionally lost the official receipt, he/she will not be allowed to take the examination provided he/she complies with the procedures to secure an alternate attachment to the admission slip within 7 days after the lapse of the scheduled examination, otherwise the student forfeits the chance to take the exam.

Office or Division	Center for Testing and Evaluation
Classification	G2C (Government to Citizen)
Type of Transaction	Highly Technical
Who may avail?	All CNU applicants furnished with testing date
Checklist of Requirements	
Where to secure	
TC 4 Form for Lost Official Receipt, 1 original Affidavit of Loss , 1 original	Center for Testing and Evaluation Lawyer of Notary Public

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Guardian or the student reports the loss to the Center for Testing and Evaluation	Gives instructions on the requirement to secure alternative attachment to the admission slip	None	5 mins	<i>Testing Center Staff</i> Center for Testing and Evaluation
2. Complies the required documents within 7 days after the lapse of the original schedule		None	7 days	



3. Submits the documents to the Center for Testing and Evaluation	3.1. Receives and checks the submitted documents for completeness 3.2. Issues TC 4 Form for Lost Official Receipt	None	30 mins	<i>Testing Center Staff</i> Center for Testing and Evaluation
4. Fills out the TC 4 form and gives the TC 4 form to the Testing Center staff for verification	4.1. Receives the accomplished TC 4 form 4.2. Checks for completeness of required entries 4.3. Verifies the examinees data from file 4.4. Issues the confirmed TC 4 form back to the examinee	None	20 mins	
5. Awaits for the new testing schedule			7 w.days	
TOTAL		None	14 w.days 55 mins	

24. No ID During Test

An examinee's identification is required when taking the qualifying examination. This identification is a verification to ensure that the examinee taking the qualifying exam is really the applicant of the program. In cases where presentation of any identification evidence on the day of taking the exam is not possible, the examinee is give **7 WORKING DAYS** after the lapse of the testing schedule to secure any of the stipulated identification requirement

Office or Division	Center for Testing and Evaluation
Classification	G2C (Government to Citizen)
Type of Transaction	Highly Technical
Who may avail?	All CNU applicants furnished with testing date
Checklist of Requirements	Where to secure
Applicant's school identification card Or any of the following, 1 original <ul style="list-style-type: none"> • Passport • Police clearance with picture • NBI Clearance 	School he/she is currently enrolled, or school graduated from Department of Foreign Affairs issuance Police Regional/Local Office NBI Regional/Local Office



<ul style="list-style-type: none"> Barangay Clearance with picture Certification from the testing center FOR KINDERGRATEN APPLICANTS ONLY		Barangay where the applicant is a resident Center for Testing and Evaluation		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. The examinee presents school identification card or any of the above stipulated document as proof of identification to the testing center staff	1. Testing center staff verifies the presented identification against the data in the admission slip and in the testing center file	None	5 mins	<i>Testing Center Staff</i> Center for Testing and Evaluation
2. Follows the steps 2 – 7 of Testing Schedule/Admission Testing Day of the Examinee OR		None	30 mins	<i>Exam Venue</i> CNU Grounds
2. The examinee is given 7 working days after the lapse of the testing schedule to secure any of the stipulated identification document		None	7 w.days	<i>Applicant</i> Applicant's address
3. Presents the required identification document to the testing center staff	3.1. Verifies the identity of the presenter 3.2. Issues a new testing schedule	None	20 mins	<i>Testing Center Staff</i> Center for Testing and Evaluation
4. Awaits the new testing schedule		None	7 w.days	
TOTAL		None	14 w.days 55 mins	

25. Failure to Complete the Admission Test on Scheduled Day

The admission test or qualifying examination is a series of battery of tests that the examinee needs to complete within the day that the examination is scheduled (one whole day). For each battery of test, an allocated time frame is set to allow the examinee to complete the given test. However, in circumstances where the examinee failed to complete the



test as scheduled, the testing center is given the prerogative to extend such examination date/time. The examination date/time can **ONLY** be extended under valid condition.

Office or Division	Center for Testing and Evaluation			
Classification	G2C (Government to Citizen)			
Type of Transaction	Highly Technical			
Who may avail?	All CNU applicants furnished with testing date			
Checklist of Requirements		Where to secure		
Valid condition and its requirement <ul style="list-style-type: none"> Illness: Attestation Note from the University Physician/Nurse attesting to examinees illness 		University Physician/Nurse of Cebu Normal University Medical Services		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Examinee unable to complete the battery of tests within the set time frame/date. OR	1. Computes the result of the examination based what the examinee completed.	None	19 w. days	<i>Testing Center Staff</i> Center for Testing and Evaluation
FOR VALID CIRCUMSTANCE SUCH ILLNESS				
1. Examinee unable to complete the battery of tests within the set time frame due to “not feeling well”	1. Testing center staff escorts the examinee to the University Medical Services	None	15 mins	<i>University Physician/ Nurse</i> University Medical Services
2. Fills up clinic logbook and consultation form	2.1. University Physician/Nurse assesses client’s health condition and validates the claim of “not feeling well” 2.2. Issues attestation note citing the client’s health condition	None	30 mins	
3. Return to the center for testing and evaluation and endorses to the testing center staff the attestation note from the university physician	3. Issues of another testing schedule	None	15 mins	<i>Testing Center Staff</i> Center for Testing and Evaluation



TOTAL	None	19 w. days 1 hour	
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26. Failure to Take the Admission Test on Scheduled Date

All applicants to Cebu Normal University's colleges and departments are given a scheduled date to take the admission test. The scheduling is done to allow each applicant to prepare himself/herself for the examination. In addition, this will also give each aspirant the chance to qualify for the program he/she is applying to. Failure of the applicant to take the admission test on scheduled date forfeits his/her chance to qualify for the program. However, considerations will be given to the applicant under valid circumstances and presentation of requirements **7 WORKING DAYS** after the lapse of the testing schedule. There shall be **NO REFUND** of the testing fee if the aspirant decides not to take the test.

Office or Division	Center for Testing and Evaluation			
Classification	G2C (Government to Citizen)			
Type of Transaction	Highly Technical			
Who may avail?	All CNU applicants furnished with testing date			
Checklist of Requirements		Where to secure		
VALID CIRCUMSTANCES <ul style="list-style-type: none"> • Illness: Medical Certificate , 1 original • Death in the immediate family: Death Certificate 1 photocopy • Force Majeure (war, fire, civil commotion and disturbance, and acts of God): personal appearance or call after the crisis • Work – related: Employer certification (Graduate Studies and DPE ONLY) , 1 original Admission slip , 1 original Official Receipt of the testing fee , 1 original		Attending Physician of the examinee Local Civil Registry Employer of the examinee Testing Center CNU Accounting		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible



1. Guardian or the student reports to the testing center the circumstances/ obstacle(s) on taking the test as scheduled	1. Gives instructions on how to secure another testing schedule	None	5 mins	<i>Testing Center Staff</i> Center for Testing and Evaluation
2. Secure the requirements after the lapse of the testing schedule Illness: Medical Certificate Death: Death certificate Force majeure: personal appearance after the crisis Work – related: employer certification		None	7 w. days	<i>Testing Center Staff</i> Center for Testing and Evaluation
3. Submits the requirements, admission slip and Official receipt to the testing center staff	3.1. Receives the submitted requirements 3.2. Issues another testing schedule	None	15 mins	
TOTAL		None	7 w. days, 20 mins	

27. Seeking for Change of Test Schedule Before the Testing Date

A change in testing schedule is allowed by the Center for Testing and Evaluation to applicants who cannot make it on the scheduled examination date. The change of schedule is allowed provide it is done prior to the stipulated test schedule.

Office or Division	Center for Testing and Evaluation		
Classification	G2C (Government to Citizen)		
Type of Transaction	Highly Technical		
Who may avail?	All CNU applicants furnished with testing date		
Checklist of Requirements		Where to secure	
Admission slip with picture , 1 original		Center for Testing and Evaluation	



Official Receipt of testing fee (except for undergraduate examinees) , 1 original Medical Certificate for reasons of illness , 1 original Death Certificate for reasons of death in the family 1 photocopy		CNU Accounting Attending Physician of the sick individual Local Civil Registry		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Guardian or student reports to the testing center and Requests the change of testing schedule prior to the scheduled testing date	1.1. Receives the request for change in schedule 1.2. Gives instructions on the requirements for change in schedule	None	5 mins	<i>Testing Center Staff</i> Center for Testing and Evaluation
2. Secures the requirements		None	1 w.day	<i>Issuing agency</i>
3. Submits the requirements, admission slip, and official receipt to the testing center staff	3.1. Receives the requirements, admission slip and OR from the requesting party 3.2. Issues a new testing date	None	15 mins	
TOTAL		As stipulated by issuing agency	1 w.day 20 mins	

28. Test Results Dissemination to Out of Town Examinees

A service provided by the center for testing and evaluation for examines who hail from far provinces and are unable to come to the testing center by the time the results are released.

Office or Division	Center for Testing and Evaluation
Classification	G2C (Government to Citizen)
Type of Transaction	Simple
Who may avail?	All out of town examinees who were able to take the entrance test/qualifying examination
<div>Checklist of Requirements</div> <div>Where to secure</div>	



Call to the testing center @ Tel No. (032) 253 – 7915/ (032) 254 – 1452/ (032) 254 – 6814 local 150 Examinee Data: Full name, Middle name, Course applied, Testing date		Center for Testing and Evaluation		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	After the examination, the testing center staff announces the release of the results and reminds the examinees to call the testing center using the numbers reflected in the admission slip	None	5 mins	Testing Center Staff Center for Testing and Evaluation
1. On the scheduled release date of the examination results the examinee calls the testing center using the numbers seen on the admission slip	1.1. Testing Center Staff will inquire from the caller the examinee data 1.2. Release the exam result as “Qualified” or “Not Qualified”	None	15 mins	
TOTAL		None	20 mins	

29. Validity of the Entrance Test Result

Validity of entrance test result is one year. For kindergarten and Grade VII passers, the entrance test results will not be applicable for use in the next year enrolment.

Office or Division	Center for Testing and Evaluation		
Classification	G2C (Government to Citizen)		
Type of Transaction	Simple		
Who may avail?	All entrance test takers who successfully passed the examination.		
Checklist of Requirements		Where to secure	
Call to the testing center @ Tel No. (032) 253 – 7915/ (032) 254 – 1452/ (032) 254 – 6814 local 150 Admission slip, if available , 1 original		Center for Testing and Evaluation	



Form 8 Validity of Entrance Test Result Form , 1 original				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Passer or representative verify with the testing center the validity of the examination result	1. Staff receives client verification and hands testing center logbook for client to fill out	None		Testing Center Staff Center for Testing and Evaluation
2. Fills out the required information in the Testing Center logbook	2. Testing center staff verifies data in the testing center file	None	15 mis	
	If not valid exam result, no other steps necessary			
3. Valid exam result, client fills out testing center form 8 Validity of Entrance Test Result Form	3. Testing center staff validates the test result and gives instruction	None	15 mins	
4. Client proceeds to Department/ College he/she intends to enroll in and presents the Form 8 to the College Secretary/Staff	4. College secretary receives Form 8			College Secretary College applied to
Total		None	30 mins	

30. Process for Incoming First Year Undergraduate Applicants

The College of Arts and Sciences, yearly, is accepting applicants for its different program offerings. The initial screening is done in the College Dean's Office to ensure that the applicant complies with all the admission requirements for his/her application to the program.

Office or Division	College of Arts and Sciences
Classification	G2C (Government to Citizen)
Type of Transaction	Simple
Who may avail?	Applicants to the different program offerings and hi/her representative
Checklist of Requirements	
Admission requirements	Where to secure
	School where the applicant graduated Senior HS



<ul style="list-style-type: none"> • Senior High School Report Card or Certified true copy of it, showing a GPA of 85, LRN and Strand • Certificate of Good Moral Character , 1 original • Photocopy of NSO issued Birth Certificate (present original) 1 pc • Two (2) pcs. 2x2 colored ID picture with name tag for the Application Form for the Testing Center • One (1) pc. 2x2 colored ID picture with name tag for the Application Form from the College • 2 long white folders with plastic cover • 1 long brown envelope with plastic cover • Applicant's profile sheet , 1 original 		<p>School where the applicant graduated Senior HS NSO or PSA office</p> <p>Any Photocenter</p> <p>Any Photocenter</p> <p>Any office/educational materials supplier Any office/educational materials supplier College Dean's Office</p>		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Applicant submits to the College Dean's Office the admission requirements	1.1. Office Staff receives and checks submitted admission requirements for completeness and authenticity of documents 1.2. Evaluation of the submitted report card for the required GPA	None	15 mins	<i>Dean's office staff</i> College of Arts and Sciences Dean's office
2. Applicant fills out applicant profile sheet and other forms and applicant's logbook	2.1. Checks for completeness of data in the applicant's profile sheet 2.2. Signs the admission slip to be handed to the testing center 2.3. Gives instructions for the testing center	None	15 mins	<i>Dean's office staff</i> College of Arts and Sciences Dean's office
3. Proceeds to the testing center for the testing schedule		None	30 mins	
Total		None	1 hour	



31. Online Process for Incoming First Year Undergraduate Applicants

The College of Arts and Sciences, yearly, is accepting applicants for its different program offerings. The initial screening is done in the College Dean's Office to ensure that the applicant complies with all the admission requirements for his/her application to the program.

Office or Division	College of Arts and Sciences			
Classification	G2C (Government to Citizen)			
Type of Transaction	Simple			
Who may avail?	Applicants to the different program offerings and hi/her representative			
Checklist of Requirements		Where to secure		
Admission requirements <ul style="list-style-type: none"> • Senior High School Report Card (Grade 12 – 1st quarter or 2nd quarter grading) or Certified true copy of it showing a GPA of 85, LRN, and Senior High Track and Strand • Certificate of Good Moral Character, 1 scanned or picture copy • PSA issued Birth Certificate (present original), 1 scanned or picture copy • Scanned or picture copy of a valid Identification Card • Accomplished College Online Applicant Profile Sheet • Accomplished College Online Testing Admission Form • 2x2 colored ID picture with name and signature • One (1) selfie close-up picture (recent and decent) 		School where the applicant graduated Senior HS School where the applicant graduated Senior HS NSO or PSA office Applicant CNU Website CNU Website Any Photocenter Any Photocenter		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Applicant submits application requirements to Google Form	1.1 Office staff will check the completeness and authenticity of	None	10-30 mins	Dean's office staff



	<p>the required documents (only complete documents are accepted)</p> <p>1.2. Evaluates the required grades and all the submitted online documents from the applicants.</p> <p>1.3. Review the details of the forms submitted if all forms are filled up correctly.</p>			College of Arts and Sciences Dean's office
2. If need for resubmission, applicants resubmit the lacking/corrected requirements to cnucas@cnu.edu.ph (may also edit their responses)	<p>2. Send remarks to the applicants of their submitted documents if:</p> <ul style="list-style-type: none"> • there are lacking and needed for revision • okay for submission to Testing Center <p>(resubmitted documents will be re-evaluated)</p>	None	6-10 mins	<i>Dean's office staff</i> College of Arts and Sciences Dean's office
	3. With the duly accomplished signed form, the Office staff will forward it to the Testing Center for verification	None	5-8 mins	<i>Dean's office staff</i> College of Arts and Sciences Dean's office
	4. Testing center staff will assist the applicants for the verification, examination schedules and guidelines, and venue	None		<i>Testing Center Staff</i> Center for Testing and Evaluation
Total		None	48 mins	



32. Processing of Scholastic Records (Course Syllabi/Description)

Course syllabi and/or course description are documents released by the College of Arts and Sciences Dean's office upon the request of the graduate or his/her representative. The document reflects the courses the student had taken during the process of completing the program.

Office or Division	Colleges of the University			
Classification	G2C (Government to Citizen)			
Type of Transaction	Highly Technical			
Who may avail?	Graduates of the program or his/her representative			
Checklist of Requirements		Where to secure		
Letter request for the release of required scholastic record , 1 original Scholastic record request form , 1 original		Graduate of the program College Dean's office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Requesting client submits the letter request to the Dean's Office or email at cnucas@cnu.edu.ph	1.1. Receives the letter request. Issues the scholastic record request form	None	15 mins	Dean's office staff College Dean's Office
2. Fills out the scholastic record request form and submits the completely filled out form to the Dean's office staff	2.1. Checks for completeness of data in the filled out scholastic record request form 2.2. Gives instruction as to when to make a follow up for the requested document/s	None	Old Syllabi: 7 days New Syllabi: 5 days	
	2.4. Retrieval of the required syllabi from the accreditation office 2.5. Processing of the required syllabi	None	1 w.day	
	2.6. Forwards the requested document/s to the office of the university registrar	None	3 mins	



3. Makes follow up at the office of the university registrar		None	1 w.day	Window 1 University Registrar's Office
TOTAL			8 w.days 18 mins	

33. Application for Admission of Graduate Students

The College accepts entrants to its graduate nursing programs. The applicant to the program must submit to the pre-screening procedure done by the admission committee.

Office or Division	Colleges of the University			
Classification	G2C (Government to Citizen)			
Type of Transaction	Simple			
Who may avail?	All entrants to the Graduate School Program of the College			
Checklist of Requirements		Where to secure		
Graduate school application form, 1 original Honorable dismissal/Transfer credentials, 1 original Photocopy of original TOR for evaluation 1 pc 1 long brown envelop with plastic cover 1 long folder with plastic cover 2 pcs 2x2 colored ID pictures with nametag and white background 1 pc 1x1 colored ID picture Original and photocopy of marriage certificate in NSO security paper (Married Female Applicants ONLY) Admission testing form and Application profile sheet, 1 original		College Dean's Office School where the applicant graduated from School where the applicant graduated from Any office/school materials supplier Any office/school materials supplier Any photocenter Any photocenter NSO or PSA office College Dean's Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submission of admission requirements to the office of the College Dean	1.1. Checks completeness and correctness of requirements	None	15 mins	Office Clerk College Dean's Office



	1.2. Issues application for admission testing form and application profile sheet			
2. Fills-up the Application for Admission Testing Form and Applicant Profile Sheet and attaches 2x2 picture to the form	2.1. Checks completeness of the filled up forms 2.2. Signs the form as processing officer 2.3. Considers Filipino and Foreign applicants 2.4. Encodes the personal details of the applicant and other relevant information in the College Data Base 2.1. 2.6. Instructs applicant to proceed to the accounting office for payment of testing fee	None	45 mins	<i>Dean's office staff College of Nursing</i>
3. Client proceeds to the accounting office Window 4 for order of payment (OP) issuance	3. Window 4 in-charge encodes the transaction of the client and issues OP number	None	5 mins	<i>Window 4 in – charge Accounting Office</i>
4. Cashier for payment of testing fee	4. Cashier receives the payment and issues Official Receipt to the client	Php 1200.00	5 mins	<i>Cashier 1 Accounting Office</i>
5. Proceeds to the center for testing and evaluation		None	30 mins	<i>Center for Testing and Evaluation 3F TAC Building</i>
Total		Php 1200.00	1 hr 40 mins	



34. Online Admission of Graduate Studies

Office or Division	Colleges of the University			
Classification	G2C (Government to Citizen)			
Type of Transaction	Simple			
Who may avail?	All entrants to the Graduate School Program of the College			
Checklist of Requirements		Where to secure		
Application for Admission Testing Form. and Applicant Profile Sheet Accomplished Graduate School Application form Honorable dismissal/Transfer credentials, 1 original Scanned copy of original TOR for evaluation, 1 pc 2 pcs 2x2 colored ID pictures with nametag and white background Copy of marriage certificate in NSO security paper (Married Female Applicants ONLY)		Cebu Normal University Website Cebu Normal University Website School where the applicant graduated from School where the applicant graduated from Any photocenter NSO or PSA office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits admission requirements by filling out the google link through the CNU website	1.1. Checks completeness and correctness of requirements 1.2. The College endorses the application to the testing for verification and testing schedule.	None	2 working days	Office Clerk College Dean's Office
Total		None	2 working days	

35. Application for Admission of Undergraduate Students

The College of Nursing, yearly, is accepting applicants for its undergraduate program offering. The initial screening is done in the College Dean's Office to ensure that the applicant complies with all the admission requirements for his/her application to the program.



Office or Division	College of Nursing			
Classification	G2C (Government to Citizen)			
Type of Transaction	Simple			
Who may avail?	Applicants to the different program offerings and hi/her representative			
Checklist of Requirements		Where to secure		
Admission requirements <ul style="list-style-type: none"> • Senior High School Report Card or Certified true copy of it, showing a GPA of 85, LRN and Strand, duly signed by the class adviser or principal with GPA @ least 85% • Certificate of Good Moral Character, 1 original • Photocopy of NSO issued Birth Certificate (present original) 1 pc • Three (3) pcs. 2x2 colored ID picture with name tag and white background • 2 long white folders with plastic cover • 1 long brown envelope with plastic cover • Applicant's profile sheet, 1 original 		School where the applicant graduated Senior HS School where the applicant graduated Senior HS NSO or PSA office Any Photocenter Any office/educational materials supplier Any office/educational materials supplier College Dean's Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Applicant submits to the College Dean's Office the admission requirements	1.1. Office Staff receives and checks submitted admission requirements for completeness and authenticity of documents 1.2. Evaluation of the submitted report card for the required GPA 1.3. Issues application for admission testing form and applicant profile sheet	None	15 mins	<i>Dean's office staff</i> College of Nursing Dean's office
2. Applicants does the following: 2.1. Fills up given forms	2.1. Checks the forms for completeness of required information 2.2. Signs the form as processing officer	None	45 mins	



2.2. Attaches 1 pc 2x2 picture 2.3. Hands duly filled out forms to the office staff	2.3. Considers Filipino and Foreign applicants 2.4. Encodes the personal details of the applicant and other relevant information in the College Data Base 2.5. Returns the admission testing form to the applicant 2.6. Instructs the applicant to proceed to the testing center for schedule of exam (Local students ONLY) 2.7. Instruct foreign student to proceed to cashier			
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Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Local Applicants				
3. Proceed to the testing center for scholarship availment	3. Encoding in the university data base	None	5 mins	OSA Clerk Office of Student Affairs
Foreign Applicants				
3. Client proceeds to the accounting office Window 4 for order of payment (OP) issuance	3. Window 4 in-charge encodes the transaction of the client and issues OP number	None	5 mins	Window 4 in – charge Accounting Office
4. Cashier for payment of testing fees	4. Cashier receives the payment and issues Official Receipt to the client	Php 900.00	5 mins	Cashier 1 Accounting Office
5. Foreign students: proceeds to the center for testing and evaluation for schedule of exam	5. Testing center staff receive the OR number and give testing schedule	None	15 mins	Testing Center Staff Center for Testing and Evaluation



Total	Php 900.00	1 hr 25 mins	
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36. Online Application for Undergraduate Studies

Office or Division	College of Nursing			
Classification	G2C (Government to Citizen)			
Type of Transaction	Simple			
Who may avail?	Applicants to the different program offerings and hi/her representative			
Checklist of Requirements		Where to secure		
Admission requirements <ul style="list-style-type: none"> • Application for Admission Testing Form (COTAF) and Applicant Profile Sheet • Certified true copy of High school report card with Learner Reference Number and Strand duly signed by the class adviser or the principal (GPA at least 85%) • Certificate of Good Moral Character • Scanned copy of NSO issued Birth Certificate (present original) 1 pc • Scanned (2x2) colored ID picture with white background and name tag 		Cebu Normal University Website School where the applicant graduated Senior HS School where the applicant graduated Senior HS NSO or PSA Office Any Photocenter		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits admission requirements by filling out the google link through the CNU website	1.1. Checks the completeness and correctness of the requirements 1.2. The College endorses the application to the testing for verification and testing schedule.	None	2 days	Dean's office staff College of Nursing Dean's office
Total		None	2 w.days	



37. Pre – enrolment for Undergraduate Students

The pre - enrolment is a procedure done prior to the days of the enrolment. This activity allows the college to anticipate the required number of classrooms for the opening of classes, the required number of teachers to teach the courses, and assign the students to their blocks/section. This activity facilitates the enrolment process by allocating the required manpower according to the volume of enrolling students during the regular enrolment day.

Office or Division	Colleges of the University	
Classification	G2C (Government to Citizen)	
Type of Transaction	Highly Technical	
Who may avail?	Applicants to the different program offerings and hi/her representative	
Checklist of Requirements		Where to secure
Admission Interview Schedule		Posted in CNU official facebook page (www.facebook.com/cebunormaluniversityofficial); call from College Dean's office staff
List of requirements for enrolment:		
• Personal Data Sheet, 1 original		College Admission Committee
• Original Senior High School Card		School where enrollee graduated from
• Certificate of Transfer Eligibility with Informative copy (for Transferees), 1 original		School where enrollee graduated from
• Original copy of certificate of good moral character 1 pc		School where enrollee graduated from
• Original copy of NSO Live Birth Certificate 1 pc		NSO or PSA office
• Original copy of NSO Marriage Certificate (Married Female Students ONLY) 1 pc		NSO or PSA office
• Photocopy of NCAE Result, if available 1pc		
• Personal Recommendation Form duly filled out by the Class Adviser, 1 original		School where enrollee graduated from
• Request for diagnostic examinations, 1 original		School where enrollee graduated from
• Results of the diagnostic examinations, 1 original		College Admission Committee
• Medical Certificate, 1 original		Any diagnostic laboratory
• Expanded long brown envelope 1 pc		CNU Physician
		Any office/school materials supplier



<ul style="list-style-type: none"> • 2 pcs mailing ordinary long white envelope • 2 pcs 2x2 I.D. pictures • Postage stamp worth Php 30.00 		Any office/school materials supplier Any Photocenter Local Post Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Checks the list of passers posted in the official facebook page or receive call from CN Dean's office staff	1. Call applicant for pre-enrolment	None	30 mins	Admission Committee College of Nursing Dean's office
2. Reports to the college for the interview in business attire	2.1. Admission committee verifies the schedule of the interviewee 2.2. Conducts the interview 2.3. Hands to the applicant Personal Data Sheet, Commitment form, Request for diagnostic examinations and List of requirements for enrolment.	None	30 mins	
3. Fills out personal data sheet and commitment form and Hands duly filled out forms back to the committee	3.1. Verifies completeness and correctness of required information 3.2. Instructs on how to comply with the diagnostic examinations	None	15 mins	
4. Complies with the list of requirements for enrolment			7 w.days	
5. Submits for diagnostic examinations requested by the school physician		Php 3000.00	2 days	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. Return to Cebu Normal University and performs the following 4.1. Visits the university clinic 4.2. Submits results of the diagnostic examinations 4.3. Submit for physical examination by the university physician	4.1. Clinic staff receives the results of the diagnostic examinations 4.2. Endorses the results to the university physician	None	5 mins	<i>Clinic Staff</i> CNU Medical and Dental Services
	4.3. Scrutinizes results for abnormalities 4.4. Conducts the physical examination 4.5. Issues treatment protocols for abnormal results and/or makes referral and follow up diagnostics 4.6. Issues medical certificate for applicants with normal results	None	15 mins	<i>University Physician</i> CNU Medical and Dental Services
5.1. Proceeds to the office of the university registrar and submits the completed requirements for enrolment 5.2. Reads the announcement for enrolment schedule	5.1. Receives the completed requirements 5.2. Issues the pre – enrolment form with student ID for enrolment	None	5 mins	<i>Registrar Clerk</i> University Registrar's Office
Total		Php 3000.00	9 w.days 1hr 50 mins	

38. Online Pre-Enrollment for Undergraduate Studies

The pre - enrolment is a procedure done prior to the days of the enrolment. This activity allows the college to anticipate the required number of classrooms for the opening of classes, the required number of teachers to teach the courses,



and assign the students to their blocks/section. This activity facilitates the enrolment process by allocating the required manpower according to the volume of enrolling students during the regular enrolment day.

Office or Division	Colleges of the University			
Classification	G2C (Government to Citizen)			
Type of Transaction	Highly Technical			
Who may avail?	Applicants to the different program offerings and hi/her representative			
Checklist of Requirements		Where to secure		
Admission Interview Schedule		Posted in CNU official facebook page (www.facebook.com/cebunormaluniversityofficial); call from College Dean's office staff		
List of requirements for enrolment:				
<ul style="list-style-type: none"> • Personal Data Sheet, 1 sca • Original Senior High School Card • Certificate of Transfer Eligibility with Informative copy (for Transferees), 1 original • Original copy of certificate of good moral character 1 pc • Original copy of NSO Live Birth Certificate 1 pc • Original copy of NSO Marriage Certificate (Married Female Students ONLY) 1 pc • Photocopy of NCAE Result, if available 1pc • Personal Recommendation Form duly filled out by the Class Adviser, 1 original • Request for diagnostic examinations, 1 original • Results of the diagnostic examinations, 1 original • Medical Certificate, 1 original • Expanded long brown envelope 1 pc • 2 pcs mailing ordinary long white envelope • 2 pcs 2x2 I.D. pictures • Postage stamp worth Php 30.00 		College Admission Committee School where enrollee graduated from School where enrollee graduated from School where enrollee graduated from NSO or PSA office NSO or PSA office School where enrollee graduated from School where enrollee graduated from College Admission Committee Any diagnostic laboratory CNU Physician Any office/school materials supplier Any office/school materials supplier Any Photocenter Local Post Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible



1. Checks name in the list of passers posted by the testing center	1. Dean Schedules interview	None	5 mins	Admission Committee College of Nursing Dean's office
2. Proceeds to the meeting link for the scheduled interview	2. Admission Committee conducts interview of the applicant.	None	10 mins	
3. Secures Personal Data Sheet, Commitment form, Referral form for Laboratory Exam and List of requirements for enrolment.	3.1. Instructs applicant to fill-up the Student Personal Data Sheet and submit to the Registrar and other required documents. 3.2. Provides list of Requirements for enrolment (from the registrar- refer to the website).	None	5 mins	
4. Proceed to pre-enrolment link through the CNU website under the registrar's office		None	7 w.days	
Total		None	20 mins	

39. Enrolment for Graduate Students

The College initiates the enrolment by processing the initial steps for enrolment of the students. The students' enrolment process is concluded at the registrar's office.

Office or Division	College of Arts and Sciences College of Nursing	
Classification	G2C (Government to Citizen)	
Type of Transaction	Complex	
Who may avail?	Applicants to the different program offerings and his/her representative	
Checklist of Requirements		Where to secure
Name appearing in the list of qualifiers		Posted in CNU official facebook page (www.facebook.com/cebunormaluniversityofficial);
List of Requirements for enrolment FOR NEW STUDENTS		



<ul style="list-style-type: none"> • Application for admission approved and signed by the Dean • Personal Data Sheet, 1 original • Certificate of Transfer Eligibility with informative copy (original) • Original copy of certificate of good moral character • Photocopy of Transcript of Records, CNU Graduates ONLY • Expanded long brown envelope • Original copy of NSO live Birth Certificate • Original copy of NSO Marriage Contract (for Female Married students ONLY) • 2 pcs 2x2 colored picture • Postage Stamp worth Php 30.00 <p>OLD STUDENTS</p> <ul style="list-style-type: none"> • Semestral Clearance <p>Assessment of fees for enrolment Official Receipt of Payment for Enrolment, 1 original</p>		<p>College Dean's Office Admission Committee School graduated from School graduated from CNU Registrar Any office/educational supplier NSO or PSA Office NSO or PSA Office</p> <p>Any Photocenter Local Post Office</p> <p>Dean's office Course encoding in-charge Cashier</p>		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
NEW STUDENT				
1. Checks the name in the list of qualifiers posted by the testing center		None	30 mins	CNU PIO official page
2. Calls the office of the College Dean to book for interview schedule	2. Gives the applicant available interview schedule	None	5 mins	<i>Dean's office clerk</i> Dean's Office
3. Proceeds to the office of the College Dean on interview schedule	3.1. Conducts interview for new applicant 3.2. Issues personal data sheet and list of requirements for enrolment	None	30 mins	<i>Admission Committee</i> College Dean's Office
4. Proceed to the registrar and submits requirements for enrolment	4. Receives the completed requirements and releases pre-enrolment form with student ID number	None	10 mins	<i>Registrar Clerk</i> University Registrar's office



5. Presents the pre-enrolment form to the enrolment committee	5. Issues the enrolment plotting form	None	5 mins	<i>Enrolment Committee</i> College Dean's Office
6. Fills out the enrolment plotting form with courses offered according to the program enrolled in, and returns the duly accomplished plotting form to the enrolment committee	6.1. Checks and verifies the courses plotted according to the course offering per program and its schedule ID 6.2. Hands the verified plotting form back to the enrollee	None	15 mins	
7. Proceeds to the encoding area for courses encoding	7.1. Encodes the plotted courses using the schedule ID 7.2. Issues assessment slip for enrolment	None	10 mins	<i>Encoders</i> Designated Encoding area

Particulars	Fees to be Paid
Masteral Students	Php 3,600.00 (at Php 400.00 per unit x 9 units)
Doctoral students	Php 4,500.00 (at Php 500.00 per unit x 9 units)
Foreign students	x 3 local rate for Masteral students or Doctoral students according to the category
Additional: Miscellaneous fees	Php 2000.00 as specified and approved by the BOR

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
NEW STUDENT				
8. Client proceeds to the accounting office Window 4 for order of payment (OP) issuance	8. Window 4 in-charge encodes the transaction of the client and issues OP number	None	5 mins	<i>Window 4 in – charge</i> Accounting Office
9. Cashier for payment of assessment fees	9. Cashier receives the payment and issues Official Receipt to the client	Php 15,500.00 (max)	30 mins	<i>Cashier 1</i> Accounting Office
10. Proceeds to the registrar's office enrolment station and presents the official receipt of payment	10.1. Validates the official receipt 10.2. Print out the study load 10.3. Stamps the study load print out as "VALIDATED"	None	15 mins	<i>Enrolment in Charge</i> University Registrar's office



	10.4. Instructs the student to bring the validated study load on the first day of classes			
Total		Php 15,500.00 (max)	2 hours 35 mins	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
OLD STUDENT				
1. Proceeds to the office of the Dean	1. Provides academic counselling	None	20 mins	Academic Dean
2. Submits completed semestral clearance to the enrolment committee	2. Issues the enrolment plotting form	None	5 mins	Enrolment Committee College Dean's Office
3. Fills out the enrolment plotting form with courses offered according to the program enrolled in and returns the duly accomplished plotting form to the enrolment committee	3.1. Checks and verifies the courses plotted according to the course offering per program and its schedule ID 3.2. Hands the verified plotting form back to the enrollee	None	15 mins	
4. Proceeds to the encoding area for courses encoding	4.1. Encodes the plotted courses using the schedule ID 4.2. Issues assessment slip for enrolment	None	10 mins	Encoders Designated Encoding area
5. Client proceeds to the accounting office Window 4 for order of payment (OP) issuance	5. Window 4 in-charge encodes the transaction of the client and issues OP number	None	5 mins	Window 4 in – charge Accounting Office
6. Cashier for payment of testing fees	6. Cashier receives the payment and issues Official Receipt to the client	Php 15,500.00 (max)	5 mins	Cashier 1 Accounting Office



7. Proceeds to the registrar's office enrolment station and presents the official receipt of payment	6.1. Validates the official receipt 6.2. Print out the study load 6.3. Stamps the study load print out as "VALIDATED" 6.4. Instructs the student to bring the validated study load on the first day of classes	None	15 mins	<i>Enrolment in Charge University Registrar's office</i>
TOTAL		Php 15,500.00	1 hr 15 mins	

40. Online Enrollment for Graduate Studies

Office or Division	College of Arts and Sciences College of Nursing		
Classification	G2C (Government to Citizen)		
Type of Transaction	Complex		
Who may avail?	Applicants to the different program offerings and his/her representative		
Checklist of Requirements		Where to secure	
Name appearing in the list of qualifiers		Posted in CNU official facebook page (www.facebook.com/cebunormaluniversityofficial);	
List of Requirements for enrolment FOR NEW STUDENTS		College Dean's Office Admission Committee School graduated from School graduated from CNU Registrar Any office/educational supplier NSO or PSA Office NSO or PSA Office	
<ul style="list-style-type: none"> • Application for admission approved and signed by the Dean • Personal Data Sheet, 1 original • Certificate of Transfer Eligibility with informative copy (original) • Original copy of certificate of good moral character • Photocopy of Transcript of Records, CNU Graduates ONLY • Expanded long brown envelope • Original copy of NSO live Birth Certificate • Original copy of NSO Marriage Contract (for Female Married students ONLY) • 2 pcs 2x2 colored picture 		Any Photocenter	



<ul style="list-style-type: none">Postage Stamp worth Php 30.00 OLD STUDENTS <ul style="list-style-type: none">Semestral Clearance Assessment of fees for enrolment Official Receipt of Payment for Enrolment, 1 original	Local Post Office Dean's office Course encoding in-charge Cashier			
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
NEW STUDENT and OLD STUDENT				
1. Submits the plotting form to the College.	1. College evaluates the plotting form. The College releases the approved plotting form with the approval code	None	1 w. day	Dean's office clerk Dean's Office
	2. Give instruction to fill out the enrollment link through the CNU website	None		
RETURNEE STUDENT				
1. Submits the plotting form to the College.	1. College evaluates the plotting form. The College releases the approved plotting form with the approval code	None	1 w. day	Dean's office clerk Dean's Office
	2. Give instruction to fill out the enrollment link through the CNU website			
TOTAL		None	2 w. day	

41. Enrolment for Undergraduate Students

The College initiates the enrolment by processing the initial steps for student enrolment. The students' enrolment process is concluded at the registrar's office.

Office or Division	Colleges of the University
Classification	G2C (Government to Citizen)



Type of Transaction	Complex			
Who may avail?	Applicants to the different program offerings and hi/her representative			
Checklist of Requirements		Where to secure		
Name appearing in the list of qualifiers List of Requirements for enrolment FOR NEW STUDENTS <ul style="list-style-type: none"> • Application for admission approved and signed by the Dean • Personal Data Sheet, 1 original • Certificate of Transfer Eligibility with informative copy (original) • Original copy of certificate of good moral character • Photocopy of Transcript of Records, CNU Graduates ONLY • Expanded long brown envelope 1 pc • Original copy of NSO live Birth Certificate • Original copy of NSO Marriage Contract (for Female Married students ONLY) • 2 pcs 2x2 colored picture • Postage Stamp worth Php 30.00 FOR OLD STUDENTS <ul style="list-style-type: none"> • Semestral Clearance Assessment of fees for enrolment Official Receipt of Payment for Enrolment OR Validated assessment slip, 1 original		Posted in CNU official facebook page (www.facebook.com/cebunormaluniversityofficial); College Dean's Office Enrolment Committee School graduated from School graduated from CNU Registrar Any office/educational supplier NSO or PSA Office NSO or PSA Office Any Photocenter Local Post Office Dean's Office Course encoding in-charge Cashier Window 4 Accounting Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
NEW STUDENTS				
1. PRE - ENROLMENT	PRE - ENROLMENT			
1.1. Proceeds to the office of the university registrar	1.1. Receives the completed requirements	None	5 mins	Registrar Clerk University Registrar's Office



1.2. Submits the completed requirements for enrolment	1.2. Issues the pre – enrolment form with student ID for enrolment			
2. Presents the pre – enrolment form with student ID number to the enrolment committee	2. Issues the enrolment plotting form	None	5 mins	<i>Enrolment Committee</i> College of Nursing Dean's Office
3. Fills out the enrolment plotting form with courses offered according to the program enrolled in and returns the duly accomplished plotting form to the enrolment committee	3.1. Checks and verifies the courses plotted according to the course offering per program and its schedule ID 3.2. Hands the verified plotting form back to the enrollee	None	15 mins	
4. Proceeds to the encoding area for courses encoding	4.1. Encodes the plotted courses using the schedule ID 4.2. Issues assessment slip for enrolment	None	10 mins	<i>Encoders</i> Designated Encoding area
5. Proceeds to the accounting office for validation of assessment fees OR	5. Validates the assessment slip for free tuition OR	None	5 mins	<i>Window 4</i> Accounting Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
OPT OUT STUDENTS 5. Client proceeds to the accounting office Window 4 for order of payment (OP) issuance	OPT OUT STUDENTS 5. Window 4 in-charge encodes the transaction of the client and issues OP number	None	5 mins	<i>Window 4 in – charge</i> Accounting Office
6. Cashier for payment of assessment fees	6. Cashier receives the payment and issues	CAS and CTE: Php 131.00 per unit	5 mins	<i>Cashier 1</i> Accounting Office



	Official Receipt to the client	CN: Php 600.00 per unit Additional: Miscellaneous fees Foreign students: x 3 local rate		
7. Proceeds to the registrar's office enrolment station and presents the official receipt of payment	7.1. Validates the official receipt 7.2. Print out the study load 7.3. Stamps the study load print out as "VALIDATED" 7.4. Instructs the student to bring the validated study load on the first day of classes	None	15 mins	<i>Enrolment in Charge</i> University Registrar's office
Total		According to student category	60 mins	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
OLD STUDENTS				
1. Submits completed semestral clearance to the enrolment committee	1. Issues the enrolment plotting form	None	5 mins	<i>Enrolment Committee</i> College Dean's Office
2. Fills out the enrolment plotting form with courses offered according to the program enrolled in and returns the duly accomplished plotting form to the enrolment committee	2.1. Checks and verifies the courses plotted according to the course offering per program and its schedule ID	None	15 mins	



	2.2. Hands the verified plotting form back to the enrollee			
3. Proceeds to the encoding area for courses encoding	3.1. Encodes the plotted courses using the schedule ID 3.2. Issues assessment slip for enrolment	None	10 mins	<i>Encoders Designated Encoding area</i>
4. Proceeds to the accounting office for validation of assessment fees OR	4. Validates the assessment slip for free tuition OR	None	5 mins	<i>Window 4 Accounting Office</i>
OPT OUT STUDENTS 4. Client proceeds to the accounting office Window 4 for order of payment (OP) issuance	OPT OUT STUDENTS Window 4 in-charge encodes the transaction of the client and issues OP number	None	5 mins	<i>Window 4 in – charge Accounting Office</i>

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
OLD STUDENTS				
OPT OUT STUDENTS 5. Cashier for payment of assessment fees	OPT OUT STUDENTS 5. Cashier receives the payment and issues Official Receipt to the client	CAS and CTE: Php 131.00 per unit CN: Php 600.00 per unit Additional: Miscellaneous fees Foreign students: x 3 local rate	5 mins	<i>Cashier 1 Accounting Office</i>
6. Proceeds to the registrar's office enrolment station and presents the official receipt of payment	6.1. Validates the official receipt 6.2. Print out the study load 6.3. Stamps the study load print out as " VALIDATED " 6.4. Instructs the student to bring the validated study load on the first day of classes	None	15 mins	<i>Enrolment in Charge University Registrar's office</i>



Total	According to student category	55 mins	
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42. Request for Academic Records

Academic records are requested by the graduates of the program to comply with their application/s for certification and/or to take the foreign nursing licensure examination.

Office or Division	College of Nursing			
Classification	Highly Technical			
Type of Transaction	G2C (Government to Citizens)			
Who may avail?	All graduates of the College and his/her representative			
Checklist of Requirements		Where to secure		
Request form for Scholastic Records, 1 original Authorization Letter and Valid ID, if requisitioner is a representative of the graduate, 1 original Photocopy of Transcript of Records 1 pc Forms Abroad (CGFNS, NNAS, NCLEX, etc) , 1 original DR/PRC Requirements and OR/DR Manual, 1 original		Dean's Office Graduate of the program Graduate of the program or University Registrar Foreign Nursing Council/Nursing Agency Graduate of the program		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fills out the request form obtained from the Dean's office and submits the required attachments to the academic records requested and duly filled out request form	1.1. Verifies that the student graduated from CNU and the college by checking the transcript of records 1.2. Verifies the bearer of the document. Checks the ID and authorization letter, if representative is requesting 1.3. Instructs transacting client when to make the follow up	None	15 mins	College Secretary College Dean's Office
Request for Authentication of DR/OR PRC Requirements				



	1.4. Verifies the cases submitted against the student's OR/DR Manual and School retained files	None	5 working days	<i>RLE Coordinator</i> College Dean's Office
	1.5. Office clerk stamps the document as " CERTIFIED TRUE COPY " of the original cases filed in the student's OR/DR Manual	None	15 mins	<i>Office Clerk</i> College Dean's Office
	1.6. Forwards the stamped document to the Dean for inspection and signature	None	1 day	<i>College Dean</i> Dean's Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Request for CGFNS / Board of Nursing Form				
	1.4. Office clerk forwards the CGFNS Credential Evaluation or Board of Nursing Forms and Authentication Form to Dean, or in his/her absence, the Program Chair or OIC, for filling up of required data;	None	5 working days	<i>Program Chair</i> College Dean's Office
	1.5. Office clerk encodes the final data on the official form		1 working day	<i>Office Clerk</i> College Dean's Office
	1.6. Forwards the duly filled up official form to the program chair for scrutiny	None	5 mins	<i>Office Clerk</i> College Dean's Office
	1.7. Receives the duly filled up form 1.8. Inspects the filled – up form for accuracy of required data 1.7. Forwards the scrutinized form to the College Dean for signature	None	1 working day	<i>Program Chair</i> College Dean's Office



	1.9. College Dean signs the duly filled up official form	None	1 working day	College Dean Dean's Office
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Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Request for Course description and/or syllabi				
	1.2. Encoding of the course description and/or course syllabi of nursing subjects based on the TOR	None	10 working days	College Secretary College Dean's Office
	1.3. Forwards the encoded course description, and/or syllabi to the Dean for signature.	None	1 working day	
	1.4. Scrutinizes the forwarded document/s for accuracy of data	None	2 working days	College Dean Dean's Office
	1.5. Signs the required document/s			
2. Transacting client return to claim the requested document/s	2.1. Verifies the claimant 2.2. Issues the requested document/s 2.3. Instruct claimant to proceed to registrar for assessment of fees and dry seal	None	30 mins	College Secretary College Dean's Office
3. Proceeds to the registrar's office for assessment of fees	2. Issues assessment of fees slip	Issuance of scholastic record fees	30 mins	Registrar Clerk University Registrar's Office
Total		None	13 working days, 1 hr	

42. Online Request for Academic Records

Office or Division	College of Nursing
Classification	Highly Technical
Type of Transaction	G2C (Government to Citizens)
Who may avail?	All graduates of the College and his/her representative
<div>Checklist of Requirements</div> <div>Where to secure</div>	



Filled up Request Form for scholastic records Scanned copy of Transcript of Records CGFNS Credential Evaluation or Board of Nursing Forms		Cebu Normal University Website Transacting Client Transacting Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Students who graduated from CNU fills out the google link request form CNU-CN Request of Scholastic Records Form - Google Forms for scholastic records through the CNU website under College of Nursing.	1.1. Office clerk reviews the documents submitted for accuracy and completeness 1.2. If complete, releases the claim stub to the claimant/s with the corresponding date when the documents will be released	None	20 mins	<i>College Secretary</i> <i>College Dean's Office</i>
Request for Authentication of DR/OR PRC Requirements				
	1.1. Verifies the cases submitted against the student's OR/DR Manual and School retained files	None	7 w. days	<i>RLE Coordinator</i> <i>College Dean's Office</i>
	1.2. Office clerk stamps the document as " CERTIFIED TRUE COPY " of the original cases filed in the student's OR/DR Manual	None		<i>Office Clerk</i> <i>College Dean's Office</i>
	1.3. Forwards the stamped document to the Dean for inspection and signature	None		<i>College Dean</i> <i>Dean's Office</i>

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Request for CGFNS / Board of Nursing Form				
	1.1. Office clerk forwards the CGFNS Credential Evaluation or Board of Nursing Forms and Authentication Form to Dean, or in	None	7 working days	<i>Program Chair</i> <i>College Dean's Office</i>



	his/her absence, the Program Chair or OIC, for filling up of required data;			
	1.2. Office clerk encodes the final data on the official form	None		Office Clerk College Dean's Office
	1.3. The Dean signs the filled-up documents after review.	None		Office Clerk College Dean's Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Request for Course description and/or syllabi				
	2.1. Encoding of the course description and/or course syllabi of nursing subjects based on the TOR	None	7 working days	College Secretary College Dean's Office
	2.2. Forwards the encoded course description, and/or syllabi to the Dean for signature.	None		
	2.3. Transmittal of documents to registrar's office for authentication, sealing and signature.	None	10 mins	College Dean Dean's Office
Total		None	21 working days, 30 mins	

43. Online Transaction for Student Shiftee Admission for Undergraduate Studies

Office or Division	College of Arts and Sciences College of Teacher Education College of Nursing
Classification	Complex
Type of Transaction	G2C (Government to Citizens)
Who may avail?	Students in the undergraduate studies who desires to transfer to another college/program



Checklist of Requirements	Where to secure
Letter of intent, 1 scanned copy Grades of the previous semester (GPA 2.0 with no failing grade in any subject) , 1 original document	Student Shiftee – applicant University Registrar's office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Student submits signed Letter of Intent to the dean of the college applying for (may submit through email at cn@cnu.edu.ph.	1. College dean performs initial assessment and admission process following the entrance to the college	None	2 working days	<i>College Dean</i> Dean's office
2. Students submit for admission procedure.	2. Endorsement to the testing center for verification.	None	1 working days	<i>College Dean</i> Dean's office
TOTAL		None	3 working days	

44. Student Shiftee Admission for the Undergraduate Studies

Shifting from one program or major field of specialization is allowed to bona fide students of the university (CNU Code 2018). However, there are certain provision/requirements that need to be complied prior to the shift.

Office or Division	College of Arts and Sciences College of Teacher Education College of Nursing
Classification	Complex
Type of Transaction	G2C (Government to Citizens)
Who may avail?	Students in the undergraduate studies who desires to transfer to another college/program
Checklist of Requirements	Where to secure
Letter of intent, 1 original Grades of the previous semester (GPA 2.0 with no failing grade in any subject) , 1 original document	Student Shiftee – applicant University Registrar's office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit letter of intent to Dean of the College where the student shiftee – applicant is currently enrolled	1.1. College Dean performs academic counseling of the student - shiftee 1.2. Signs the student – shiftee letter of intent	None	1 hour	<i>College Dean</i> Dean's office
2. Student submits signed Letter of Intent to the dean of the college he or she is applying for.	2. College Dean performs initial assessment and interview of the transferee	None	15 mins	<i>College Dean</i> Dean's office
3. Student submits for pre – enrolment procedure	3. Facilitate pre – enrolment of the transferee	None	15 mins	<i>College Secretary</i> Dean's office
TOTAL		None	1hr 30 mins	

45. New Student Admission for Undergraduate Studies

The College of Teacher Education yearly accepts applicants for its undergraduate programs offering. The initial screening is done in the College Dean's Office to ensure that the applicant complies with all the admission requirements for his/her application to the program.

Office or Division	College of Teacher Education				
Classification	Simple				
Type of Transaction	G2C (Government to Citizens)				
Who may avail?	Students in the undergraduate studies who desires to enroll in any of the programs offered in the college.				
<table> <tr> <th>Checklist of Requirements</th><th>Where to secure</th></tr> <tr> <td> Admission requirements <ul style="list-style-type: none"> Senior High School Report Card or Certified true copy of it, showing a GPA of 85, LRN and Strand, duly signed by the class adviser or principal with GPA @ least 85% Certificate of Good Moral Character, 1 original </td><td>School where the applicant graduated Senior HS</td></tr> </table>		Checklist of Requirements	Where to secure	Admission requirements <ul style="list-style-type: none"> Senior High School Report Card or Certified true copy of it, showing a GPA of 85, LRN and Strand, duly signed by the class adviser or principal with GPA @ least 85% Certificate of Good Moral Character, 1 original 	School where the applicant graduated Senior HS
Checklist of Requirements	Where to secure				
Admission requirements <ul style="list-style-type: none"> Senior High School Report Card or Certified true copy of it, showing a GPA of 85, LRN and Strand, duly signed by the class adviser or principal with GPA @ least 85% Certificate of Good Moral Character, 1 original 	School where the applicant graduated Senior HS				



<ul style="list-style-type: none"> • Photocopy of NSO issued Birth Certificate (present original) • Three (3) pcs. 2x2 colored ID picture with name tag and white background • 2 long white folders with plastic cover • 1 long brown envelope with plastic cover <p>Applicant's profile sheet, 1 original Admission Testing Form, 1 original</p>		<p>School where the applicant graduated Senior HS NSO or PSA office Any Photocenter Any office/educational materials supplier Any office/educational materials supplier</p> <p>College Dean's Office College Dean's Office</p>		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits admission requirements to the CTE Office clerk	1.1. Checks completeness and correctness of the requirements 1.2. Issues application form for admission testing and applicant's profile sheet	None	5 mins	<i>College Clerk</i> Dean's office
2. Fills up the given forms and attached 2x2 picture 2.4. Applicant's profile sheet 2.5. Admission testing form	2.1. Receives the filled out forms 2.2. Checks completeness and correctness of the entered information 2.3. Signs the form as processing officer 2.4. Considers Filipino and Foreign applicants 2.5. Encodes the personal details of the applicant and other relevant information needed in the college data base 2.6. Returns the admission testing form to the applicant 2.7. Instructs to proceed to the testing center for the schedule of examination (for local applicants) 2.8. Foreign applicants, instruct to proceed to cashier for payment of testing fee	Local: None Foreign: Php 900.00	20 mins	<i>College Clerk</i> Dean's office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Foreign Applicants				



3. Client proceeds to the accounting office Window 4 for order of payment (OP) issuance	3. Window 4 in-charge encodes the transaction of the client and issues OP number	None	5 mins	<i>Window 4 in – charge Accounting Office</i>
4. Cashier for payment of assessment fees	Cashier receives the payment and issues Official Receipt to the client	Php 900.00	3 mins	<i>Cashier 1 Accounting Office</i>
5. Go to the testing center for procurement of test schedule	5.3. Receives the testing center form from applicant 5.4. Writes the testing schedule 5.5. Return the form to the applicant 5.6. Gives instruction for the testing day	None	5 mins	<i>Testing Center Staff Center for Testing and Evaluation</i>
TOTAL		Php 900.00	38 mins	

46. Pre – enrolment Procedures for Undergraduate Students

The pre - enrolment is a procedure done prior to the days of the enrolment. This activity allows the college to anticipate the required number of classrooms for the opening of classes, the required number of teachers to teach the courses, and assign the students to their blocks/section. This activity facilitates the enrolment process by allocating the required manpower according to the volume of enrolling students during the regular enrolment day.

Office or Division	College of Teacher Education				
Classification	Complex				
Type of Transaction	G2C (Government to Citizens)				
Who may avail?	Students in the undergraduate studies who desires to enroll in any of the programs offered in the college.				
<table border="1"> <thead> <tr> <th>Checklist of Requirements</th><th>Where to secure</th></tr> </thead> <tbody> <tr> <td>Admission Interview Schedule</td><td>Posted in CNU official facebook page (www.facebook.com/cebunormaluni)</td></tr> </tbody> </table>		Checklist of Requirements	Where to secure	Admission Interview Schedule	Posted in CNU official facebook page (www.facebook.com/cebunormaluni)
Checklist of Requirements	Where to secure				
Admission Interview Schedule	Posted in CNU official facebook page (www.facebook.com/cebunormaluni)				



<p>List of requirements for enrolment:</p> <ul style="list-style-type: none"> • Personal Data Sheet, 1 original • Original Senior High School Card • Certificate of Transfer Eligibility with Informative copy (for Transferees) • Original copy of certificate of good moral character • Original copy of NSO Live Birth Certificate • Original copy of NSO Marriage Certificate (Married Female Students ONLY) • Photocopy of NCAE Result, if available • Personal Recommendation Form duly filled out by the Class Adviser • Request for diagnostic examinations, 1 original • Results of the diagnostic examinations, 1 original • Medical Certificate, 1 original • Expanded long brown envelope 1 pc • 2 pcs mailing ordinary long white envelope • 2 pcs 2x2 I.D. pictures • Postage stamp worth Php 30.00 	<p>versityofficial); call from College Dean's office staff</p> <p>College Admission Committee</p> <p>School where enrollee graduated from</p> <p>School where enrollee graduated from</p> <p>School where enrollee graduated from</p> <p>NSO or PSA office</p> <p>NSO or PSA office</p> <p>School where enrollee graduated from</p> <p>School where enrollee graduated from</p> <p>College Admission Committee</p> <p>Any diagnostic laboratory</p> <p>CNU Physician</p> <p>Any office/school materials supplier</p> <p>Any office/school materials supplier</p> <p>Any Photocenter</p> <p>Local Post Office</p>
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Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Checks the name form the list of passers posted by the testing center and calls the Dean's office for the interview schedule	1. Releases the interview schedule	None	5 mins	<i>College Clerk</i> Dean's office
2. Proceeds to the office of the dean for the scheduled interview	2.1. Admission committee conducts interview of the applicant 2.2. Issues the personal data sheet, commitment form, referral form for the laboratory exams, and list of requirements 2.3. Gives instruction on how to accomplish forms	None	10 mins	<i>nursing Committee</i> Dean's Office



3. Fills up required forms and takes note of instructions to accomplish requirements	3.1. Checks filled out forms for completeness and accuracy of information 3.2. Instruct applicant to on the following 3.2.1. Registrar's office to submit personal data sheet 3.2.2. Laboratory results to the University Physician's office 3.2.3. Notarized recommendation letter to the enrollment committee on enrolment day or earlier	None	15 mins	<i>College Clerk Dean's office</i>
4. Accomplishes requirements			Client control	
5. Submits laboratory results to the university physician	5.1. Receives examination results 5.2. Conducts physical examination 5.3. Issues medical certificate	None	40 mins	<i>University Physician CNU University Clinic</i>
6. Proceeds to the registrar's office and submits completed requirements	6.1. Receives completed requirements 6.2. Issues pre-enrolment form with student ID number for enrolment	None	15 mins	<i>Registrar's Office Clerk University Registrar's Office</i>
TOTAL		None	1 hr 25 mins	



47. Enrolment Procedure for Undergraduate Students

The College initiates the enrolment by processing the initial steps for student enrolment. The students' enrolment process is concluded at the registrar's office.

Office or Division	College of Teacher Education
Classification	Complex
Type of Transaction	G2C (Government to Citizens)
Who may avail?	Students in the undergraduate studies who desires to enroll in any of the programs offered in the college.
Checklist of Requirements	
<p>Name appearing in the list of qualifiers</p> <p>List of Requirements for enrolment FOR NEW STUDENTS</p> <ul style="list-style-type: none"> • Application for admission approved and signed by the Dean, 1 original • Personal Data Sheet, 1 original • Certificate of Transfer Eligibility with informative copy (original) • Original copy of certificate of good moral character • Photocopy of Transcript of Records, CNU Graduates ONLY • Expanded long brown envelope 1 pc • Original copy of NSO live Birth Certificate • Original copy of NSO Marriage Contract (for Female Married students ONLY) • 2 pcs 2x2 colored picture • Postage Stamp worth Php 30.00 <p>FOR OLD STUDENTS</p> <ul style="list-style-type: none"> • Semestral Clearance <p>Assessment of fees for enrolment, 1 original Official Receipt of Payment for Enrolment OR Validated assessment slip, 1 original</p>	
Where to secure	
<p>Posted in CNU official facebook page (www.facebook.com/cebunormaluniversityofficial);</p> <p>College Dean's Office Enrolment Committee School graduated from School graduated from CNU Registrar Any office/educational supplier NSO or PSA Office NSO or PSA Office</p> <p>Any Photocenter Local Post Office</p> <p>Dean's Office Course encoding in-charge Cashier Window 4 Accounting Office</p>	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
NEW STUDENT ONLY				
1. Submits complete requirements to the registrar's office (if not done during pre-enrolment)	1. Issues pre-enrolment form with student ID number	None	5 mins	<i>Registrar Clerk</i> University Registrar's Office
2. Present the pre – enrolment form with student ID number to the enrolment committee	2. Issues the plotting form	None	3 mins	<i>Enrolment Committee</i> Dean's Office
3. Fills out the plotting form with the subjects for enrolment according to year level and program offering. Gives the plotting form to the enrolment committee	3. Checks the completeness and correctness of schedule ID	None	3 mins	<i>Enrolment Committee</i> Dean's Office
4. Go to the encoding area for subject encoding	4. Encodes the subjects and issues assessment form	None	5 mins	<i>Enrolment Committee</i> Dean's Office
5. Proceeds to the accounting office and submits assessment slip	5. Validates assessment slip for free tuition and miscellaneous slip	None	5 mins	<i>Cashier</i> University Accounting Office
6. Go to the registrar enrolment station and presents validated assessment slip or official receipt (for foreign and opt out)	6.1. Checks submitted document 6.2. Print out the study load 6.3. Stamped the printed study load as "VALIDATED" 6. Instruct student to bring study load on the first day of class	None	3 mins	<i>Enrolment station in – charge</i> University Registrar's Office
	Total	None	24 mins	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
OPT OUT STUDENTS 5. Client proceeds to the accounting office Window 4 for order of payment (OP) issuance	OPT OUT STUDENTS 5. Window 4 in-charge encodes the transaction of the client and issues OP number	None	5 mins	<i>Window 4 in – charge</i> Accounting Office
6. Cashier for payment of assessment fees	6. Cashier receives the payment and issues Official Receipt to the client	Opt Out: Php 131 per unit + Miscellaneous Foreign students: x 3 of local student tuition fee rate	5 mins	<i>Cashier 1</i> Accounting Office
7. Go to the registrar enrolment station and presents validated assessment slip or official receipt (for foreign and opt out)	6.4. Checks submitted document 6.5. Print out the study load 6.6. Stamped the printed study load as “VALIDATED” 6.7. Instruct student to bring study load on the first day of class	None	3 mins	<i>Enrolment station in – charge</i> University Registrar’s Office
TOTAL		Depend on student category	22 mins	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
OLD STUDENT ONLY				
1. Submits the completed clearance form to the enrolment committee	1.1. Receives the completed clearance form 1.2. Issues the plotting form	None	5 mins	<i>Enrolment Committee</i> Dean's Office
2. Fills out the plotting form with the subjects for enrolment according to year level and program offering. Gives the plotting form to the enrolment committee	2. Checks the completeness and correctness of schedule ID	None	3 mins	<i>Enrolment Committee</i> Dean's Office
3. Go to the encoding area for subject encoding	3. Encodes the subjects and issues assessment form	None	5 mins	<i>Enrolment Committee</i> Dean's Office
4. Proceeds to the accounting office and submits assessment slip OR	4. Validates assessment slip for free tuition and miscellaneous OR	None	3 mins	<i>Cashier</i> University Accounting Office
4. Client proceeds to the accounting office Window 4 for order of payment (OP) issuance	4. Window 4 in-charge encodes the transaction of the client and issues OP number	None	5 mins	<i>Window 4 in – charge</i> Accounting Office
5. Cashier for payment of assessment fees	5. Cashier receives the payment and issues Official Receipt to the client	Opt Out: Php 131 per unit + Miscellaneous Foreign students: x 3 of local student tuition fee rate	5 mins	<i>Cashier 1</i> Accounting Office
Go to the registrar enrolment station and presents validated	5.7. Checks submitted document	None	3 mins	<i>Enrolment station in – charge</i>



assessment slip or official receipt (for foreign and opt out)	5.8. Print out the study load 5.9. Stamped the printed study load as "VALIDATED" 5. Instruct student to bring study load on the first day of class			University Registrar's Office
TOTAL		Depend on student category	19 mins	

48. Online Pre-Enrolment and Enrolment Proper

The College initiates the enrolment by processing the initial steps for student enrolment. The students' enrolment process is concluded at the registrar's office.

Office or Division	College of Teacher Education				
Classification	Highly Technical				
Type of Transaction	G2C (Government to Citizens)				
Who may avail?	Students in the undergraduate studies who desires to enroll in any of the programs offered in the college.				
<table border="1"> <thead> <tr> <th>Checklist of Requirements</th><th>Where to secure</th></tr> </thead> <tbody> <tr> <td> Name appearing in the list of qualifiers List of Requirements for enrolment FOR NEW STUDENTS <ul style="list-style-type: none"> • Application for admission approved and signed by the Dean, 1 original • Personal Data Sheet, 1 original • Certificate of Transfer Eligibility with informative copy (original) • Original copy of certificate of good moral character • Photocopy of Transcript of Records, CNU Graduates ONLY • Expanded long brown envelope 1 pc </td><td> Posted in CNU official facebook page (www.facebook.com/cebunormaluniversityofficial); College Dean's Office Enrolment Committee School graduated from School graduated from CNU Registrar Any office/educational supplier NSO or PSA Office NSO or PSA Office </td></tr> </tbody> </table>		Checklist of Requirements	Where to secure	Name appearing in the list of qualifiers List of Requirements for enrolment FOR NEW STUDENTS <ul style="list-style-type: none"> • Application for admission approved and signed by the Dean, 1 original • Personal Data Sheet, 1 original • Certificate of Transfer Eligibility with informative copy (original) • Original copy of certificate of good moral character • Photocopy of Transcript of Records, CNU Graduates ONLY • Expanded long brown envelope 1 pc 	Posted in CNU official facebook page (www.facebook.com/cebunormaluniversityofficial); College Dean's Office Enrolment Committee School graduated from School graduated from CNU Registrar Any office/educational supplier NSO or PSA Office NSO or PSA Office
Checklist of Requirements	Where to secure				
Name appearing in the list of qualifiers List of Requirements for enrolment FOR NEW STUDENTS <ul style="list-style-type: none"> • Application for admission approved and signed by the Dean, 1 original • Personal Data Sheet, 1 original • Certificate of Transfer Eligibility with informative copy (original) • Original copy of certificate of good moral character • Photocopy of Transcript of Records, CNU Graduates ONLY • Expanded long brown envelope 1 pc 	Posted in CNU official facebook page (www.facebook.com/cebunormaluniversityofficial); College Dean's Office Enrolment Committee School graduated from School graduated from CNU Registrar Any office/educational supplier NSO or PSA Office NSO or PSA Office				



<ul style="list-style-type: none"> • Original copy of NSO live Birth Certificate • Original copy of NSO Marriage Contract (for Female Married students ONLY) • 2 pcs 2x2 colored picture • Postage Stamp worth Php 30.00 <p>FOR OLD STUDENTS</p> <ul style="list-style-type: none"> • Semestral Clearance <p>Assessment of fees for enrolment, 1 original Official Receipt of Payment for Enrolment OR Validated assessment slip, 1 original</p>		<p>Any Photocenter Local Post Office</p> <p>Dean's Office Course encoding in-charge Cashier Window 4 Accounting Office</p>		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
NEW STUDENTS				
Online Pre-Enrolment Process for New Students (Open URL: www.cnu.edu.ph)				
1. Checks name in the list of passers posted by the Testing Center in the CNU FB page as qualifier for enrolment	1.1. Post list of qualifiers for enrolment	None	1 working day as scheduled	<i>Testing Center staff/ PIO staff</i>
2. Calls college for list of requirements for enrolment	2. Provide list of requirements for enrolment	none	1 working day	<i>Admission Staff College Dean's Office</i>
3. Complies requirements for enrolment and uploads compliance to www.cnu.edu.ph pre – enrolment google form	3.1. Checks uploaded medical certificate 3.2. Send to pre-enrolment applicant endorsement certificate	None	1 working day	<i>University Physician CNU University Clinic</i>
4.1. Proceeds to the Registrar's online portal and fill out the needed information and requirements in the Google Forms including the request of		None	1 working day	<i>Registrar's Staff University Registrar's Office</i>



CNU EMAIL Account and Student Number				
4.2. The Students will receive email from registrar@cnu.edu.ph			1 working day	Registrar's Staff University Registrar's Office
	Total	None	5 working days	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Enrolment Proper (Open URL: www.cnu.edu.ph)				
1. Plot the subjects and fill out the needed information required in the Google Form Enrolment posted at the CNU website www.cnu.edu.ph at registrar's portal	1. Receives the responses, post the subjects and payments in the Student's Information System (SIS) <i>For the Returnee: advice the client to write letter of intent for recommending approval from the Dean and VPAA before can proceed to the enrollment)</i>	None	1 working day	Registrar's Staff University Registrar's Office
2. Checks email for the statement of Accounts (SOA) and the instruction on how to pay for your tuition and miscellaneous fees by the Accounting Office.	2. Send payment details and confirm the receipts though the Google link provided in the email.	None	1 working day	Cashier University Accounting Office
3. Access or Log -in the Online Student Portal the to view or print study load	3. Validate the enrolment to officially enroll the students in the SIS	None	1 working day	Registrar's Staff University Registrar's Office



4. Contact the respective College for concerns on google classroom invitation though this email ctegs@cnu.edu.ph	4. Accepts and endorse the students to the concerned professor for the online google classroom invitation assistance	None	1 working days	Office staff College Dean's Office
Total		None		

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Late Enrolment: Adding/Changing/Withdrawal/Dropping of Subjects				
1. Inquire the college for the late enrolment through this email ctegs@cnu.edu.ph	1. Inform the client to write a letter of intent address to the VPAA and recommending approval by the Program chair/OIC Dean before plotting the subjects	None	1-2 working days	CTE Program Chair/OIC Dean College Dean's Office
2. Plot subjects in the plotting form or adding form downloadable at the registrar's portal	2. Checks the adding/withdrawal form at the Google form link and forward to the Program Chairs/OIC Dean for approval	None	1-2 working days	
3. Follow-up the adding or withdrawn subjects	3. Endorse to the registrar@cnu.edu.ph the approved adding/withdrawal form/plotting form	None	1-2 working days	Office staff College Dean's Office
4. Proceed to the Online Payment for additional fees	4. Issued the assessment and confirmation of payments	Assessment Fee		Cashier University Accounting Office
5. Wait for the study load or google classroom invitation	5. Validate the subjects of the students	None		Registrar's Staff University Registrar's Office



TOTAL:	As per assessment fee	35 working days	
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49. New Student Admission for Graduate Studies

The College of Teacher Education accepts entrants to its graduate programs. The applicant to the program must submit to the pre – screening procedure done by the admission committee.

Office or Division	College of Teacher Education			
Classification	G2C (Government to Citizen)			
Type of Transaction	Simple			
Who may avail?	All entrants to the Graduate School Program of the College			
Checklist of Requirements		Where to secure		
Graduate school application form, 1 original Honorably dismissal/Transfer credentials, 1 original Photocopy of original TOR for evaluation 1 pc 1 long brown envelop with plastic cover 1 long folder with plastic cover 2 pcs 2x2 colored ID pictures with nametag and white background 1 pc 1x1 colored ID picture Original and photocopy of marriage certificate in NSO security paper (Married Female Applicants ONLY) 1 pc each Admission testing form and Application profile sheet, 1 original		College Dean's Office School where the applicant graduated from School where the applicant graduated from Any office/school materials supplier Any office/school materials supplier Any photocenter Any photocenter NSO or PSA office CTE Dean's Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submission of admission requirements to the office of the College Dean	1.1. Checks completeness and correctness of requirements 1.2. Issues application for admission testing form and application profile sheet	None	15 mins	Office Clerk College Dean's Office



2. Fills up the application testing form and applicant profile sheet. Attaches 2x2 picture to the form	2.1. Checks completeness and accuracy of the provided information 2.2. Consider Filipino and Foreign applicants 2.3. Encodes personal details of the applicant and relevant information in the college data base 2.4. Instruct to proceed to the accounting office for payment	Local: Php 400.00 Foreign: X 3 of local rate	20 mins	<i>Office Clerk</i> College Dean's Office
3. Proceed to the accounting office and makes payment	3.1. Receives payment 3.2. Issues official receipt	Payment classification	3 mins	<i>Cashier</i> Accounting Office
4. Proceeds to the testing center for procurement of schedule 4.1. Presents official receipt together with application testing form 4.2. Fills out applicant logbook	4.1. Receives the official receipt and the application testing form 4.2. Writes the testing schedule	None	3 mins	<i>Testing Center Staff</i> Center for Testing and Evaluation
TOTAL		Depend on student category	41 mins	

50. Online Application for Admission of Graduate Studies and DPE

Office or Division	College of Teacher Education
Classification	G2C (Government to Citizen)
Type of Transaction	Highly Technical
Who may avail?	All entrants to the Graduate School Program of the College
<div> <div>Checklist of Requirements</div> <div>Where to secure</div> </div>	



Accomplished Graduate School Application Profile Sheet, 1 scanned or picture copy Scanned copy Honorable dismissal/Transfer credentials Scanned copy TOR for evaluation 1 pc Scan copy of Marriage Certificate in NSO security paper (for married female only) Accomplished Admission forms with attach 2x2 I.D pictures and valid ID and 1 selfie		CNU Website School where the applicant graduated from School where the applicant graduated from NSO or PSA office CNU Website		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits the requirements in the Online Google form though this CNU website URL www.cnu.edu.ph and proceed to the Testing Center's portal. <i>(Foreign/Applicants outside the country is not allowed)</i>	1. Checks the completeness and correctness of the requirements <i>(For transferee is evaluated by the Program Chair for their credited subjects)</i>	None	1 working day	Office staff College Dean's Office
2. Check emails for the confirmation or feedback of their application	2.1. Endorse the qualified applicants for admission to the testing center testing@cnu.edu.ph for verification and tagging with the format below; Name: Email Address: Contact Number: Honor Received: Course Applied for: Semester:	None	2 working days	Office staff College Dean's Office
	2.2. Instructs the applicants who are qualified for the admission to coordinate with the testing center			



3. Wait for the instructions of online payment details for Testing Fee	3. Instructs to proceed to the online payment through this email accountant@cnu.edu.ph and upload the receipts in the link provided for confirmation and validation of payment.	Testing Fee Php 400.00	5 working days	<i>Accounting staff</i> Accounting officer
4. Coordinate with the Testing through this email testing@cnu.edu.ph for the testing schedule and other things to prepare.	4. Inform the applicants the schedule and guidelines of the online examination.	None	1 working day	<i>Testing Center Staff</i> Center for Testing and Evaluation
TOTAL		Php 400.00	9 working days	

51. Enrolment Procedure for Graduate Students

The College initiates the enrolment by processing the initial steps for enrolment of the students. The students' enrolment process is concluded at the registrar's office.

Office or Division	College of Teacher Education	
Classification	G2C (Government to Citizen)	
Type of Transaction	Complex	
Who may avail?	Applicants to the different program offerings and his/her representative	
Checklist of Requirements		Where to secure
Name appearing in the list of qualifiers		Posted in CNU official facebook page (www.facebook.com/cebunormaluniversityofficial);
List of Requirements for enrolment FOR NEW STUDENTS <ul style="list-style-type: none"> Application for admission approved and signed by the Dean Personal Data Sheet, 1 original 		College Dean's Office Admission Committee School graduated from School graduated from



<ul style="list-style-type: none"> • Certificate of Transfer Eligibility with informative copy (original) • Original copy of certificate of good moral character • Photocopy of Transcript of Records, CNU Graduates ONLY • Expanded long brown envelope 1 pc • Original copy of NSO live Birth Certificate • Original copy of NSO Marriage Contract (for Female Married students ONLY) • 2 pcs 2x2 colored picture • Postage Stamp worth Php 30.00 <p>OLD STUDENTS</p> <ul style="list-style-type: none"> • Semestral Clearance, 1 original <p>Assessment of fees for enrolment, 1 original Official Receipt of Payment for Enrolment, 1 original</p>		<p>CNU Registrar Any office/educational supplier NSO or PSA Office NSO or PSA Office</p> <p>Any Photocenter Local Post Office</p> <p>Dean's office Course encoding in-charge Cashier</p>		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
NEW STUDENT				
1. Checks the name in the list of qualifiers posted by the testing center				
2. Calls the office of the College Dean to book for interview schedule	2. Gives the applicant available interview schedule	None	5 mins	<i>Dean's office clerk</i> Dean's Office
3. Proceeds to the office of the College Dean on interview schedule	3.1. Conducts interview for new applicant 3.2. Issues personal data sheet and list of requirements for enrolment	None	30 mins	<i>Admission Committee</i> College Dean's Office
4. Fills out the personal data sheet and Proceed to the registrar and submits requirements for enrolment	4. Receives the completed requirements and releases pre-enrolment form with student ID number	None	10 mins	<i>Registrar Clerk</i> University Registrar's office



5. Presents the pre-enrolment form to the enrolment committee	5. Issues the enrolment plotting form	None	5 mins	<i>Enrolment Committee</i> College Dean's Office
6. Fills out the enrolment plotting form with courses offered according to the program enrolled in, and returns the duly accomplished plotting form to the enrolment committee	6.1. Checks and verifies the courses plotted according to the course offering per program and its schedule ID 6.2. Hands the verified plotting form back to the enrollee	None	15 mins	
7. Proceeds to the encoding area for courses encoding	7.1. Encodes the plotted courses using the schedule ID 7.2. Issues assessment slip for enrolment	None	10 mins	<i>Encoders</i> Designated Encoding area

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
NEW STUDENT				
8. Client proceeds to the accounting office Window 4 for order of payment (OP) issuance	8.1. Window 4 in-charge encodes the transaction of the client and issues OP number	None	5 mins	<i>Window 4 in – charge</i> Accounting Office
9. Cashier for payment of assessment fees	9.1. Cashier receives the payment and issues Official Receipt to the client	Masteral students: Php 400.00 per unit Doctoral students: Php 500.00 per unit Additional: Miscellaneous fees Foreign students: x3 local rate	5 mins	<i>Cashier 1</i> Accounting Office



10. Proceed to the registrar enrolment station and presents the official receipt	10.1. Receives the official receipt 10.2. Prints out the study load 10.3. Stamps the study load as "VALIDATED" 10.4. Instruct student to bring study load on first day of classes	None	3 mins	<i>Enrolment station in-charge Registrar's Office</i>
TOTAL		As per Student category	88 mins	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
OLD STUDENT				
1. Proceeds to the office of the Dean	1. Provides academic counselling	None	15 mins	Academic Dean
2. Submits completed semestral clearance to the enrolment committee	2. Issues the enrolment plotting form	None	5 mins	<i>Enrolment Committee College Dean's Office</i>
3. Fills out the enrolment plotting form with courses offered according to the program enrolled in and returns the duly accomplished plotting form to the enrolment committee	3.1. Checks and verifies the courses plotted according to the course offering per program and its schedule ID 3.2. Hands the verified plotting form back to the enrollee	None	3 mins	
4. Proceeds to the encoding area for courses encoding	4.1. Encodes the plotted courses using the schedule ID 4.2. Issues assessment slip for enrolment	None	5 mins	<i>Encoders Designated Encoding area</i>



5. Client proceeds to the accounting office Window 4 for order of payment (OP) issuance	5. Window 4 in-charge encodes the transaction of the client and issues OP number	None	5 mins	<i>Window 4 in – charge Accounting Office</i>
6. Cashier for payment of assessment fees	6. Cashier receives the payment and issues Official Receipt to the client	Masteral students: Php 400.00 per unit Doctoral students: Php 500.00 per unit Additional: Miscellaneous fees Foreign students: x 3 local rate	5 mins	<i>Cashier 1 Accounting Office</i>
7. Proceeds to the registrar's office enrolment station and presents the official receipt of payment	7.1. Validates the official receipt 7.2. Print out the study load 7.3. Stamps the study load print out as "VALIDATED" 7.4. Instructs the student to bring the validated study load on the first day of classes	None	3 mins	<i>Enrolment in Charge University Registrar's office</i>
Total		According to program	41 mins	

52. New Student Admission for the Doctor of Medicine Program

Office or Division	Colleges of Medicine
Classification	G2C (Government to Citizen)



Type of Transaction	Simple			
Who may avail?	Graduate of 4 years baccalaureate degree			
Checklist of Requirements		Where to secure		
NMAT Rating with at least 60 percentile rank Applicant Profile Sheet Testing Admission Form 3 pcs 2x2 colored ID picture with white background and with name and signature Transcript of Records with a GPA of at least 2.0 in the Bachelor's Degree Photocopy of Valid Identification Card Photocopy of the NSO Birth Certificate (present the original) Letter of Recommendation from either of these two references: Academic Head(s) of the school graduated; and/or Professional/Work Station Head/Professor ITR of earning family members of BIR Certification of Exemption 1 pc Long Brown Envelope with plastic 2 pcs long folder with plastic cover		NMAT administrator Dean's office Dean's office Photocenter School where applicant graduated Photocopy center PSA center School where applicant graduated Local BIR office School supplies vendor School supplies vendor		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits admission requirements to the Office of the College of Medicine	1.1. Checks the completeness and correctness of the requirements.	None	55 mins	Office staff College Dean's Office
	1.2. Evaluates the Requirements.			
	1.3. The Person-in-charge will sign the Testing Admission Form, if approved			
	1.4. Encodes the personal details of the applicant.			
	1.5. Forwards the details of the applicant to the College of Medicine Admissions			



	Committee for the schedule of the interview. 1.6. Returns the Admission Testing Form to the Applicant. 1.7. Instructs to proceed to the Testing Center for verification and schedule of the examination.			
2. Proceeds to the Testing Center for verification	2. Testing Center will verify the approved Testing Admission Form and the details of the applicants.	None	5 mins	<i>Testing Center Staff</i> Center for Testing and Evaluation
3. Visits the accounting office and pay for the testing fee.	3. Receives payment and issues official receipt	Php 400.00	5 mins	<i>Cashier 1</i> Accounting Office
4. Goes to the Testing Center for procurement of test schedule	4. Schedules the examination per applicant.	None	5 mins	<i>Testing Center Staff</i> Center for Testing and Evaluation
Total		Php 400.00	1 hour 10 mins	

53. Issuance of Special Entrance Permit

Special entrance permits are issued to students who require entrance into the school premises and are exempted from following pertinent school policies (wearing of uniform) due to their special condition i.e. pregnancy, medical conditions, and the like.

Office or Division	Office of Student Affairs
Classification	G2C (Government to Citizen)



Type of Transaction	Complex			
Who may avail?	Pregnant female students, students with medical condition, students that are currently employed*			
Checklist of Requirements		Where to secure		
Medical certificate for students who are pregnant or have special medical conditions, 1 original		Attending physician/University Physician		
Study load, letter of request and certificate of employment for students who are employed*, 1 original		Student's legitimate employer		
*temporarily suspended due to security reasons				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Student inquire from OSA on issuance of special permit and guidelines for non – wearing of uniform	1. OSA staff explains the policy, guidelines and the requirements for the issuance of special entrance permit	None	3 mins	OSA Staff Office of the Student Affairs
2. Student submits the requirement 2.1. Pregnant female student presents medical certificate issued/attested by the University Physician 2.2. Student with medical condition presents medical certificate issued/attested by the University Physician	2.1. OSA staff verifies the submitted document for the attestation of the university physician 2.2. OSA staff endorses the submitted document to the Dean of Student Affairs (DSA) for approval	None	3 mins	OSA Staff Office of the Student Affairs
	2.3. Reviews the submitted document 2.4. Approves the issuance of special entrance permit	None	1 working day	DSA Office of the Student Affairs
3. Student comes back to the OSA office and follow up the approval of the request	3.1. Releases the second half of the form with notation on the validity of the permit. 3.2. Explains the permit to the student	None	5 mins	OSA Staff Office of the Student Affairs
TOTAL		None	1 w. day, 11 mins	



54. Issuance of Good Moral Certificate

Students request good moral certificate as a requirement for the school where they are transferring and/or other personal and professional transactions.

Office or Division	Office of Student Affairs			
Classification	G2C (Government to Citizen)			
Type of Transaction	Complex			
Who may avail?	Student or his/her representative			
Checklist of Requirements			Where to secure	
Good moral certificate request slip, 1 original Student ID (photocopy of student ID, if request is by a representative) Letter of Authorization (if representing the student) , 1 original Valid ID of the representative, 1 original			Office of Student Affairs Transacting Client Student Transacting student representative	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Student or his/her representative requests for good moral certificate	1.1. OSA staff explains the procedure 1.2. Asks for an authorization and valid ID, if client is a representative of the student 1.3. Issues good moral certificate request slip	None	3 mins	OSA Staff Office of the Student Affairs
2. Student or representative fills out the form the required information	2.1. Checks the submitted information for completeness 2.2. Issues assessment of fees 1.4. Instruct to go to the accounting office	None	3 mins	



3. Proceed to the accounting office and pays the required fee	3.3. Receives payment 2.3. Issues Official Receipt	Php 80.00	3 mins	Cashier Accounting Office
4. Return to OSA, present official receipt and request slip	3.3. Receives the official receipt and request slip 3.4. Sets date when to claim the requested document 3.5. Advises on the requirements to claim the document	None	15 mins	OSA Staff Office of the Student Affairs
	3.6. Prepares the requested document 3.7. Transmit the requested document to the DSA	None	3 working days	OSA Staff Office of the Student Affairs
	3.8. Reviews the entries of the document 3.9. Signs the document	None	1 working day	DSA Office of the Student Affairs
5. Return to OSA on scheduled date and presents requirements for claiming the requested document	5.1. OSA staff checks the presented claiming requirements 5.2. Releases the signed good moral certificate 5.3. Advises to go to the registrar's office for CNU seal mark	None	3 mins	OSA Staff Office of the Student Affairs
TOTAL		Php 80.00	4 w. days, 27 mins	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<u>(Online Request)</u> 1. Student sends a request for the issuance of a Certificate of Good Moral Character through	1. OSA Clerk responds to the message with a link that provides the instructions from the Accounting	None	1 min	OSA Staff Office of the Student Affairs



social media (OSA email, Facebook page / messenger).	Office and the OSA request in google form.			
2. Student fills out the form and pays the fee for the issuance of the document(s) at a specified bank or payment center.		Php 80.00	1-2 working days	
3. Student notifies the Accounting office through email that payment has been effected and completes the OSA form.	The OSA Clerk prepares the certificate which bears the unique QR code logo and Dean's E-signature. Sends the certificate to the student's email address.	None		OSA Staff Office of the Student Affairs
4. Student request for the hard copy of the certificate.	OSA Staff releases the signed good moral certificate and directs the clients to proceed to the Registrar to have the CNU seal marked on the document.	None	3 mins	
TOTAL		Php 80.00	1-2 working days, 4 mins	

55. Issuance of Affidavit of Loss for Lost Identification Card

An affidavit of loss will be issued by the Office of Student Affairs to students who lost their identification card to allow them temporary access to the school premises while the new ID is on process.

Office or Division	Office of Student Affairs		
Classification	G2C (Government to Citizen)		
Type of Transaction	Complex		
Who may avail?	Student		
Checklist of Requirements		Where to secure	
Affidavit of loss form, 1 original		Office of Student Affairs	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Student reports to the office of lost ID	1.1. OSA Staff advises first to search from the guards on duty or any possible area and comes back to the office if impossible to find 1.2. OSA Staff checks if there has been a reported found ID in the logbook, if none 1.3. Issues the student affidavit of loss form	None	3 mins	OSA Staff Office of the Student Affairs
2. Student fills up the affidavit of loss form with the required details	2.1. Checks the completeness of the required information 2.2. Issues assessment of fees 2.3. Instruct to proceed to accounting for payment of fees	None	3 mins	OSA Staff Office of the Student Affairs
3. Client proceeds to the accounting office Window 4 for order of payment (OP) issuance	3. Window 4 in-charge encodes the transaction of the client and issues OP number	None	5 mins	Window 4 in – charge Accounting Office
4. Cashier for payment of assessment fees	4. Cashier receives the payment and issues Official Receipt to the client	Php 55.00	5 mins	Cashier 1 Accounting Office
5. Proceed to IGP for payment of ID re-issuance fee	5.1. Receives payment 5.2. Issues official receipt	Php 100.00	10 mins	IGP Cashier IGP Office
	5.3. Advise to see the official photographer for picture taking 5.4. Process the new ID	None	3 working days	Official Photographer IGP Office
	6.8. Issues temporary pass 6.9. Advise to make follow up on the set schedule	None	3 mins	OSA Staff Office of the Student Affairs
6. Return to OSA and present OR from accounting and IGP	7. Release new ID	None	5 mins	OSA Staff OSA
TOTAL		Php 155.00	3 w. days, 34 mins	



53. Filing of excuse slips for absence(s) or tardy from class(es)

Excuse slips are required for students who had been absent from class or are tardy in arriving to his/her class especially during the first period classes.

Office or Division	Office of Student Affairs				
Classification	G2C (Government to Citizen)				
Type of Transaction	Complex				
Who may avail?	Student				
Checklist of Requirements			Where to secure		
Excuse slip, 1 original Medical certificate for absences due to medical reason, 1 original			Office of Student Affairs Attending Physician		
Client Steps	Agency Action		Fees to be paid	Processing Time	Person Responsible
1. Student secures from OSA an excuse slip for an absence(s)/tardy incurred from class(es)	1. OSA Staff discusses with the students on the procedures of filing and documents to be attached		None	3 mins	OSA Staff Office of the Student Affairs
2. Student fills out the form	2.1. OSA staff checks the completeness of the excused form and the documents to be attached if any. 2.2. Student is asked to log in the excused slip logbook 2.3. Endorses the excuse slip and attachment to the DSA		None	15 mins	OSA Staff Office of the Student Affairs
	2.4. Evaluates the submitted documents 2.5. Notes whether excused or un-excused		None	1 working day	Dean of Student Affairs



				Office of Student Affairs
3. Student follows up if the excused slip has been signed and completely fills up the student logbook	3.1. OSA staff releases the second half of the form to the student 3.2. Asks student to write in the logbook the comment in the excuse slip "EXCUSED or UNEXCUSED"	None	3 mins	OSA Staff Office of the Student Affairs
TOTAL		None	2 w. day, 21 mins	

54. Application for CNU Student Loan

Student loans are granted to CNU bonafide student who would need a source of fund to comply with school requirements.

Office or Division	Office of Student Affairs
Classification	G2C (Government to Citizen)
Type of Transaction	Complex
Who may avail?	Student
Checklist of Requirements	
Application form, 2 copies 2 pcs 2x2 picture Study Load, 1 original or 1 year payslip, if working student or student assistant all original	Where to secure Office of Student Affairs Any photocenter Registrar's office Accounting office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Student inquiries about the student loan	1.1. OSA Staff orients the guidelines and requirements of applying for CNU student loan 1.2. If decided to pursue application for loan, staff issues list of requirements.	None	3 mins	OSA Staff Office of the Student Affairs



2. Student fills out the form completely as per instruction, and comes back to submit the said requirements	1.1. OSA staff checks the entries in the form and documents submitted. 1.2. If complete, staff advises the student to log in the logbook.	None	3 mins	OSA Staff Office of the Student Affairs
	1.3. OSA staff explains further about the timelines of application cut off and processing of the student loan: 1.3.1. Application date cut off : *every 2nd Friday of the month- *every 4th Friday of the month 2.3.2. That within 3 working days after cut- off date, OSA processes the application form for DSA approval and transmit them to Accounting for check preparation 1.4. OSA staff asks the student to come back after 3 working days from the cut- off date of the status of the loan	None	3 working days	
2. Student inquires the status of the loan	OSA staff feedbacks to the student the status of the loan and wait from Accounting's announcement of newly issued checks	None	3 mins	
TOTAL		None	3 w. days, 9 mins	

55. Counselling for Walk – in Clients

The guidance and counselling office caters to the mental health needs and psychosocial support requirements of all the members of the CNU community. Walk – in clients are those availing the services of the guidance and counselling office without referrals.

Office or Division	Office of Guidance and Counselling
Classification	G2C (Government to Citizen)
Type of Transaction	Complex
Who may avail?	Members of the CNU Community



Checklist of Requirements		Where to secure		
Willingness to undergo counselling		Transacting client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client transact business with the concerned unit	1.1. Guidance counselor conduct preliminary interview of walk-in counselee about his/her concern	None	5 mins	Guidance Counselor Guidance office
	1.2. Guidance counselor conducts counseling service	None	45 min/ session	
TOTAL		None	50 mins	

56. Counselling for Referral Clients

The guidance and counselling office caters to the mental health needs and psychosocial support requirements of all the members of the CNU community. Referral clients are those availing the services of the guidance and counselling office with referrals from advisers, teachers and similar authority.

Office or Division	Office of Guidance and Counselling			
Classification	G2C (Government to Citizen)			
Type of Transaction	Complex			
Who may avail?	Members of the CNU Community			
Checklist of Requirements		Where to secure		
Referral for guidance and counselling, 1 original		Transacting client		
Willingness to participate in guidance and counselling activity		Transacting client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client transact business with the concerned unit	1.1. Counselor process the referral form	None	3 mins	Guidance Counselor Guidance office
	1.2. Guidance counselor conduct preliminary interview of the counselee	None	5 mins	
	1.3. Guidance counselor conducts counseling service	None	45 min/ session	
TOTAL		None	53 mins	



57. Follow – up Services

Follow – up service is done to counselees who needed constant follow – up due to concerns that cannot be resolve in one guidance and counselling setting.

Office or Division	Office of Guidance and Counselling			
Classification	G2C (Government to Citizen)			
Type of Transaction	Complex			
Who may avail?	Members of the CNU Community			
Checklist of Requirements		Where to secure		
Guidance call slip form, 1 original Willingness to participate in guidance and counselling activity		Guidance Counselor Transacting client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	*Counselor process the call slip and transmit to the student concern	None	2 mins	Guidance Counselor Guidance office
1. Client responds to the call slip and visits the guidance counselor at the guidance and counselling office	1.1. Counselor process the call slip	None	3 mins	
	1.2. Guidance counselor conducts counseling service	None	45 min/ session	
TOTAL		None	50 mins	

58. Activation of Student/Employee Account in the Library Database

Library maintains database of each library user and is activated during library user transaction.

Office or Division	Office of University Library
Classification	G2C (Government to Citizen)
Type of Transaction	Simple
Who may avail?	Library users



Checklist of Requirements		Where to secure		
Valid ID (school or staff) Study Load for students, 1 original		Library user Library user		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Presents a validated school ID and study load; Faculty/Staff ID	1.1. Scans the ID and encodes / updates client's profile 1.2. Return the ID to the client	None	2 mins	Library Clerk University Library
2. Receives the returned ID and wait for activation of the account	2. Activates client's account in the database	None	1 min	
TOTAL		None	3 mins	

59. Borrowing of Books for Home Use

The university library allows the books borrowed by clients to be taken home for a definite period of time.

Office or Division	Office of University Library			
Classification	G2C (Government to Citizen)			
Type of Transaction	Simple			
Who may avail?	Library users			
Checklist of Requirements		Where to secure		
Valid ID (school or staff) Book(s) for home use		Library user Circulation section		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Presents the book to be borrowed together with a validated school ID; Faculty/Staff ID	1. Checks the book card of the book	None	1 min	Library Clerk University Library



2. Accomplishes the needed information found in the book card	2.1. Scans the borrower's ID and the barcode/RFID tag of the book 2.2. Stamps/writes the date due 2.3. Hands the book to the borrower	None	2 mins	
3. Claims the borrowed book and ID	3. Interfiles the book card under the name of the borrower	None	1 min	
	Total	None	4 mins	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Inquiry/Request				
1. Faculty will fill-out the Online Book Borrowing Form.	1.1. Check the titles of the book in the OPAC	None	1 min	<i>Library Clerk</i> University Library
	1.2. Circulation Services Librarian email the faculty informs the availability of the book requested	None	1 min	<i>Circulation Services Librarian</i> University Library
2. Confirm which specific book/s will be borrowed	2.1. Check out the books by scanning the barcode/RFID tag of the book 2.2. Stamps/writes the date due 2.3. Notify the borrower via e- mail or text message once the books are ready for pick-up 2.4. Bring the book/s to the designated area and meet the borrower	None	7 mins	<i>Library Clerk</i> University Library



3. Signs the book card and claim the book/s requested at the designated area	3. Interfiles the book card under the name of the borrower	None	1 min	
TOTAL		None	14 mins	

60. Returning of Books for Home Use

Books that were allowed to be brought home for a definite period of time must be returned to the University Library for tracking, checking, inspection and inventory

Office or Division	Office of University Library			
Classification	G2C (Government to Citizen)			
Type of Transaction	Simple			
Who may avail?	Library users			
Checklist of Requirements		Where to secure		
Books to be returned Book fines slip (for overdue books)		Transacting Client University Library		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Presents the borrowed books	1.1. Inspects returned items and scans the barcode/RFID tag of the book 1.2. Pulls out cards from file and checks date/time due	None	1 min	Library Clerk University Library
	(For overdue books) 1.3. Computes the overdue fines for overdue books	Php 5.00 per day overdue excluding Sundays and Holidays	5 mins	
2. Over due books: signs in the logbook of fines	2.1. Writes the amount of fines in the book fines slip	None	1 min	



	2.2. Gives instruction for payment			
3. Proceeds to the accounting office for payment of fines	3.1. Receives payment 3.2. Issues official receipt	As computed	5 mins	Cashier Accounting office
4. Return to the library, presents official receipt, and writes OR number in the logbook	4.1. Receives the presented official receipt 4.2. Clears the borrower's account	None	5 mins	Library Clerk University Library
	Total	As computed	17 mins	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online				
1. Perform the following: 1.1. Notify the library staff /send email to library@cnu.edu.ph		None	1 min	
1.2. Drop the books at the designated area	1.2. Pick up the returned books	None	4 mins	Library Clerk University Library
	2.1. Inspects returned items 2.2. Check in the returned books (scans the barcode/Rfid tag of the book) 2.3. Pulls out book cards from file 2.4. Send to the borrower an acknowledgement receipt of the returned books via email	None	4 mins	
TOTAL		None	9 mins	



61. Borrowing of Books/Periodical materials for In-house Use (Over the Counter) or Photocopy

Books, and periodical materials may be borrowed by the library user for use inside the library as reference material or photocopy.

Office or Division	Office of University Library				
Classification	G2C (Government to Citizen)				
Type of Transaction	Simple				
Who may avail?	Library users				
Checklist of Requirements			Where to secure		
Valid ID (school, staff)			Transacting Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
For Reserve, GRef, Special Collection					
2. Presents the item to be borrowed together with a validated school ID; Faculty/Staff ID	1. Checks the book card of the book	None	1 min	Librarian University Library	
2. Signs the book card	2. Stamps/writes the date/time due;	None	1 min		
3. Claims the borrowed book	3. Interfiles the book card and the borrower's ID	None	1 min		
For Periodical materials					
1. Selects the material to be borrowed and presents a validated school ID; Faculty/Staff ID	1. Reflects in the logbook the borrowed material	None	1 min	Librarian University Library	
2. Receives the borrowed material	2. Issues photocopy slip	None	1 min		
3. Presents the photocopy slip at the exit area	3. Files the borrower's ID by surname	None	1 min		
TOTAL		None	3 mins		



62. Return of Books/Periodical materials for In-house Use (Over the Counter) or Photocopy

Books, and periodical materials are returned by the library user after using the material as reference or after photocopy.

Office or Division	Office of University Library				
Classification	G2C (Government to Citizen)				
Type of Transaction	Simple				
Who may avail?	Library users				
Checklist of Requirements			Where to secure		
Valid ID (school, staff)			Transacting Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
For Reserve, GRef, Special Collection					
1. Return the borrowed items	1.1. Inspects the borrowed items 1.2. Pulls out cards from file and returns the borrower's I.D	None	1 min	Librarian University Library	
For Periodical materials					
	1.2. Indicates in the logbook that the material has been returned	None	1 min		
2. Claims the ID	2. Returns the item on the shelf	None	1 min	Librarian University Library	
TOTAL		None	2 min		

63. Reference and Information Assistance

Assistance to library users are provided by the librarians and their staff to facilitate locating the books need by the library user. This assistance includes directional, Ready reference & Specific search queries.

Office or Division	Office of University Library
Classification	G2C (Government to Citizen)
Type of Transaction	Simple
Who may avail?	Library users



Checklist of Requirements		Where to secure		
Valid ID (school, staff)		Transacting Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Requests assistance on the location of materials to use or borrow	Conducts reference interviews	None	2 mins	<i>Librarian</i> University Library
2. Use of OPAC	Identifies the call number of the book Directs the client to the resources available	None	3 min	<i>Librarian</i> University Library
3. Checks the book on the shelf		None	Client control	
Research Queries				
4. Ask a more complex query that needs more extensive search in all resources available.	Responds to the best of his/her knowledge of available library resources	None	10 mins	<i>Librarian</i> University Library
TOTAL		None	15 mins	

64. Ask a Librarian (Formerly Ask MINNIE) / Online Reference and Information Assistance

This is an online assistance offered by the university resource center to assist online library services users on information retrieval for their researches and other scholarly undertakings

Office or Division	Office of University Library			
Classification	G2C (Government to Citizen)			
Type of Transaction	Simple			
Who may avail?	Library users			
Checklist of Requirements		Where to secure		
CNU Official E-mail address		Information and Communication Technology Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible



<i>Directional, Ready reference & Specific search queries</i>				
1. Request access to references/electronic resources	Auto response with links to forms	None	1 min	Librarian University Library
2. Use of OPAC	Auto response with link and short video instructions	None	1 min	
3. Returning of books	Auto response instructions	None	1 min	
4. Borrowing of books	Auto response instructions and provide link to borrowing form	None	1 min	
<i>Research queries/ queries/ another queries/follow-up</i>				
5. Ask a more complex query that needs more extensive search in all resources available.	Responds to the best of his/her knowledge of available library resources	None	10 mins	Librarian University Library
TOTAL		None	14 mins	

65. Online Book Recommendation

An online assistance offered by the university learning resource center to assist CNU faculty members in the procurement of books and other resource materials that are used as references for the delivery of instruction.

Office or Division	Office of University Library			
Classification	G2C (Government to Citizen)			
Type of Transaction	Simple			
Who may avail?	Library Users			
Checklist of Requirements		Where to secure		
CNU Official E-mail address		Information and Communication Technology Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. Faculty will fill-out the Online Book Recommendation Form.	1.1. Check the titles of the recommended books in the OPAC	None	1 working day	Technical Service Librarian



	1.2. Technical Services Librarian will inform the faculty through email the status of the request			University Library
4. Acknowledge receipt of the Email	3.1. Replies to the queries/concerns of the customer and informs that procurement of books will go through the standard procedure of procurement. 3.2. Informs the faculty once materials are ready for circulation.	None	1 working day	
TOTAL		None	2 working days	

66. Electronic Library Services

The university library is equipped with the state of the art online library resources. These resources are offered to library clients for use in their literature review and course requirements.

Office or Division	Office of University Library			
Classification	G2C (Government to Citizen)			
Type of Transaction	Simple			
Who may avail?	Library users			
Checklist of Requirements		Where to secure		
Valid ID (school, staff)		Transacting Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Presents a validated school ID; Faculty/Staff ID and logs-in	1. Checks the client's ID	None	1 min	Library Clerk University Library
2. Proceeds to the computer and performs activity	2. Assists the user/client	None	2 mins	



3. Logs out	3. Assesses the fee	1 hour free Printing	1 min	
4. Pays the fee and sign un the logbook	4. Receives payment	As computed	1 min	
TOTAL		As per computed	5 mins	

67. Access to E-Resources

An online assistance offered by the university learning resource center to assist CNU faculty members, students and researchers to access electronic journals that are used as references for the delivery of instruction and other scholarly undertakings.

Office or Division	Office of University Library			
Classification	G2C (Government to Citizen)			
Type of Transaction	Simple			
Who may avail?	Library users			
Checklist of Requirements		Where to secure		
CNU Official E-mail Address		Information and Communication Technology Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fill-up the form available at the library website	1. Evaluate and verify the request if they are bonafide students, faculty members, staff and alumni of CNU.	None	5 mins	<i>Electronic Resources Librarian</i> University Library
2. Client received notification that request are being processed	2. Email the remote access credentials (user name and password) of e-resources they needed to access.	None	1-2 working days	
3. Client will acknowledge the receipt of the resources and fill-up the evaluation form	3. E-resources librarian will mark done at the responses excel sheet.	None	5 mins	



TOTAL	As per computed	2 working days, 10 mins	
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68. Library Signing of Clearance/Request for Scholastic Records

The university librarian signs the clearance/request for scholastic records of students to ensure that the student do not hold remaining liabilities with the university library.

Office or Division	Office of University Library			
Classification	G2C (Government to Citizen)			
Type of Transaction	Simple			
Who may avail?	Library users			
Checklist of Requirements		Where to secure		
School I.D. Barcode No. (for students who are currently enrolled)		Transacting Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Presents the clearance form	1. Checks the account of the borrower at the system	None	1 min	Librarian University Library
2. Signs in the clearance logbook	2. Signs the clearance form	None	1 min	
TOTAL		None	2 mins	

69. Issuance of Referral letters

Referral letters are issued upon request by the transacting client for members in the library network. This referral letter allows the transacting client to utilize resources in the library network to help him/her complete his/her course of study

Office or Division	Office of University Library
Classification	G2C (Government to Citizen)
Type of Transaction	Simple



Who may avail?	Library users			
Checklist of Requirements		Where to secure		
Valid ID (school, staff)		Transacting Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Presents a validated school ID; Faculty/Staff ID and asks the chief librarian for a referral letter	1. Interviews the client and determines the need for the referral letter regarding the materials / references needed from other libraries	None	1 min	Chief Librarian University Library
2. Signs in the logbook	2. Writes the referral letter	None	1 mins	
3. Claims the referral letter duly signed by the chief librarian		None	1 min	
TOTAL		None	3 mins	

70. Issuance of Visitor's Permit for Off – Campus Researches

Students/researchers not part of the CNU community are given the chance to use of the library resources provided a visitor's permit for off – campus researches is secured from the Chief Librarian of the university.

Office or Division	Office of University Library			
Classification	G2C (Government to Citizen)			
Type of Transaction	Simple			
Who may avail?	Library users			
Checklist of Requirements		Where to secure		
Referral Letter, 1 original Validated ID (school, staff)		Transacting Client Transacting Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Presents requirements to the Chief Librarian	1.1. Evaluates requirements of the researcher and conducts reference interview	None	2 mins	Chief Librarian University Library



	1.2. Issues order of payment for research fee	Php 20.00 per researcher per day	2 mins	<i>Library Clerk</i> University Library
2. Pays the research fee at the Accounting Office	2.1. Receives payment 2.2. Issues official receipt	As computed	5 mins	<i>Cashier</i> Accounting office
3. Submits Original Receipt of payment to the library	3.1. Receives and records the OR number	None	1 min	<i>Library Clerk</i> University Library
	3.2. Assists off – campus researcher at the reading area	None	1 min	<i>Librarian</i> University Library
TOTAL		Php 20.00 per researcher per day	11 mins	

71. Document Delivery Service and Scanning Services

An assistance offered by the university learning resource center to assist CNU faculty members, students and researchers to access resources that are used as references for the delivery of instruction and other scholarly undertakings.

Office or Division	Office of University Library			
Classification	G2C (Government to Citizen)			
Type of Transaction	Simple			
Who may avail?	Library users			
Checklist of Requirements		Where to secure		
CNU Official E-mail Address		Information and Communication Technology Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fill-up the form for Document Delivery Service available at the CNU Library website	1. Check the information requested and assigned it to section librarians	None	5 mins	<i>E-Librarian</i> University Library
2. Client received notification that request are being processed	2.1. Assigned librarian will facilitate on the topic/query requested, check online resources via available	None	2-3 working days	



	open access resources or available online subscriptions. For printed books scanned copy of article or chapter of a book, only 10% or less of the total volume of the printed material is allowed (or equivalent to 1 chapter of a portion of a book). For Theses and Dissertations , only the title page, table of contents and abstract are allowed to be scanned 2.2. Attached the references available to the email of the client/requestee.			
3. Client will acknowledge the receipt of the resources and fill-up the evaluation form	3. E-resources librarian will mark the name of the librarian who responded/handled the query in the document delivery responses excel sheet.	None	1 hour	<i>E-Librarian</i> University Library
TOTAL		None	3 working hours, 1 hour, 5 mins	

72. Request for Library Orientation/Instruction

A service offered by the university learning resource center to orient library users online and face to face on the different procedures, protocols and systems implemented in the unit.

Office or Division	Office of University Library
Classification	G2C (Government to Citizen)
Type of Transaction	Simple



Who may avail?	Library users			
Checklist of Requirements		Where to secure		
CNU Official E-mail Address		Information and Communication Technology Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Faculty will fill-out the Library Orientation/ Instruction Reservation Form	1.1. Check the availability of the faculty's preferred schedule of the orientation/instruction	None	1 working day	Reference Librarian University Library
	1.2. Forwards the request to the head librarian for approval. Reviews and approves the request.	None	1 working day	
2. Confirmation of request	2. Informs the faculty via e- mail that the request has been confirmed and is set for its requested date, time and number of participants	None	1 working day	
TOTAL:		None	3 working days	

73. Consignment application

Consignment of goods for sale in the university store through the income generating project office is allowed in order to offer variety of needed materials/goods to the faculty, students and staff of the university.

Office or Division	Office of Income Generating Project Director			
Classification	G2C (Government to Citizen)			
Type of Transaction	Highly Technical			
Who may avail?	Consignment applicants			
Checklist of Requirements		Where to secure		
Application letter for consignment of goods for sale, 1 original		Transacting client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible



1. Submits application letter for the consignment of goods for sale	1.1. Receives the letter of intent for consigning	None	5 mins	IGP Director IGP Office
	1.2. Presents the letter of intent to the IGP Board	None	7 working days	
	1.3. IGP Board approves the letter of intent and make resolution for the implementation of the consignment agreement	None		IGP Board CNU IGP Office
2. Receives the approval from the IGP Director	2. Initiates the agreement for the consignment implementation	None	2 hours	IGP Director IGP Office
3. Delivery of Goods	3. Receives delivered goods	None	1 working day	
4. Receives payment of consigned goods	4. Endorses the proceeds of the consigned goods	Variable amount	1 hour	
TOTAL		Variable amount	8 w. days, 3 hours, 5 mins	

74. Rental Payments

Rental payments of concessionaires of the university are received by the office of the IGP Director, as the administrator of the university's income generating projects.

Office or Division	Office of Income Generating Project Director			
Classification	G2C (Government to Citizen)			
Type of Transaction	Simple			
Who may avail?	University concessionaire(s)			
Checklist of Requirements		Where to secure		
Lease of Contract, 1 original Rental payment		IGP Office Concessionaire		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible



1. Endorses the rental payment	1.1. Receives the rental payment	As stipulated in the contract	10 mins	IGP Director IGP Office
	1.2. Issues receipt of payment		1 hour	
	1.3. Endorses the payment to the university accounting office		5 mins	Cashier Accounting Office
	1.4. University accounting issues official receipt of payment			
2. Receives the official receipt of payment				
TOTAL		variable	1 hr, 15 mins	

75. Retailing of Goods from the University Store

The university store is the primary source of school, office supplies and materials of the school's students, faculty and staff.

Office or Division	Office of Income Generating Project Director					
Classification	G2C (Government to Citizen)					
Type of Transaction	Simple					
Who may avail?	Members of the CNU Community and visitors					
Checklist of Requirements			Where to secure			
Availability of goods for purchase			University store			
Client Steps		Agency Action		Fees to be paid	Processing Time	Person Responsible
1. Ask for the availability and price of the required goods		1.1. Checks the university store inventory 1.2. Gives the price of the requested item		Variable	10 mins	IGP Clerk University Store
2. Hands the amount required to secure the requested goods		2.1. Receives the payment 2.2. Issues payment receipt 2.3. Releases the purchased goods			5 mins	
3. Receives the purchased goods						
TOTAL				variable	15 mins	



76. Online Selling of Goods

Procedure implemented in the online procurement of goods available from the university store.

Office or Division	Office of the Income Generating Project Director			
Classification	Simple			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Stakeholders of the university shop			
Checklist of Requirements		Where to secure		
Order Form Claim Stub, 1 copy original Receipt of payment, 1 copy original		Client University store Accounting Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fill out the order form via Google form	1. Checks the inventory for its availability	None	10 mins	IGP Staff IGP Office
2. Wait for confirmation of orders and payment link from the Accounting Office	2.1. Verifies the order and sends the assessment fee to the Accounting office 2.2. Assessment fee of the Ordered Books are sent to the client for payment	None	5 w. days	IGP Staff IGP Office Cashier Accounting Office
3. Pays the requested orders	3. Receives the receipt of payment	Variable		IGP Staff IGP Office
4. Received an email sent by IGP on the claim stub and scheduled date for the release of books ordered	4. Sends the claim stub and schedule the release date.	None		IGP Staff IGP Office
5. Client claims the books ordered	5. Releases the books ordered	None	15 mins	IGP Staff IGP Office
TOTAL		Variable	5 w. days, 25 mins	



77. Procurement of Car Sticker

Car stickers are issued to vehicles getting inside the CNU campus. These car stickers served as manifestation that the vehicle's entry into the school campus is authorized.

Office or Division	Office of Chief Security Officer			
Classification	G2C (Government to Citizen)			
Type of Transaction	Simple			
Who may avail?	Faculty, staff, students, tenants, concessionaires			
Checklist of Requirements		Where to secure		
Letter of intent to procure the car sticker, 1 original		Transacting client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits letter of intent to procure car sticker to the office of the Chief Security Officer	1.1. Reviews the intent of the transacting client	None	1 day	Chief security officer CSO Office
	1.2. Checks availability of car sticker			
	1.3. Issues payment slip to the client, if sticker is available	Php 150.00 per sticker	5 mins	
2. Pays the stipulated amount to the accounting office	2.1. Receives the payment 2.2. Issues official receipt	As stipulated	5 mins	Cashier Accounting office
3. Presents official receipt to CSO	3.1. Notes the OR number 3.2. Issues car sticker			Chief security officer CSO Office
TOTAL		Php 150.00	1 day and 10 mins	

78. Parking Assistance within the Campus

Assistance to parking needs is offered by the CSO to facilitate ease and order in vehicle parking especially for guests of the university.



Office or Division	Office of Chief Security Officer			
Classification	G2C (Government to Citizen)			
Type of Transaction	Simple			
Who may avail?	Faculty, staff, students, tenants, concessionaires			
Checklist of Requirements		Where to secure		
Letter of request, 1 original /Verbal request		Transacting client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client request to the chief security officer for assistance with parking needs	1.1. Receives the request	None	15 mins	Chief Security Officer CSO Office
	1.2. Transmits instruction to the roving guard on duty			
	1.3. Facilitates parking of the requesting party	None	5 mins	Roving Guard on Duty CNU Security Force
2. Parks at the designated slot				
TOTAL		None	20 mins	

79. Issuance of Alumni Conformity Membership

Alumni conformity membership is offered by the Office of Alumni Affairs to facilitate tracking of the graduates of the university.

Office or Division	Office of Alumni Affairs			
Classification	G2C (Government to Citizen)			
Type of Transaction	Simple			
Who may avail?	Graduates of Cebu Normal University			
Checklist of Requirements		Where to secure		
Company ID 2x2 Formal ID Picture, 1 scanned copy Proof of Membership from Federation of CNU Alumni Association Incorporated (FCNUAAI)		Transacting Client Transacting Client FCNUAAI		



Tracer Study document, 1 original Alumni Conformity Form, 1 original		Alumni Affairs Office Alumni Affairs Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Walk – in to the office of alumni affairs for renewal of their membership	1.1. The alumni staff will ask the client/alumni their company ID/alumni ID for identification	None	2 mins	Alumni Staff Office of Alumni Affairs
	1.2. Scan the company ID (if employed) If not, proceed by indicating the important information	None	3 mins	
	1.3. Assist on filling the Graduate tracer survey and hand over the Customer Satisfaction Survey (CSS)	None	10 mins	
	1.4. Review the necessary and unnecessary portion of the form	None	4 mins	
	1.5. The head of the office will approve the conformity membership paper.	None	3 mins	
	1.6. The alumni staff will issue the conformity membership paper	None	1 min	
TOTAL		None	18 mins	

80. Online Issuance of Alumni Identification

Alumni conformity membership is offered by the Office of Alumni Affairs to facilitate tracking of the graduates of the university.

Office or Division	Office of Alumni Affairs	
Classification	G2C (Government to Citizen)	
Type of Transaction	Complex	
Who may avail?	Graduates of Cebu Normal University	
Checklist of Requirements		Where to secure
Proof of Membership from Federation of CNU Alumni Association Incorporated (FCNUAAI)		FCNUAAI



Alumni Conformity Form, 1 original Tracer Study document, 1 original 2x2 Formal ID Picture		Alumni Affairs Office Alumni Affairs Office Any Photocenter		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Email the Alumni Affairs Office for the submission of Alumni ID requirements	1.1. The Alumni Affairs staff will verify the submitted requirement.	None	2 mins	Alumni Staff Office of Alumni Affairs
	1.2. Verifying the applicants' information.	None	3 mins	
2. Process the payment	2.1. Alumni Affairs Office will forward the list of alumni applicants to Accounting Office for Alumni ID payment	Per assessment of fees	5 working days	
	2.2. Accounting Office will email the alumni applicant as to the order of payment and the link of the accounting google form to be accomplished. The Accounting Office will furnish the Alumni Affairs Office with a copy of the payment of the Alumni ID email thread			
	2.3. Accounting Office will forward the list of validated payments for Alumni ID to the CNU Information Communication and Technology Office (ICTO)			
	2.2. ICTO personnel will forward the printed Alumni ID to Alumni Affairs Office			
3. Client claims the Alumni ID	3.1. Alumni Affairs staff will verify the document presented and release the printed Alumni ID	None	15 mins	
TOTAL		As per assessment of fees	5 w. days 20 mins	



76. Payments Receiving

The financial management office through its cashiering section, receives cash payment from clients with transactions within the different offices of the university.

Office or Division	Office of Alumni Affairs				
Classification	G2C (Government to Citizen)				
Type of Transaction	Simple				
Who may avail?	Graduates of Cebu Normal University				
Checklist of Requirements			Where to secure		
Assessment of fees, 1 original Order of payment (OP) , 1 original			Office where client makes transaction Window 4 of Accounting office		
Client Steps	Agency Action		Fees to be paid	Processing Time	Person Responsible
1. Client bringing the assessment of fees approach window 4 in – charge for the issuance of order pf payment (OP)	1.1. Verifies assessment on the university data base 1.2. Issues OP		None	5 mins	Window 4 in – charge Accounting Office
2. Cashier for payment of assessment fees	2.1. Cashier receives the payment 2.2. Issues Official Receipt to the client 2.3. Instructs next step of the transaction		Per assessment of fees	5 mins	Cashier 1 Accounting Office
TOTAL			As per assessment of fees	10 mins	

77. Issuance of Facility Permit

Facility permits are issued for use of the school facility and venues for authorized activities.



Office or Division	Office of the Chief Administrative Officer			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail?	Members of the CNU Community			
Checklist of Requirements			Where to secure	
Facility Permit, 1 original Letter of approval for the conduct of activities, 1 original			CAO office University President Office	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Inquire the availability of the facility/venue	1.1. Staff checks availability of the venue 1.2. If available, issues facility permit to be filled out by client	None	3 mins	CAO – Admin Clerk CAO – admin Office
2. Fills out the facility permit and have it signed by the immediate head then submit to CAO – admin office Note: Facility permit will be accompanied by letter of approval on the conduct of activities	2.1. Receives the required document 2.2. Review the submitted document for completeness 2.3. Logs the activity in the facility use logbook 2.4. Issues order of payment for the venue	Refer to schedule of fees	5 mins	
3. Pays required fees to the accounting office	3.1. Receives the payment 3.2. Issues official receipt	As assessed	5 mins	Cashier Accounting Office
4. Return to CAO – admin office and endorses OR to staff	4.1. Receives OR 4.2. Endorses OR and facility permit to CAO - admin	None	5 mins	CAO – Admin Clerk CAO – admin Office
	4.3. Counter checking of logged activities to avoid overlapping on the use of venue/facility	None	3 mins	CAO – Admin CAO – Admin Office



	4.4. Release of approved facility permit to the transacting client 4.5. Instruct client to forward the facility permit to the next signatory	None	1 w. day after filing	CAO – Admin Clerk CAO – admin Office
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Schedule of Fees on the use of CNU venue/facilities

Venue	Fee (8 hrs)	Fee (8 hours)	Additional Charge per hour in excess of 8 hours
Tandang Sora Hall	Php 12,000.00 with aircon	Php 9,000.00 no aircon	Php 1,500.00
EMMA Center	Php 10,000.00 with aircon	Php 7,000.00 no aircon	Php 1,250.00
SM Hall	Php 15,000.00 with aircon	Php 12,000.00 no aircon	Php 1,875.00
CTE Hall	Php 12,000.00 with aircon	Php 7,000.00 no aircon	Php 1,500.00
ILS Stage		Php 3,500.00 no aircon	
TAC Auditorium	Php 20,000.00 with aircon	Php 15,000.00 no aircon	Php 2,500.00
Inner Court	Php 3,500.00 with electricity	Php 3,000.00 no electricity	
Basketball court		Php 650.00	
Volleyball court		Php 650.00	
LCD/Multimedia	Php 4,000.00 per day	Php 1,000.00 per hour less than 3 hours	
Sound system	Php 3,500.00 per use		
Monobloc chairs	Php 7.50 per piece with arm	Php 5.00 per piece without arm	
Plastic tables	Php 150.00 per piece		

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
5. Forwards the facility permit to 5.1. Univ Engineer – venue 5.2. Sound system in charge – use of sound system and other equipment	5. Initiate preparation of the requested facility and equipment	None	5 mins	Univ. Eng'r GSO Sound system in charge ICTO



TOTAL	As assessed	1 day 26 mins	
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78. Plagiarism Check Certification

Plagiarism check certification is offered to all research outputs to ensure authenticity and originality of the written product.

Office or Division	Center for Research and Development (CRD) Office			
Classification	Complex transaction			
Type of Transaction	G2C (Government to Citizen)			
Who may avail?	Researchers both professional and student			
Checklist of Requirements			Where to secure	
Request for plagiarism check form, 1 original Official Receipt, 1 original Research manuscript, electronic copy			CRD Cashier Transacting client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Requests for plagiarism check and certification by filling out the request form	1.1. Checks for the completeness of the required data 1.2. Instruct client to proceed to accounting office for payment of fees	Undergrad students: Free Grad.School: Php 200.00 External clients Php 400.00 (good for 3 runs)	1 hour	<i>Staff in – charge</i> CRD Office
2. Pay the plagiarism check fees	2.1. Receive the payment 2.2. Issues official receipt (OR)	As assessed	5 mins	<i>Cashier</i> Accounting Office
3. Return to CRD and hands in the OR	3.1. Receives the OR	None	5 mins	<i>Staff in – charge</i>



	3.2. Request for the submission of the electronic copy through e-mail: crd@cnu.edu.ph 3.3. Set date for follow - up			CRD Office
	3.4. Check CRD official mail 3.5. Initiate plagiarism check run	None	1 w. day	<i>Staff in – charge</i> CRD Office
	3.6. Notifies the client on initial result 3.7. Give instructions for compliance	None	5 mins	
	3.8. Re – run the plagiarism check on the re-submitted manuscript with compliance	None	1 w. day	
	3.9. Generates the plagiarism check certification once the result complies with the set index for original document (10% or less) 3.10. Submits to the CRD Director the Turnitin – generated result	None	30 mins	
	3.11. Analyzes the submitted result 3.12. Certifies the validity/authenticity of the manuscript	None	1 w. day	<i>CRD Director</i> CRD office
4. Client return to claim the certificate	4. Releases the certificate	None	5 mins	<i>CRD Staff</i> CRD Office
TOTAL		As assessed	3 w. day 1 hr 50 mins	

79. Admission/Registration Incoming First Year Students

Screening for qualification and evaluation of documents for the incoming first year applicants.

Office or Division	Office of the Campus Director – Medellin Campus
Classification	Simple transaction



Type of Transaction	G2C (Government to Citizen)					
Who may avail?	Incoming First Year Students					
Checklist of Requirements			Where to secure			
Admission requirements <ul style="list-style-type: none">• Senior High School Report Card or Certified true copy of it, showing a GPA of 85, LRN and Strand• Certificate of Good Moral Character, 1 original• Photocopy of NSO issued Birth Certificate (present original)• Two (2) pcs. 2x2 colored ID picture with name tag for the Application Form for the Testing Center• One (1) pc. 2x2 colored ID picture with name tag for the Application Form from the College• 2 long white folders with plastic cover• 1 long brown envelope with plastic cover Applicant's profile sheet, 1 original			School where the applicant graduated Senior HS School where the applicant graduated Senior HS NSO or PSA office Any Photocenter Any Photocenter Any office/educational materials supplier Any office/educational materials supplier Campus Director's Office			
Client Steps		Agency Action		Fees to be paid	Processing Time	Person Responsible
1. Inquires on admission requirements		1.1. Attend to the inquiries of the clients		None	2 mins	Office Staff Campus Director's Office
2. Perform the following <ul style="list-style-type: none">2.1. Submits the required documents;2.2. Signs the logbook2.3. Fills up the application for admission/testing form.2.4. Attaches ID picture in the form.		2.1. Evaluate the documents on its completeness and authenticity;		None	3 mins	
		2.2. Compute the GPA; 2.3. Provide the applicants the application form/ admission testing form;		None	20 mins	



	2.4. Instruct the applicant to fill up the forms correctly; 2.5. Review the details of the form being submitted; 2.6. Write the examination date, time and venue on the form; 2.7. Sign the admission form; 2.8. Remind the applicants on what to do for the entrance test.			
TOTAL		None	25 mins	

80. Online Admission/Registration Incoming First Year Students

Screening for qualification and evaluation of documents for the incoming first year applicants.

Office or Division	Office of the Campus Director – Medellin Campus		
Classification	Simple transaction		
Type of Transaction	G2C (Government to Citizen)		
Who may avail?	Incoming First Year Students		
Checklist of Requirements		Where to secure	
Admission requirements <ul style="list-style-type: none"> • Senior High School Report Card or Certified true copy of it, showing a GPA of 85, LRN and Strand • Certificate of Good Moral Character, 1 scanned copy • Scanned copy of NSO issued Birth Certificate (present original) • Two (2) pcs. 2x2 colored ID picture with name tag 		School where the applicant graduated Senior HS School where the applicant graduated Senior HS NSO or PSA office Any Photocenter	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Inquires on admission requirements	1. Attend to the inquiries of the clients	None	20 mins	Office Staff Campus Director's Office
2. Submits the required documents and accomplishes the Google form of the application for entrance examination	2. Evaluate the documents on its completeness and authenticity;	None		
TOTAL		None	20 mins	

81. Entrance Examination

All incoming first year applicants to the campus must submit for entrance examination as qualification requirement for enrolment.

Office or Division	Office of the Campus Director – Medellin Campus			
Classification	Simple transaction			
Type of Transaction	G2C (Government to Citizen)			
Who may avail?	Incoming First Year Students			
Checklist of Requirements		Where to secure		
Validated testing slip, 1 original		Testing Center		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Taker presents the admission slip	1. Checks the validity of the admission slip in coordination with the personnel from Testing Center in the Main Campus	None	10 mins	Office Staff Campus Director's Office
TOTAL		None	10 mins	

82. Online Entrance Examination

All incoming first year applicants to the campus must submit for entrance examination as qualification requirement for enrolment.



Office or Division	Office of the Campus Director – Medellin Campus			
Classification	Simple transaction			
Type of Transaction	G2C (Government to Citizen)			
Who may avail?	Incoming First Year Students			
Checklist of Requirements		Where to secure		
Validated testing slip, 1 scanned copy		Testing Center		
Accomplished Testing Form 2, 1 scanned copy		Testing Center		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Taker prepares document for uploading	1. Office staff checks the validity of the admission slip in coordination with the personnel from Testing Center in the Main Campus	None	10 mins	Office Staff Campus Director's Office
2. Accomplished the Undergraduate Testing Form 2 and waits for the email on schedule of online testing examination		None	3 working days	
TOTAL		None	3 working days, 10 mins	

83. Pre – enrolment

Pre – enrolment procedure is done prior to the actual enrollment to facilitate teachers assignment, classroom assignment and needed resources and facilities

Office or Division	Office of the Campus Director – Medellin Campus
Classification	Simple transaction
Type of Transaction	G2C (Government to Citizen)



Who may avail?	Incoming First Year Students			
Checklist of Requirements			Where to secure	
Pre – enrolment list, 1 photocopy Pre – enrolment requirements <ul style="list-style-type: none"> • Personal Data Sheet, 1 original • the list of requirements for the free tuition; and • referral form for laboratory test required by the University, 1 original Laboratory results, 1 original			Campus Director's office Campus Director's office Nearby diagnostic laboratory	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Perform the following 1.1. Checks if his/her name is in the list of passers posted in the designated area.	1.1. Campus Director interviews the qualifiers together with the assigned faculty members	None	30 mins	<i>Enrolment Committee</i> Campus Director's Office
1.2. Proceeds to the Director's office for interview	1.2. Campus Director interviews the qualifiers together with the assigned faculty members	None	30 mins	<i>Enrolment Committee</i> Campus Director's Office
2. Inquire from the office clerk necessary forms	2. Office clerk releases the needed forms for enrolment to the applicant. <ul style="list-style-type: none"> • Personal Data Sheet, • the list of requirements for the free tuition; and • referral form for laboratory test required by the University 	None	30 mins	<i>Office Clerk</i> Campus Director's Office



3. Proceed to CNU Clinic to submit laboratory results	3.1. Physical and dental assessments are performed 3.2. Issuance of medical certificate	None	1 hour	<i>University Physician and Dentist CNU Clinic</i>
TOTAL		None	2 hrs	

84. Online Pre-Enrolment for Undergraduate Studies

Pre – enrolment procedure is done prior to the actual enrollment to facilitate teachers assignment, classroom assignment and needed resources and facilities

Office or Division	Office of the Campus Director – Medellin Campus		
Classification	Simple		
Type of Transaction	G2C (Government to Citizen)		
Who may avail?	Incoming First Year Students		
Checklist of Requirements	Where to secure		
Pre – enrolment list, 1 photocopy Pre – enrolment requirements <ul style="list-style-type: none"> • Personal Data Sheet, 1 scanned copy • the list of requirements for the free tuition; and • referral form for laboratory test required by the University, 1 original Laboratory results, 1 original	Campus Director's office Campus Director's office Nearby diagnostic laboratory		

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Checks if his/her name is in the list of passers posted in the website and waits for the scheduled interview	1. Dean schedules interview	None	5 mins	<i>Testing Center staff Center for Testing and Evaluation</i>



2. Proceeds to the scheduled interview via phone call	2. Interview committee conducts the interview of the qualifier	None	10 mins	<i>Assigned Faculty Interviewers</i> CNU Medellin Campus
3. Secures Personal Data Sheet, Commitment form, Referral form for Laboratory Exam and List of requirements for enrolment	3.1. Instructs applicant to fill out the Student Personal Data Sheet and submit to the Registrar and other required documents. 3.2. Provide list of requirements for enrolment (from the registrar-refer to the website)	None	5 mins	<i>Office Clerk</i> Campus Director's Office
4. Proceed to pre-enrolment link through the CNU website under the registrar's office		None		
TOTAL		None	20 mins	

85. Enrolment for Freshmen

Enrolment procedures are instituted for incoming freshmen that desired to be part of the CNU academic community.

Office or Division	Office of the Campus Director – Medellin Campus			
Classification	Simple transaction			
Type of Transaction	G2C (Government to Citizen)			
Who may avail?	Incoming First Year Students			
Checklist of Requirements		Where to secure		
Accomplished/Signed Personal Data Sheet, 1 original Medical/Dental Clearance Slips, 1 original		Transacting client University Clinic		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible



1. Submits the Personal Data Sheet and other forms including Medical/Dental Clearance Slips from the Main Campus to the enrolment committee	1.3. Checks the completeness of the information and validates the data.	None	10 mins	Enrolment Committee Campus Director's Office
	1.4. Gives plotting sheet.	None	3 mins	
2. Plots the subject for enrolment and returns the accomplished plotting sheet to the enrolment committee	2.1. Verifies completeness of subject for enrolment 2.2. Assess, print and validate student study load 2.3. Give instructions for the first day of classes	None	10 mins	
TOTAL		None	23 mins	

86. Enrolment for Old Students, Returnees, Shiftees for BTM

Enrolment of students for the upcoming Semestral opening

Office or Division	Office of the Campus Director – Medellin Campus				
Classification	Simple transaction				
Type of Transaction	G2C (Government to Citizen)				
Who may avail?	Incoming First Year Students				
Checklist of Requirements		Where to secure			
Old Students: Accomplished semestral clearance, 1 original Returnees: Approved letter of request to return to school, 1 original Shiftee: approval letter to shift program , 1 original		Transacting Client			
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	



OLD Student 1. Present duly accomplished semestral clearance to the enrolment committee Returnee: 1.1. Presents the approved letter of request to return to school 1.2. Approaches the Program Coordinator on updates of subjects to be enrolled Shiftee 1. Presents approval letter to shift program	1.1. Receives the clearance 1.2. Issues plotting form	None	10 mins	<i>Enrolment Committee</i> Campus Director's Office
	2. Fill out the plotting form of subjects for enrolment in the current semester	2.1. Countersigns the subject to be enrolled 2.2. Validates the subjects, prints assessment of fees and study load	None	10 mins
TOTAL		None	20 mins	

87. Online Enrolment for Undergraduate Studies

Enrolment of students for the upcoming Semestral opening

Office or Division	Office of the Campus Director – Medellin Campus	
Classification	Simple	
Type of Transaction	G2C (Government to Citizen)	
Who may avail?	Incoming First Year Students	
Checklist of Requirements		Where to secure
Old Students: Accomplished semestral clearance, 1 scanned copy		Transacting Client



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
NEW AND OLD Student 1. Student accesses the enrollment link through the CNU Website	1. Instruct the student to coordinate with the University Registrar	None		<i>Enrolment Committee</i> Campus Director's Office
IRREGULAR Student 1. Submits a plotting form	1.1. Evaluate the plotting form 1.2. Release the approved plotting form to the student	None		
	2. Instruct the student to proceed with the enrolment process through the link in the CNU website	None		
TOTAL		None		

88. Admission/registration for Graduate Students

Extension campus also accepts graduate students into its graduate school program

Office or Division	Office of the Campus Director – Medellin Campus	
Classification	Simple transaction	
Type of Transaction	G2C (Government to Citizen)	
Who may avail?	Incoming Graduate School Students	
Checklist of Requirements	Where to secure	
Graduate school application form, 1 original Honorable dismissal/Transfer credentials, 1 original Photocopy of original TOR for evaluation 1 long brown envelop with plastic cover 1 long folder with plastic cover 2 pcs 2x2 colored ID pictures with nametag and white background 1 pc 1x1 colored ID picture	Campus Director's Office School where the applicant graduated from School where the applicant graduated from Any office/school materials supplier Any office/school materials supplier Any photocenter Any photocenter NSO or PSA office	



Original and photocopy of marriage certificate in NSO security paper (Married Female Applicants ONLY) Admission testing form and Application profile sheet, 1 original		Campus Director's Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Inquiries on admission requirements	1.1. Attends to the inquiries 1.2. Explains the requirements to the client	None	10 mins	Office Staff Campus Director's Office
2. Return to the campus director's office 2.1. Submits the required documents; 2.2. Signs the logbook 2.3. Fills up the form meant for Graduate Studies on application for admission testing form. 2.4. Attaches ID picture in the form.	2.1. Evaluates the documents on its completeness and authenticity; 2.2. Provides application for admission testing form; 2.3. Instructs the applicant to fill up the forms correctly; 2.4. Reviews the details of the form being submitted; 2.5. Writes the examination date, time and venue on the form; 2.6. Signs the admission form	None	20 mins	
3. Submits the photocopy of the Transcript of Records in the office.	3. Evaluates the Transcript of Record/credentials of the applicant	None	5 mins	
TOTAL		None	35 mins	

89. Adding, Changing, Withdrawing, Dropping of Subjects, Removal of NG/Correction of Wrong Grade Entries

Services to help student comply with the requirements to complete the curriculum of the program enrolled in.



Office or Division		Office of the Campus Director – Medellin Campus			
Classification		Complex transaction			
Type of Transaction		G2C (Government to Citizen)			
Who may avail?		All Graduate School Students			
Checklist of Requirements			Where to secure		
Adding, Changing, Withdrawing, Dropping of Subjects, Removal of NG/Correction of Wrong Grade Entries form, 1 original			Campus Director's office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Secures the needed form in the office or via online	1. Gives the needed form and mentors in the filling up of the needed information	None	5 mins	Office Staff Campus Director's Office	
2. Submits the filled out form in the office or via online	2.1. Receives and checks the form if filled up completely and correctly.	None	5 mins		
	2.2. Photocopies the form to be the received copy of the student.				
	2.3. Transmits the request to the main campus				
	2.4. Instructs the client for the required fees	Php 100.00			
	2.5. Initiates the required service on the student's record	None	7 working days		
TOTAL		Php 100.00	7 working days 10 mins		

90. Correction of Name/Change of Status

Service rendered to female students who got married while enrolled and/or graduated from the program

Office or Division	Office of the Campus Director – Medellin Campus
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Classification		Complex transaction			
Type of Transaction		G2C (Government to Citizen)			
Who may avail?		All Graduate School Students			
Checklist of Requirements			Where to secure		
Correction of Name/Change of Status form, 1 original			Campus Director's office		
Client Steps		Agency Action	Fees to be paid	Processing Time	Person Responsible
1.	Secures the needed form in the office or via online	1. Gives the needed form and mentors in the filling up of the needed information	None	5 mins	Office Staff Campus Director's Office
2.	Submits the filled out form in the office or via online	2.1. Receives and checks the form if filled up completely and correctly.	Php 100.00	5 mins	Office Staff Campus Director's Office
		2.2. Photocopies the form to be the received copy of the student.	Doc stamp Php 15.00		
		2.3. Transmits the request to the main campus			
		2.4. Initiates the required service on the student's record	None	7 working days	
TOTAL			Php 115.00	7 working days 10 mins	

91. Issuance of Scholastic Records

Scholastic records are issued to students or their representative for employment and other legal purposes. The external campus facilitates such issuance.

Office or Division	Office of the Campus Director – Medellin Campus
Classification	Complex
Type of Transaction	G2C (Government to Citizen)
Who may avail?	All Students of the extension campus, its graduates and their representatives



Checklist of Requirements		Where to secure		
Scholastic records request form, 1 original		Campus Director's office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Inquires on the needed documents to be given scholastic records	1. Facilitates the inquiry on the issuance of the pertinent documents	None	5 mins	Office Staff Campus Director's Office
2. Proceed to the main campus to Submit the filled request form and payment of fees	2. Receives and checks the form if filled completely and correctly.	Php 1000.00	7 working days	Registrar's Staff University Registrar's Office
TOTAL		Php 1000	7 working days, 5 mins	

92. First Year Admission Process

Screening for qualification and evaluation of documents for the incoming first year applicants.

Office or Division	Office of the Campus Director – Balamban Campus		
Classification	Simple transaction		
Type of Transaction	G2C (Government to transacting client or citizen)		
Who may avail?	Incoming First Year Students		
Checklist of Requirements		Where to secure	
Admission requirements <ul style="list-style-type: none">Senior High School Report Card or Certified true copy of it, showing a GPA of 85, LRN and StrandCertificate of Good Moral Character, 1 originalPhotocopy of NSO issued Birth Certificate (present original)		School where the applicant graduated Senior HS	
		School where the applicant graduated Senior HS NSO or PSA office	
		Any Photocenter	



<ul style="list-style-type: none"> Two (2) pcs. 2x2 colored ID picture with name tag for the Application Form for the Testing Center One (1) pc. 2x2 colored ID picture with name tag for the Application Form from the College 2 long white folders with plastic cover 1 long brown envelope with plastic cover 		Any Photocenter Any office/educational materials supplier Any office/educational materials supplier Campus Director's Office		
Applicant's profile sheet, 1 original				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Applicant submits admission requirements	1.1. Admin staff checks the requirement 1.2. Admin staff hands in the Application and Admission Forms and instructs the filling out process	None	5 mins	Office Staff Campus Director's Office
2. Applicant fills out the Application and Admission forms and submits duly filled out form to the office staff	2.1. Admin staff checks the forms, provides application number and pastes applicant's 2 x 2 pictures	None	3 mins	
3. Applicant logs in the Admin's Record Book	3. Admin staff hands in the applicant's copy of admission slip and instructs the rules upon taking the entrance exam	None	5 mins	Office Staff Campus Director's Office
TOTAL		None	13 mins	

79. Online First Year Admission Process

Screening for qualification and evaluation of documents for the incoming first year applicants.

Office or Division	Office of the Campus Director – Balamban Campus
Classification	Simple transaction
Type of Transaction	G2C (Government to transacting client or citizen)



Who may avail?		Incoming First Year Students		
Checklist of Requirements		Where to secure		
Admission requirements <ul style="list-style-type: none"> • Senior High School Report Card or Certified true copy of it, showing a GPA of 85, LRN and Strand, 1 scanned or picture copy • Certificate of Good Moral Character, 1 scanned or picture copy • PSA issued Birth Certificate, 1 scanned or picture copy • Scanned or picture copy of a valid Identification Card (front and back images) • Accomplished College Online Applicant Profile Sheet, 1 scanned or picture copy • Accomplished College Online Testing Admission Form, 1 scanned or picture copy • 2x2 colored ID picture with name tag for the Application Form for the Testing Center, 1 scanned or picture copy • One (1) selfie close-up picture 		School where the applicant graduated Senior HS School where the applicant graduated Senior HS NSO or PSA office Transacting Client CNU Website CNU Website Any Photocenter Transacting Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Applicant accomplishes the Google Form and uploads the admission requirements	1. Office staff checks and evaluates the uploaded requirements	None	20 mins	Office Staff Campus Director's Office
	2. Office staff informs and provides feedback to the applicants regarding submitted requirements	None	1-2 working days	
TOTAL		None	1-2 working days, 20 mins	



93. Pre – enrolment Process

Pre – enrolment procedure is done prior to the actual enrollment to facilitate teachers assignment, classroom assignment and needed resources and facilities

Office or Division	Office of the Campus Director – Balamban Campus					
Classification	Simple transaction					
Type of Transaction	G2C (Government to transacting client or citizen)					
Who may avail?	Incoming First Year Students					
Checklist of Requirements			Where to secure			
<ul style="list-style-type: none">• Original Copy of Form 138• 2 pcs. 2 x 2 colored ID Picture• Certificate of Good Moral Character, 1 original• Original Copy of PSA Birth Certificate• 2 pcs. Postage Stamp worth of 40.00• 1 pcs. Expanded brown envelope• Medical Certificate (Stool Test Result X- Ray Result CBC Result Urinalysis) , 1 original			School where the student graduated from Photocenter School where the student graduated from PSA or NSO Post Office Educational supplies Diagnostic laboratory			
Client Steps		Agency Action		Fees to be paid	Processing Time	Person Responsible
1. Qualified first year student confirms his/her slot upon passing the entrance examination.		1. Admin staff logs the transaction and provides the list of requirements for enrollment.		None	5 mins	
2. Qualified freshmen submits the completed requirements		2. Admin staff checks the requirements and provides a duly signed endorsement for enrollment		None	5 mins	
TOTAL				None	10 mins	



94. Entrance Examination Application

Processing of entrance examination application.

Office or Division	Office of the Campus Director – Balamban Campus			
Classification	Simple transaction			
Type of Transaction	G2C (Government to transacting client or citizen)			
Who may avail?	Incoming First Year Students			
Checklist of Requirements		Where to secure		
Accomplished Testing Form 2		Testing Center		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Applicants prepares document for uploading	1. Office staff sends the signed accomplished College Online Testing Admission Form to the Testing Center	None	5 mins	Office Staff Campus Director's Office Testing Staff Testing Center
2. Applicant accomplishes the Undergraduate Testing Form 2 and waits for the email on schedule of online testing examination	2. Testing Center staff checks the validity of College Online Testing Admission Form in coordination with the Campus' Office Staff and sends verification email to successful applicants	None	3 working days	
TOTAL		None	3 working days, 5 mins	

95. Pre-Enrollment Process for Freshmen

Processing of pre-enrollment requirements.

Office or Division	Office of the Campus Director – Balamban Campus
Classification	Highly technical



Type of Transaction	G2C (Government to transacting client or citizen)			
Who may avail?	Incoming First year Students			
Checklist of Requirements		Where to secure		
Medical Certificate, 1 scanned or picture copy Personal Data Sheet, 1 scanned or picture copy Original Report Card Good Moral Certificate, 1 scanned or picture copy		University Clinic Director's Office School where the student graduated from School where the student graduated from		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Perform the following: 1.1. Checks if his/her name is in the list of passers posted in the website 1.2. Waits for the scheduled interview		None	2 working weeks	<i>Program Chair</i> CNU Balamban Campus
2. Proceeds to the interview	2. Faculty interviewer/Program Chair interviews the qualifiers			<i>Assigned Faculty Interviewers/Program Chair</i> CNU Balamban Campus
3. After the interview, the qualifier secures pre-enrollment documents required by the University.	3. Office clerk gives the applicant the needed forms for the pre-enrolment.			<i>School Nurse, Office Staff</i> CNU Balamban Campus
4. The qualifier proceeds to the Medical Laboratory nearby for examination	4. Medical Laboratory Personnel outside CNU examines the applicant	None	2-3 working days	<i>Personally set schedule with the Medical Laboratory Personnel</i>
5. Uploads scanned or picture copy of the Medical Certificate through the link provided.	5. School Nurse reviews and checks the uploaded medical certificate.	None		<i>School Nurse</i> CNU Balamban Campus



6. Waits for the confirmation of the University Clinic	6. School nurse provides endorsement certificate	None		<i>School Nurse</i> CNU Balamban Campus
7. Uploads scanned or picture copy of the Medical Certificate through the link provided.	7. School Nurse reviews and checks the uploaded medical certificate.	None		
8. Qualifier uploads the endorsement certificate using CNU Website or the provided direct link for the new students	8. Registrar office validates submitted documents	None		
9. Qualifier waits for the student ID number	9. Registrar office releases student ID number	None		<i>Registrar's office</i> University Registrar Office
10. Qualifier opens the link for the Online Registration of CNU Official Email address		None	2-3 working days	
11. Qualifier provides the needed information in the Google Form and clicks submit		None		
12. Qualifier waits for the response via email		None		<i>Registrar's office</i> University Registrar Office
13. Qualifier receives an email	13. Registrar Office releases the CNU Email address	None		
14. Qualifier opens the G-Mail using the released CNU Email address and the default password		None		
15. Qualifier changes default password of the CNU email address		None		
TOTAL		None	16 working days	



96. Enrolment Process

Enrolment procedures are instituted for incoming freshmen that desired to be part of the CNU academic community

Office or Division	Office of the Campus Director – Balamban Campus				
Classification	Simple transaction				
Type of Transaction	G2C (Government to transacting client or citizen)				
Who may avail?	All bonafide Students				
Checklist of Requirements			Where to secure		
Duly-signed endorsement, 1 original Student Clearance for old students, 1 original			Director's Office Transacting client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
OLD STUDENT 2. The student presents his/her clearance with their ID number.	1.1. Enrolment committee receives the clearance/duly signed endorsement, 1.2. Checks the student's schedules, validates it in the system and prints the transaction record slip.	None	5 mins	<i>Enrolment committee</i> Campus Director's Office	
Incoming Freshmen 1. The student presents the duly-signed endorsement for enrollment.					
2. Student presents the transaction record slip to the enrolment in-charge	2. Enrolment in-charge scans the transaction record and prints two copies and signs the study load	None	5 mins	<i>Enrolment in- charge</i> Campus Director's Office	
3. Student presents the two printed study load	15.1. Admin staff stamps a "validated" remarks on the printed study loads, 15.2. Keeps one copy for school record purposes,	None	5 mins	<i>Admin Office Staff</i> Campus Director's office	



	15.3. Returns the student's copy to be presented on the first day of classes.			
TOTAL		None	15 mins	

97. Online Enrollment Process

Enrolment procedures are instituted for incoming freshmen that desired to be part of the CNU academic community

Office or Division	Office of the Campus Director – Balamban Campus			
Classification	Simple transaction			
Type of Transaction	G2C (Government to transacting client or citizen)			
Who may avail?	All bonafide Students			
Checklist of Requirements		Where to secure		
Duly-signed endorsement, 1 original Student Clearance for old students, 1 original		Director's Office Transacting client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Perform the following: 1.1. Student logs to Google using their official university emails 1.2. Student opens the URL: www.cnu.edu.ph (CNU official website) 1.3. Student clicks the "Online Enrollment Proper for Undergraduate" under the "Registrar" menu in the University official website 1.4. Student completes and supplies all the needed	1.1. Enrollment committee receives the students online submission 1.2. evaluates the submitted documents for eligibility 1.3. gives instruction for next steps of the enrolment process.	None	1 hour	<i>Enrolment committee</i> Campus Director's Office



information required in the Google Form and clicks "Submit"				
1.5. Student checks the Student Portal to confirm validation or posting of payments				
TOTAL		None	1 hours	

98. Accessing the Student Portal

Student portal is developed to allow the students who are not physically reporting to the university to avail of services of any of its offices.

Office or Division	Office of the Campus Director – Balamban Campus			
Classification	Simple transaction			
Type of Transaction	G2C (Government to transacting client or citizen)			
Who may avail?	All bonafide Students			
Checklist of Requirements		Where to secure		
CNU issued student email and student ID number		CNU ICTO		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Perform the following: 1.1. Student opens the URL: www.cnu.edu.ph (CNU official website) 1.2. Student clicks the "Student Portal" under the "Registrar" menu in the University official website 1.3. Student click "Register Now" if you are not registered		None	5 mins	<i>CNU student portal</i> CNU Website www.cnu.edu.ph and locate the correct tab



TOTAL	None	5 mins	
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99. Request (Online) and Issuance of Scholastic Records

Issuance of Scholastic record is facilitated by registrar – designate of external campuses and online requisition is processed by the external campus' Director's office.

Office or Division	Office of the Campus Director – Balamban Campus			
Classification	Complex			
Type of Transaction	G2C (Government to transacting client or citizen)			
Who may avail?	All bonafide Students			
Checklist of Requirements		Where to secure		
Request Form, 1 scanned or picture copy		Director's Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client inquires on the needed documents to be given scholastic records		None	5 mins	Office Staff Campus Director's Office
2. Performs the following: 2.1. Client opens the CNU Website (www.cnu.edu.ph) and clicks the "Registrar" menu 2.2. Client clicks the "Online Request of Scholastic Records" 2.3. Client provides the necessary information needed in the Google Form and pays the necessary			3 working days	



fees through online payment mode 2.4. Client waits for the response or feedback regarding the request				
TOTAL			3 working days, 5 mins	

100. Filing of Requests for Certificate

Requests for certificates are facilitated by extension campus personnel for students who cannot come to the main campus to process the request.

Office or Division		Office of the Campus Director – Balamban Campus		
Classification		Complex transaction		
Type of Transaction		G2C (Government to transacting client or citizen)		
Who may avail?		All bonafide Students		
Checklist of Requirements			Where to secure	
Request form, 1 original Official Receipt, 1 original			Director's Office Campus designated receiving officer	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client fills out the request form	1. Admin staff receives the filled out request form	None	5 mins	Office Staff Campus Director's Office
2. Client pays the amount to the campus designated receiving officer	2.1. Processes the request and payment in the main campus	Good Moral Php 80.00 Certificates Php 65.00 Grade Slip Php 50.00	3 days	Designated Cashier Campus Director's Office
	2.2. Admin staff releases the requested certificate	None	3 mins	



TOTAL	As assessed	3 days 8 mins	
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101. Issuance of Admission Slips

Admission slips are issued to students who failed to attend classes on schedule class dates.

Office or Division	Office of the Campus Director – Balamban Campus				
Classification	Simple transaction				
Type of Transaction	G2C (Government to transacting client or citizen)				
Who may avail?	All enrolled Students				
Checklist of Requirements			Where to secure		
Excuse letter signed by parent or guardian, 1 original			Student's parents		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Student presents the excuse letter (with parent's signature) duly signed by the subject teachers on the day of absence	1. Admin staff receives the excuse letter and releases two copies of the admission slips	None	5 mins	Office Staff Campus Director's Office	
2. Student fills out the admission slips and logs in the transaction logbook	2. Admin staff provides control number of the admission slip	None	5 mins		
3. Student seeks the signature of the Campus Director	3. Signs the admission slip after interview and assessment of the student's absence	None	10 mins	Campus Director Director's Office	
4. Student submits one copy of admission slip and presents his/her copy (attached to the excuse letter) to the class	4. Admin staff keeps the other copy for record purposes	None	2 mins	Office Staff Campus Director's Office	



secretary for admittance to class				
TOTAL		None	22 mins	

102. Issuance of Excuse Slips

Excuse slips are issued to students who failed to attend classes on scheduled class dates.

Office or Division	Office of the Campus Director – Balamban Campus				
Classification	Simple transaction				
Type of Transaction	G2C (Government to transacting client or citizen)				
Who may avail?	All enrolled Students				
Checklist of Requirements			Where to secure		
Excuse letter signed by parent or guardian, 1 original			Student's parents		
Client Steps		Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Student reports to the office of the campus director 1.1. Student secures an excuse slips in the office 1.2. Student fills out the excuse slips and logs in the transaction logbook		1. Admin staff provides control number of the admission slip	None	5 mins	Office Staff Campus Director's Office
2. Student processes the excuse slip 2.1. Secures the signature of the subject teacher 2.2. Secures the signature of the campus director 2.3. Submits one copy of the excuse slip to the admin staff and to the teacher in-charge of the subject		2. Receives the copy of the excuse slip and retains records for future reference	None	3 mins	
TOTAL			None	8 mins	



103. Student Clearance Signing

Student clearance are secured every end of the semester to ensure that the student is cleared of any academic/financial liabilities and is qualified for enrolment in the next semester

Office or Division	Office of the Campus Director – Balamban Campus			
Classification	Simple transaction			
Type of Transaction	G2C (Government to transacting client or citizen)			
Who may avail?	All enrolled students			
Checklist of Requirements		Where to secure		
Student clearance, 1 original		Campus Director's office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Student reports to the office of the campus director	1. Office staff releases the clearance to the student	None	5 mins	Office Staff Campus Director's Office
2. Student completes the required signatories of the clearance and reports to the office of the campus director for signature	2. Office staff receives the clearance and ushers the student to the office of the campus director	None	5 mins	
TOTAL		None	10 mins	



CEBU NORMAL UNIVERSITY
Osmeña Boulevard, Cebu City

CNU Main Campus
CNU Balamban Campus
CNU Medellin Campus
Internal services



1. Receiving, Approval and Releasing of Documents

Documents from internal clients are received by the Office of the University President for her recommendations and/or approval.

Office or Division	Office of the University President			
Classification	Highly Technical			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	All employees of the university			
Checklist of Requirements		Where to secure		
<ul style="list-style-type: none">Client document, 1 copy originalFund clearance for transactions involving funding approval, 1 copy original		<ul style="list-style-type: none">Transacting ClientFinance and Management office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client makes transaction at the office of the university president 1.1. Client forwards the document/s to the Office of the President in person 1.2. Client signs the logbook to record the transaction 1.3. Client follow up transactions OR	1.1. Receiving officer receives the document/s (checked for compliance of necessary requirements) 1.2. Recording officer records document/s received (google sheet) 1.3. Receiving officer forwards the documents to the President for action	None	15 mins	<i>President's secretary OR office clerk Office of the President</i>
	2. The President acts on the document/s; approves memo/s	None	2 working days	<i>University President Office of the President</i>



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3. Releasing officer releases acted document/s	None	2 working days	<i>Releasing Officer</i> OR <i>Office Clerk</i> Office of the President
	4. Recording officer records documents/s released (google sheet)		20 mins	<i>President's secretary</i> OR <i>office clerk</i> Office of the President
	5. Memo officer drafts memo/s and forward to the President for review and approval		2 hours	
	6. Records and monitor memo/s & outgoing letter/s (ref) drafted & released		10 mins	<i>Releasing Officer</i> OR <i>Office Clerk</i> Office of the President
1. Client/s send email transactions	1. Receiving officer acknowledges email/s cc/bcc the President	None	2 working days	<i>President's secretary</i> OR <i>office clerk</i> Office of the President
	2. The President acts on email/s by: -giving instruction to OUP personnel -directly send instruction/s to officials/employees		2 working days	<i>University President</i> Office of the President



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3. Recording officer affixes the President's e-sign; releases e-signed document/s to respective offices/employees; records all email transactions	None	2 working days	<i>President's secretary</i> OR <i>office clerk</i> Office of the President
	4. Memo officer drafts memo/s; forwards it to the President for approval; affixes President's e-sign to approved memo/s; releases it to respective officials/employees		2 hours	<i>President's secretary</i> OR <i>office clerk</i> Office of the President
	5. Records and monitor memo/s & outgoing letter/s (ref)		10 mins	
TOTAL:		None	10 working days, 4 hours, 55 mins	

Office or Division	Office of the University President	
Classification	Complex	
Type of Transaction	G2G (Government to government employee)	
Who may avail?	All employees of the university	
Checklist of Requirements		Where to secure
<ul style="list-style-type: none"> Client document, 1 copy original Fund clearance for transactions involving funding approval, 1 copy original 		<ul style="list-style-type: none"> Transacting Client Finance and Management office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client makes transaction at the office of the university president 1.1. Client forwards the document/s to the Office of the President in person 1.2. Client signs the logbook to record the transaction	1.1. Receiving officer receives the document/s 1.2. Hands the logbook for the client to fill out 1.3. Forwards the document/s to the University President for action.	None	15 mins	<i>President's secretary</i> OR <i>office clerk</i> Office of the President
	1.4. University President acts on the document: 1.5. Complex Transactions	None	6 w. days	<i>University President</i> AND/OR <i>Concerned stakeholders</i>
1. Follow up transaction 1.1. Client receives the document/s in person from the Office of the President 1.2. Client signs the logbook/ duplicate copy of the document to indicate receipt of the document	2. Releasing officer releases documents acted upon by the University President in person.	None	45 mins	<i>Releasing Officer</i> OR <i>Office Clerk</i> Office of the President
TOTAL:		None	7 w.days	

2. Requests for Documents related to Board of Regents, Administrative Council, and Academic Council

The office of the University and Board Secretary releases documents related to resolutions and rulings of the councils of the university and board of regents upon valid request of the interested party and after the evaluation and approval of the university president on the merits of the request.



Office or Division	Office of the University and Board Secretary			
Classification	Complex transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	All employees of the university			
Checklist of Requirements		Where to secure		
Document request form, 1 copy original Letter request, 1 copy original		Office of the University and Board Secretary Transacting Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client communicates the request of documents to the Board and University Secretary	1. Board and University Secretary evaluates the said request and advises appropriate action.	None	10 mins	<i>University and Board Secretary</i> Office of the University and Board Secretary
2. Fills out document request form in the office of the university president	2.1. Board and University Secretary forwards the request for approval of the University President	None	10 mins	<i>Secretary</i> Office of the University President
	2.2. University President acts on the document request	None	1 working day	<i>University President</i>
	2.3. Office of the President Staff returns the document request form or forwards the letter of request to the Board and University Secretary for action.	None	5 mins	<i>Secretary</i> Office of the University President
	DENIED REQUESTS The university and board secretary communicate the decision to the transacting client	None	10 mins	<i>University and Board Secretary</i> Office of the University and Board Secretary



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	FOR APPROVED REQUESTS The university and board secretary produces a copy of the requested document`	None	1 hour	<i>University and Board Secretary</i> Office of the University and Board Secretary
3. Client receives the requested document and signs the document request form to indicate receipt of said document	3. Board and University Secretary releases the document to the client and signs the document request form to indicate release of the said document	None	5 mins	<i>University and Board Secretary</i> Office of the University and Board Secretary
TOTAL		None	1 working day, 1 hr. 50 mins	

3. Vehicle Dispatch

The university vehicles are requested by members of the Cebu Normal University community for their transportation needs related to the delivery of their official functions i.e. instruction, research, and extension. Dispatch will also require that the operations unit prioritizes the utilization of the limited vehicles of the university.

Office or Division	Office of the Presidential Assistant for Disaster Risk Reduction Management and Transportation Operations		
Classification	Complex transaction		
Type of Transaction	G2G (Government to government employee)		
Who may avail?	All employees of the university		
Checklist of Requirements		Where to secure	
Letter request, 1 copy original		Transacting Client	
Vehicle request form, 1 copy original		Transportation Operations Unit	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Unit head/ representative transact forwards the letter request to the transportation operations unit	1.1. Receives letter request 1.2. Hands vehicle request form	None	3 mins	<i>Transportation Operations (TO) staff</i> DRRM Office
2. Fills out vehicle request form and return such to the office staff	2.1. Receives the filled up vehicle request form	None	2 mins	
	2.2. Attaches such document to the letter request			
	2.3. Forwards the letter request and vehicle request form to the PA for DRRM/TO	None	1 min	
	2.4. Evaluates the request 2.5. Approves the request 2.6. Assigns a vehicle and driver to the requesting party	None	1 hour	<i>PA for DRRM/TO</i> DRRM Office
3. Follow up approval of the request	3.1. Endorses the vehicle type, plate number and driver to the requesting party	None	10 mins	<i>Transportation Operations (TO) staff</i> DRRM Office
	3.2. Confirms the departure time and destination			
	3.3. Accomplishes the trip ticket 3.4. Secure travel memo 3.5. Perform maintenance check on the assigned vehicle and prepare for travel.	None	1 w. day	<i>Assigned Driver</i> CNU Campus/ DRRM Office
TOTAL		None	1 w. days, 1 hr. 16 mins	



4. Issuance of Pertinent Planning and Development Office Documents for Accreditation and Other Purposes

The office Planning and development retains documents that are required for accreditation and other regulatory requirements.

Office or Division	Office of the Presidential Assistant for Planning and Development				
Classification	Complex transaction				
Type of Transaction	G2G (Government to government employee)				
Who may avail?	All employees of the university				
Checklist of Requirements			Where to secure		
Logbook of requests			Planning and Development Office (PDO)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Approach the PDO clerk and writes in the logbook the requested document	1.1. Receives the logbook of request	None	15 mins	<i>PDO Clerk</i> Office of Planning and Development	
	1.2. Conducts background interview on the intent and purpose of the request				
	1.3. Notes the information in the logbook together with the requested document				
	1.2. Endorses the information to the PA for planning and development	None	3 mins		
	1.3. Reviews the request and the background information	None	1 hour	<i>PA for Planning and Development</i> Office of Planning and Development	
	1.4. Approves or disapproves the request				



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.5. Process the request 1.4. Retrieves the requested file	None	Simple requests: immediate release Complex requests: 2 w. days	PDO Clerk Office of Planning and Development
	1.6. Calls the requesting party once requested file is ready for pick up	None	1 min	
2. Reports to PDO to claim the document	2.1. Logs the release of the document	None	2 mins	
TOTAL		None	2 w. days, 1 hr 21 mins	

5. Submission of Project Implementation Monitoring Reports from Concerned Units

The planning office monitors the implementation of projects in the different units of the university, therefore as part of the monitoring process, those with projects on implementation are required to submit reports.

Office or Division	Office of the Presidential Assistant for Planning and Development	
Classification	Simple transaction	
Type of Transaction	G2G (Government to government employee)	
Who may avail?	All employees of the university	
Checklist of Requirements		Where to secure
Memo requiring the submission, 1 pc photocopy Report on the requirement, 1 copy original		Planning and Development Office (PDO) Unit head



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Project implementors received the memo for submission of project reports and transmits such reports to the office of the Planning and Development	1.1. Log the receipt of the particular Memo with the attached Form	None	15 mins	PDO Clerk Office of Planning and Development
	1.2. Remind the client on the deadline of submission using the attached template			
	1.3. Receive and log the submitted report from the client			
	1.4. Review and analyze the report	None	5 mins	PA for PD Office of Planning and Development
	1.5. For minor concerns: Provide immediately the feedback/clarification, if necessary	None	15 mins	
	1.6. For complex concerns: Inform the client on the schedule for him to return for discussion of the report	None	2 days	
2. Return and provide additional reports and progress on the discussed concern(s)	2.1. Consolidate the Project Implementation Monitoring Reports and provide a copy to the President	None	2 days	
TOTAL		None	4 w. days, 35 mins	

6. Completion of the University's Accomplishment Report for the Quarterly Physical Plan

Accomplishment reports are required to evaluate and monitor the progress of the university's physical plan.



Office or Division	Office of the Presidential Assistant for Planning and Development			
Classification	Simple transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	All employees of the university			
Checklist of Requirements		Where to secure		
Memo requiring the submission, 1 pc photocopy Report on the requirement, 1 copy original		Planning and Development Office (PDO) Unit head		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Unit heads received the memo on Submission of required data for the Unit's Quarterly Physical Report of Operation; and submits such data to the PDO	1.1. Log the receipt of the particular Memo with the attached Form	None	15 mins	PDO Clerk Office of Planning and Development
	1.2. Receive and log the submitted report from the client			
	1.3. Review and analyze the submitted data and clarify as necessary	None	20 mins	PA for PD Office of Planning and Development
	1.4. Consolidate the submitted reports to finalize the University's Quarterly Physical Report of Operation	None	1 day	
	1.5. Print the system-generated form and secure approval from authorized signatories	None	1 hour	PDO Clerk Office of Planning and Development
	1.6. Submit to authorized agency	None	5 mins	
TOTAL		None	2 w. days, 40 mins	



7. Conduct of Mid-Year and Year-End Performance Review and Planning

Mid year and year end performance review are conducted to monitor progress within the university and planning for future endeavors and enhancements of initiatives to accomplish university directions.

Office or Division	Office of the Presidential Assistant for Planning and Development			
Classification	Highly Technical transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	All employees of the university			
Checklist of Requirements		Where to secure		
Memo requiring the submission, 1 pc photocopy Report on the requirement, 1 copy original		Planning and Development Office (PDO) Unit head		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Participants received the memo on the conduct of review and planning	1.1. Log the receipt of the particular Memo with the attached Form 1.2. Remind participants on the scheduled review and planning activity	None	15 mins	PDO Clerk Office of Planning and Development
2. Attend the review and planning activity 2.1. Bring necessary documents for the review	2.1. Log the attendance	None	5 mins	
3. Participate in the workshop	3.1. Facilitate the workshop 3.2. Distribute the matrix for presentation	None	4 hours	PA for PD Office of Planning and Development
4. Present outputs using the matrix	4.1. Evaluate and give comments or recommendations	None	4 hours	Facilitators Workshop venue



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
5. Incorporate the suggestions and comments of the facilitators	5. Give instructions on the submission of outputs (5 days from completion of the workshop)	None	30 mins	PA for PD Office of Planning and Development
6. Submit Final Output to PA PD Office	6. Consolidate outputs submitted by the various units and provide a copy of the consolidated output to PA QA	None	3 w. days	
TOTAL		None	3 w. days, 8 hours, 50 mins	

8. Customer Service Satisfaction (CSS) Implementation Assistance

Assistance is given to the different unit heads in their implementation of the CSS as a requirement for the improvement of service delivery in their respective units. Assistance would involve coaching and mentoring for the completion of the service.

Office or Division	Office of the Presidential Assistant for Quality Assurance	
Classification	Highly Technical transaction	
Type of Transaction	G2G (Government to government employee)	
Who may avail?	Unit heads or his/her representative	
Checklist of Requirements		Where to secure
Call – request Discussion report guide, 1 copy original		Unit head or representative QA office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Unit head or representative seeks assistance from the office of the QA	1.1. Receives the request for assistance	None	30 mins	QA Staff QA office
	1.2. Unit staff assess the need			
	1.3. Refers the need to the PA QA			
	1.4. Assesses the required assistance	None	30 mins	PA for QA QA office
	1.5. Arranges with the representative or unit head the mentoring activity			
	1.6. Implements the mentoring activity	None	3 days	QA Staff QA office
	1.7. Collection of outputs on CSS implementation	None	30 mins	
TOTAL		None	3 w. days, 1 hr 30 mins	

9. Guidance in addressing Non-conformity findings

CNU QMS implementation includes internal and external audits. Findings are given to process owners at the end of each audit. Guidance is given, when sought, to comply with the audit findings, especially nonconformities.

Office or Division	Office of the Presidential Assistant for Quality Assurance
Classification	Highly Technical transaction
Type of Transaction	G2G (Government to government employee)
Who may avail?	Unit head or his/her representative
Checklist of Requirements	Where to secure
Call – request	Unit head or representative
Audit report, 1 copy original	Auditor
Root cause analysis guide, 1 copy original	QA Office
Acceptance report and verification report, 1 copy original	Internal auditor



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Auditee brings to the QA office the audit report	1. Discussion with the auditee of the audit findings	None	1 hour	Auditor QA office
2. Seeks assistance in generating the root cause analysis	2.1. Guides the auditee in analyzing the audit findings	None	7 working days	
	2.2. Follows up the auditee plan of action through a verification process 2.2.1. Minor NCs: 15 days after audit 2.2.2. Major NCs: within 30 days after audit	None	4 hours	
	2.3. Verifies audit report from Internal Auditor 2.4. Close out audit	None	1 hour	Lead Auditor QA Office
TOTAL		None	7 w. days 6 hours	

10. Guidance for Internal Auditor

QA office offers guidance to internal auditor especially first-time internal auditors in the conduct of internal audit.

Office or Division	Office of the Presidential Assistant for Quality Assurance			
Classification	Highly Technical transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Internal Auditor			
Checklist of Requirements		Where to secure		
Call – request Audit report form, 1 copy original Unit core process, 1 copy original		Internal Auditor QA Office QA office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible



1. Internal auditor seeks assistance from the QA office	1.1. Lead auditor establishes concern of the internal auditor	None	30 mins	Lead Auditor QA office
	1.2. Explains the internal audit process and expected results			
	1.3. Issues the explained audit checklist			
	1.4. Guides the internal auditor every step of the internal audit	None	7 working days	
	1.5. Collection of internal audit results	None	30 mins	QA Staff QA office
TOTAL		None	7 w. days 1 hour	

11. Document Control

Document control is implemented for tracking and accounting of quality documents used in the implementation of the CNU Quality Management System.

Office or Division	Office of the Presidential Assistant for Quality Assurance			
Classification	Highly Technical transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Unit head or his/her representative			
Checklist of Requirements		Where to secure		
Quality Documents, 1 copy original Document request form, 1 copy original		Unit head or representative QA office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Unit representative submits new/revised document with attached standard documentation template after accomplishing document request form	1.1. Examines the new document and accomplished document request form	None	10 mins	Document Control Officer QA office
	1.2. Reviews document history	None	5 mins	
	1.3. Issues document control code for the submitted document	None	5 mins	



	1.4. Issues controlled document back to the unit representative	None	3 working days	
TOTAL		None	3 w. days 20 mins	

12. Handling Complaints

Complaints are entertained by the QA office for the improvement of service delivery.

Office or Division	Office of the Presidential Assistant for Quality Assurance			
Classification	Highly Technical transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	All transacting clients			
Checklist of Requirements		Where to secure		
Complaint form, 1 copy original signed Complaint assessment report form, 1 copy original		Transacting client QA office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Writes complaint or orally narrates his/her complaint to the QA officer	1.1. Makes initial assessment of the complaint	None	30 mins	QA Officer QA office
	1.2. Writes complaint assessment report			
	1.3. Submits complaint assessment report to the PA QA with recommendations	None	10 mins	PA QA QA Office
	1.4. Review of the compliant assessment report and recommendations	None	30 mins	
	1.5. Makes endorsement letter to appropriate office			
2. Submission of course of action on the complaint	2. Makes follow up on the action plan of the concerned office	None	15 mins	



3. Implementation and review of the course of action	3.1. Review and evaluation of effective of action implementation OR Assistance with the implementation of the course of action	None	1 w. day	QA Officer QA office
	3.2. Writes verification report	None	1 w. day	
	3.3. Furnishes result of the verification to the office of Quality Assurance			
TOTAL		None	2 w. days 1 hour, 25 mins	

13. Selling of goods

Buying of goods is facilitated by the IGP Office after the stakeholders submit their desire for the availability of a particular goods in the university shop.

Office or Division	Office of the Income Generating Project Director				
Classification	Simple transaction				
Type of Transaction	G2G (Government to government employee)				
Who may avail?	Stakeholders of the university shop				
Checklist of Requirements			Where to secure		
Request for a certain goods, 1 copy original Receipt of payment, 1 copy original			Client University store		
Client Steps	Agency Action		Fees to be paid	Processing Time	Person Responsible
1. Inquire for the availability of a particular goods.	1.1. Checks the inventory for its availability 1.2. Gets the required goods and offer for sale to client		Variable	5 mins	IGP Staff IGP Office



2. Pays the requested goods	2.1. Receives the payment 2.2. Issues receipt of payment 2.3. Releases the goods	None	5 mins	
TOTAL		Variable	10 mins	

14. Phone Service Requests for Local Numbers and Direct Line

This is a service provided by the ICTO in order to maintain the communication lines within CNU.

Office or Division	Information and Communications Technology Office				
Classification	Complex transaction				
Type of Transaction	G2G (Government to government employee)				
Who may avail?	Members of the CNU Community				
Checklist of Requirements		Where to secure			
Phoned in requests Job order request form, 1 copy original		Transacting client ICTO			
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Phone in request or fill out job order request form and submit to the office staff	1.1. Receives the phone in request or job order form	None	5 mins	<i>ICTO Staff</i> ICT Office	
	1.2. Logs the request in the job order logbook				
	1.3. Endorses the request to the ICTO head				
	1.4. Reviews and evaluates the request	None	15 mins	<i>ICTO Head</i> ICT Office	
	1.5. Assigns an ICT operator to respond to the request				
	1.6. Does initial assessment of the site or origin of the request	None	1 hour	<i>ICT Operator</i> ICT Office	
	1.7. Assesses the coverage and extent of the request at the site				
	1.8. Does initial intervention. For works needing further intervention • Re-cabling: 5 days	None	5 working days		



TOTAL	Variable	5 w. days 1 hr 20 mins	
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15. Phone Service Requests for Local Numbers and Direct Line requiring technical works

This is a service provided by the ICTO in order to maintain the communication lines within CNU.

Office or Division	Information and Communications Technology Office			
Classification	Highly technical transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Members of the CNU Community			
Checklist of Requirements		Where to secure		
Phoned in requests Job order request form, 1 copy original		Transacting client ICTO		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Phone in request or fill out job order request form and submit to the office staff	1.1. Receives the phone in request or job order form	None	5 mins	ICTO Staff ICT Office
	1.2. Logs the request in the job order logbook			
	1.3. Endorses the request to the ICTO head			
	1.4. Reviews and evaluates the request	None	15 mins	ICTO Head ICT Office
	1.5. Assigns an ICT operator to respond to the request			
	1.6. Does initial assessment of the site or origin of the request	None	1 hour	ICT Operator ICT Office
	1.7. Assesses the coverage and extent of the request at the site			
	1.8. Does initial intervention. For works needing further intervention • Replacement: 19 days	None	19 days	
TOTAL		Variable	19 days, 1 hour, 20 mins	



16. Technical Assistance Request

Technical assistance is provided by the ICTO to different offices in CNU to resolve technical problems.

Office or Division	Information and Communications Technology Office			
Classification	Highly technical transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Members of the CNU Community			
Checklist of Requirements		Where to secure		
Phoned in requests		Transacting client		
Job order request form, 1 copy original		ICTO		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Phone in request or fill out job order request form and submit to the office staff	1.1. Receives the phone in request or job order form	None	5 mins	ICTO Staff ICT Office
	1.2. Logs the request in the job order logbook			
	1.3. Endorses the request to the ICTO head			
	1.4. Reviews and evaluates the request	None	15 mins	ICTO Head ICT Office
	1.5. Assigns a technical staff to do assessment of the requested assistance			
	1.6. Does initial assessment of the site or origin of the request	None	1 hour	ICT Technical Staff ICT Office
2. Unit head or representative discusses the technical request	1.7. Assesses the coverage and extent of the request at the site			
	2.1. Does initial intervention of the requested assistance	None	19 w. days	
	2.2. For works needing further intervention			
TOTAL		Variable	19 w. days, 1 hour, 20 mins	



17. Desktop PC Repair Request

Personal desktop computers and university – issued desktop computers repair requests are responded to by the ICTO.

Office or Division	Information and Communications Technology Office				
Classification	Highly technical transaction				
Type of Transaction	G2G (Government to government employee)				
Who may avail?	Members of the CNU Community				
Checklist of Requirements		Where to secure			
Phoned in requests		Transacting client			
Job order request form, 1 copy original		ICTO			
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Phone in request or fill out job order request form and submit to the office staff	1.1. Receives the phone in request or job order form	None	5 mins	ICTO Staff ICT Office	
	1.2. Logs the request in the job order logbook				
	1.3. Endorses the request to the ICTO head				
	1.4. Reviews and evaluates the request	None	15 mins	ICTO Head ICT Office	
2. Unit head or representative discusses the technical request	1.5. Assigns a technical staff to do assessment of the requested assistance				
	1.6. Does initial assessment of the site or origin of the request	None	1 hour	ICT Technical Staff ICT Office	
	1.7. Assesses the coverage and extent of the request at the site				
2. Unit head or representative discusses the technical request	2.1. Does initial intervention of the requested assistance	None	19. w.days	ICT Technical Staff ICT Office	
	2.2. For works needing further intervention				
	2.3. Repairs cannot be resolved by CNU technical staff, referral to appropriate services will be done	None	15 mins		
TOTAL		None	19 w. days, 1 hour, 20 mins		



18. Procurement of Car Sticker

Car stickers are procured as a requirement for the owners to be able to bring the car inside CNU premises.

Office or Division	Office of the Chief Security				
Classification	Simple transaction				
Type of Transaction	G2G (Government to government employee)				
Who may avail?	Members of the CNU Community				
Checklist of Requirements			Where to secure		
Application letter, 1 copy original			Transacting client		
Client Steps	Agency Action		Fees to be paid	Processing Time	Person Responsible
1. Client submits letter of application to the office of the chief security officer	1.1.	Evaluates the request	None	30 mins	CSO Chief Office of the Chief Security
	1.2.	Checks number of car sticker issuances			
	1.3.	Instruct transacting client to pay sticker fee to the cashier	None	5 mins	
2. Proceed to the accounting office for payment	2.1.	Receives payment		10 mins	Cashier CNU Accounting Office
	2.2.	Issues Official Receipt			
3. Return to CS office and endorses official receipt of payment	3.1.	Logs the transaction in the CSO logbook	None	10 mins	CSO Staff Office of the Chief Security
	3.2.	Releases the requested sticker			
TOTAL			None	55 mins	

19. Assistance for Safety within the Campus

Safety assistance within the campus is offered by the Security office to ensure safety and security of personnel. It is given after due consideration of the circumstances of the request.



Office or Division	Office of the Chief Security			
Classification	Complex transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Members of the CNU Community			
Checklist of Requirements			Where to secure	
Letter request for assistance, 1 copy original			Transacting client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance <ul style="list-style-type: none"> Personal Phoned in Letter request 	1.1. Evaluation of the circumstances of the request	None	1 w.day	Chief Security Officer CSO
	1.2. Conference with the requesting party	None	1 w.day	
	1.3. Lay out of safety procedure mechanism			
	1.4. Assignment of a security officer to the requesting client	None	1 w.day	
TOTAL		None	3 w.days	

20. Car Parking Assistance within the Campus

Car Parking assistance is given, when requested to facilitate parking for guests/invitees to the university activities.

Office or Division	Office of the Chief Security			
Classification	Simple transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Members of the CNU Community			
Checklist of Requirements			Where to secure	
Letter request for assistance, 1 copy original			Transacting client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible



1. Request for assistance <ul style="list-style-type: none"> Personal Phoned in Letter request 	1.1. Evaluation of the circumstances of the request	None	30 mins	Chief Security Officer CSO
	1.2. Reservation of parking space	None	5 mins	Guard on Duty CNU Grounds
	1.3. Parking assistance when the guest/invitee arrives	None	5 mins	
TOTAL		None	40 mins	

20. Requesting and Liquidation of Petty Cash Refund

Petty cash can be requested especially for emergency purchases of not more than Php 1000.00.

Office or Division	Office of the Chief Administrative Officer			
Classification	Simple transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Members of the CNU Community			
Checklist of Requirements		Where to secure		
Request for petty cash refund, 1 copy original Petty cash refund form, 1 copy original		Transacting client CAO office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Request for Cash Advance				
1. Request for cash advance	1.1. Evaluation of client's planned emergency purchase for exclusion	None	5 mins	CAO Staff Office of the CAO - admin
	1.2. Allowed purchases: releases petty cash form or disallowed, return request to client			
2. Fills out the petty cash request form	2.1. Receive the form and check for completeness	None	5 mins	CAO Staff Office of the CAO - admin
	2.2. Endorses request to CAO - admin			
	2.3. Evaluates the request	None	15 mins	CA Officer
	2.4. Approves the request			



	2.5. Relapses the cash advance			Office of the CAO - admin
3. Receives the cash advance	3.1. Reminds client to present the official receipt upon liquidation	None	5 mins	
TOTAL		None	30 mins	

21. Approval of Consolidate Loan and Other Loan Applications

The CAO – admin approves the loan application of the CNU employee after due notice by the loan applicant

Office or Division	Office of the Chief Administrative Officer			
Classification	Simple transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Members of the CNU Community			
Checklist of Requirements		Where to secure		
GSIS Loan Agreement Form, 1 copy original HDMF Loan form, 1 copy original City Savings Bank Loan Form, 1 copy original		Accounting Office Pag – ibig Local Office City Savings Bank Local Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
GSIS Loan Application				
1. Client inform the CAO – admin that they filed for a loan at the GWAPS kiosk	1. Receives the duly filled up GSIS Loan agreement 2. Checks for authorized signatories in the form 2.1. Payroll in – charge for certification of take home pay 3. Forward the GSIS Loan agreement form to the CAO - admin	None	3 mins	CAO – Admin Clerk CAO – admin Office
	4. Initiates the loan approval procedure	None	5 mins	CAO – Admin CAO – Admin Office
Other Loans				



1. Client personally brings the duly filled – up loan application to the CAO – admin office Note: City Savings Bank Loan FORM must be signed by authorized person from City Saving Bank and that loan amount and amortization must be indicated.	1. Sign and approve the loan application form	None	1 min	CAO – Admin CAO – Admin Office
TOTAL		None	8 mins	

22. Issuance of Facility Permit

Facility permits are issued for use of the school facility and venues for authorized activities.

Office or Division	Office of the Chief Administrative Officer			
Classification	Simple			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Members of the CNU Community			
Checklist of Requirements		Where to secure		
Facility Permit, 1 copy original		CAO office		
Letter of approval for the conduct of activities, 1 copy original		University President Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Inquire the availability of the facility/venue	1.1. Staff checks availability of the venue 1.2. If available, issues facility permit to be filled out by client	None	3 mins	CAO – Admin Clerk CAO – admin Office
2. Fills out the facility permit and have it signed by the immediate head then	2.1. Receives the required document 2.2. Review the submitted document for completeness	None	5 mins	



submit to CAO – admin office Note: Facility permit will be accompanied by letter of approval on the conduct of activities	2.3. Logs the activity in the facility use logbook			
	2.4. Counter checking of logged activities to avoid overlapping on the use of venue/facility	None	3 mins	CAO – Admin CAO – Admin Office
	2.5. Release of approved facility permit to the transacting client	None	1 w. day after filing	CAO – Admin Clerk CAO – admin Office
TOTAL		None	1 w.day 11 mins	

23. Manpower Request

Unit heads request the HR office for manpower complement for office/project requirement

Office or Division	Office of the Human Resource Management				
Classification	Complex				
Type of Transaction	G2G (Government to government employee)				
Who may avail?	Unit Heads				
Checklist of Requirements			Where to secure		
Request for manpower complement, 1 copy original Personnel request form, 1 copy original			Unit head HR Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Unit/Division/College Head writes a letter request and Personnel Request Form duly endorsed and approved by VPA, VPAA, CAO-Accounting and University President.	1.1. HRMO receives duly approve letter request and Personnel Request from signed by the authorized signatories (Unit/Division/College Head, VPA or VPAA,	None	2 working day	HR staff HR Office	



	CAO-Accounting and University President.			
	1.2. HRMO Staff record in the in-coming logbook the duly received documents.	None	5 mins	<i>HR staff</i> HR Office
	1.3. HRMO Staff forward the duly received documents to HRMO Head for further instructions	None	5 mins	<i>HR staff</i> HR Office
	1.4. HRMO Head affix notation on the document for HRMO Recruitment Staff to perform.	None	5 mins	<i>HR Head</i> HR Office
	1.5. HRMO Recruitment Staff reads the notation and if favorable starts the hiring process.	None	3 working days	<i>Recruitment staff</i> HR office
	1.6. HRMO Recruitment Staff informs the requesting Unit/Division/College on the progress of the request.	None	5 mins	<i>Recruitment staff</i> HR office
TOTAL		None	5 working, 25 mins	

24. Back up and safekeeping of documents

HR receives documents from clients, back – up the files and retains the document for safekeeping

Office or Division	Office of the Human Resource Management
Classification	Simple transaction
Type of Transaction	G2G (Government to government employee)



Who may avail?	Transacting Client			
Checklist of Requirements			Where to secure	
Incoming documents, 1 copy original			Transacting client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Endorses documents to the HR office	1.1. Receives documents from client	None	2 mins	Receiving officer HR Office
	1.2. Records the received documents in the incoming monitoring logbook	None	3 mins	
	1.3. Encodes the received document in the system	None	3 mins	
	1.4. Scans document for back up	None	3 working days	
	1.5. Place endorsed document to its designated place for safekeeping	None		
TOTAL		None	3 working days, 8 mins	

25. Issuance of Certificate of Employment

Certificates of employment are issued to requesting client provided he/she requests his/her own employment certificate.

Office or Division	Office of the Human Resource Management			
Classification	Simple transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Transacting client			
Checklist of Requirements			Where to secure	
Document request form, 1 copy original			HR office	
Official receipt of payment, 1 copy original			Accounting office	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fills up the document request form	1.1. Checks the filled up form for completeness	None	2 mins	<i>HR staff</i> HR Office



	1.2. Issues order of payment 1.3. Instructs client to go to the cashier for payment			
2. Pays to the cashier	2.1. Receives payment 2.2. Issues official receipt of payment	Php 80.00	5 mins	Cashier Accounting office
3. Return to HR and endorses official receipt of payment	3.1. Initiates generation of certificate of employment	None	5 mins	HR staff HR Office
	3.2. Prints the certificate of employment			
	3.3. HRMO staff checks and countersign the printed certificate of employment for completeness and validity of entries	None	3 mins	HR staff and HR Head HR Office
	3.4. Signs the certificate of employment			
	3.5. Releases the certificate of employment	None	2 mins	HR staff HR Office
TOTAL		Php 80.00	17 mins	

26. Request for Issuance of Service Record

Service records are issued to CNU personnel for whatever legal purpose it may serve them.

Office or Division	Office of the Human Resource Management		
Classification	Simple transaction		
Type of Transaction	G2G (Government to government employee)		
Who may avail?	Transacting client		
Checklist of Requirements		Where to secure	
Document request form, 1 copy original		HR office	
Official receipt of payment, 1 copy original		Accounting office	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fills up the document request form	1.1. Checks the filled up form for completeness 1.2. Issues order of payment 1.3. Instructs client to go to the cashier for payment	None	2 mins	HR staff HR Office
2. Pays to the cashier	2.1. Receives payment 2.2. Issues official receipt of payment	Php 50.00	5 mins	Cashier Accounting office
3. Return to HR and endorses official receipt of payment	3.1. Initiates generation of Service Record	None	3 mins	HR officer HR Office
	3.2. Prints the Service Record			
	3.3. HRMO staff checks and countersign the printed Service Record for completeness and validity of entries	None	1 working day	HR staff and HR Head HR Office
	3.4. Signs the certificate of employment			
	3.5. Releases the Service Record	None	3 mins	HR staff HR Office
TOTAL		Php 50.00	1 working day, 13 mins	

27. Request for Issuance of Employee's ID

All employees/personnel of Cebu Normal University are issued an employee's ID and are therefore required to wear it at all times.

Office or Division	Office of the Human Resource Management
Classification	Complex transaction
Type of Transaction	G2G (Government to government employee)



Who may avail?	CNU personnel				
Checklist of Requirements			Where to secure		
ID request form, 1 copy original 1x1 recent photo 1 pc			HR Office Transacting client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Client fills out the ID request form and attaches 1x1 recent photo	1.1. Receives the form	None	5 mins	<i>HR Clerk</i> HR Office	
	1.2. Checks for completeness of required entries				
	1.3. Endorses filled out form to the HRMO head				
	1.4. HRMO head approves the ID issuance request	None	3 mins	<i>HRMO Head</i> HR Office	
	1.5. Endorses the approved request to the ID in-charge	None	5 mins	<i>HR Clerk</i> HR Office	
	1.6. Initiates processing of the new ID	None	5 working days	<i>ID in-charge</i> HR Office	
	1.7. Informs HR head on the expected date of release				
	1.8. Contacts employee for ID releasing	None	5 mins	<i>HR Clerk</i> HR Office	
2. Return to claim the ID	2. Releases the ID	None	2 mins		
TOTAL		None	5 w. days 20 mins		

28. Turn – over of Pre – employment Requirements

Clients considered for vacant positions in CNU are required to submit pre-employment requirements to the HR office for processing of bank account applications and issuance of appointment, and/or plantilla.

Office or Division	Office of the Human Resource Management
Classification	Complex transaction



Type of Transaction	G2G (Government to government employee)				
Who may avail?	Clients considered for the vacant position in CNU				
Checklist of Requirements			Where to secure		
Pre – employment requirements, 1 copy original Document checklist form, 1 copy original Appointment, Plantilla (Casual), Position Description Form (PDF), Assumption of Duty, Oath of Office, 1 copy original Personal Data Sheet, 1 copy original			Transacting client HR office HR – recruitment officer HR Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Client submits the requirements together with the document checklist form	1.1. Receives the submission	None	5 mins	HR Clerk HR Office	
	1.2. Checks completeness of the submission against the document checklist				
	1.3. Releases certificate of employment for bank account application use	None	3 mins		
	1.4. If with complete requirements, endorses such to the HR – recruitment officer	None	3 mins	HR Recruitment HR Office	
	1.5. Issuance of Appointment, Plantilla (Casual), Position Description Form (PDF), Assumption of Duty, Oath of Office	None	2 w. days		
2. Fills out and signs the issued documents	2.1. Receives the duly filled out and signed documents	None	5 mins		
	2.2. Endorses the documents to the HRMO head				
	2.3. Encodes personnel data into the HRIS	None	5 mins		



	2.4. Registers newly – hired personnel into the biometrics system			
	2.5. HRMO head verifies the completeness of the documents	None	2 w. days	HRMO Head HR office
	2.6. Signs the documents			
	2.7. Endorses the signed documents to the office of the university president for signature			
	2.8. Endorses the signed documents to Civil Service Commission for validation	None	1 w. day	
TOTAL		None	5 w. days 21 mins	

29. Leave Application Using Form 6 (Hard Copy)

For a personnel's leave to be valid, leave application (hard copy) had to be initiated and submitted for approval to the HR office.

Office or Division	Office of the Human Resource Management			
Classification	Simple transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Personnel applying for leave of absence			
Checklist of Requirements			Where to secure	
4 copies of CSC Leave Form 6, all freshly inked signed			HR office	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Employee print Leave	1.1. Receives the duly filled out leave application form	None	2 mins	HR staff Leave in-charge



application form 6 from HRIS Note: leave forms had to be approved by the immediate head	1.2.	Reviews the leave form and record in the logbook	None	10 mins	HR Office
	1.3.	Computes for verification of personnel's leave balance	None	5 mins	
	1.4.	Secure signature of the HR head	None	1 working day	
	1.5.	Secure signature of the chief administrative officer	None	1 working day	
	1.6.	Retains one approved copy of the leave form for payroll computation	None	2 mins	
TOTAL			None	2 working days 19 mins	

30. Leave Application Through the HRIS

Personnel desiring to take a leave of absence will apply online using the HRIS portal.

Office or Division	Office of the Human Resource Management				
Classification	Simple transaction				
Type of Transaction	G2G (Government to government employee)				
Who may avail?	Personnel applying for leave of absence				
Checklist of Requirements				Where to secure	
4 copies of CSC Leave Form 6, all freshly inked signed HRIS portal Supporting documents for sick leave, 1 copy original				HR office CNU online system Transacting client	
Client Steps	Agency Action		Fees to be paid	Processing Time	Person Responsible
1. Client applies for leave through the HRIS portal	1.1. Immediate head approves the online application		None	5 mins	Immediate head Office where personnel applying for leave is assigned



Note: upload supporting documents for sick leave	1.2. Online approval by the HR Head	None	1 working day	HR Head HR Office
	1.3. Approval by the Chief administrative officer of the online application	None		CAO – Admin CAO – Admin office
2. Review approval of online leave application and print approved leave application as supporting document for DTR			1 hr	
TOTAL		None	1 working day, 1 hr. 5 mins	

31. Request for Employee's 201 File Documents

The employee may request for his/her documents contained in his/her 201 file such as Appointment, TOR, SALN, and PDS. These requested documents may be used by the employee for whatever purpose it may serve.

Office or Division	Office of the Human Resource Management			
Classification	Simple transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Personnel requesting copies of documents from his/her 201 files			
Checklist of Requirements			Where to secure	
Document request form, 1 copy original			HR office	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fills out the document request form and submits to HR clerk	1.1. Receives the duly accomplished document request form 1.2. Checks for the completeness of the required information	None	8 mins	HR staff HR Office



	1.3. Endorses request to the HR head for review and approval			
	1.4. Review and approve the request	None	1 working day	HR Head
	1.5. Release the approved request form to the HR 201 file in-charge			HR office
	1.6. Retrieves the requesting clients 201 file	None	1 working day	HR 201 file in - charge HR Office
	1.7. Reproduce the requested document(s)			
	1.8. Calls the client once document(s) requested are ready for pick up	None	5 mins	
2. Returns to HR to claim the requested document	2. Release the requested document	None	5 mins	
TOTAL		None	2 w. days 18 mins	

32. Receiving of Incoming Applications for Published Vacant Positions

HR office receives incoming applications for vacant positions, after such had been published over authorized portals.

Office or Division	Office of the Human Resource Management		
Classification	Simple transaction		
Type of Transaction	G2G (Government to government employee)		
Who may avail?	Clients submitting application documents		
Checklist of Requirements		Where to secure	
Application documents <ul style="list-style-type: none"> • Application letter, 1 copy original • Resume , 1 copy original 		Transacting client	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Hands in the application document to the HR office or send online via email	1.1. Receives the application documents	None	5 mins	<i>HR Receiving Clerk</i> HR Office
	1.2. Records the received documents in the documents received logbook			
	1.3. Encodes the received document in the system for tracking and proper ID	None	2 mins	
	1.4. Forwards the received application document to the Office of the University President for notations by the President	None	1 working day	
	1.5. Receive the returned application documents from the Office of the University President	None	5 mins	
	1.6. Forwards the annotated application document to the HR Recruitment for personnel pooling	None	4 mins	<i>HR Receiving Clerk</i> HR Office
	1.7. Personnel pooling and shirt listing for consideration by the Personnel Selection Board (PSB)	None	1 working day	<i>HR Recruitment</i> HR Office
TOTAL		None	2 w. days 15 mins	

33. Onboarding of Newly Hired Personnel (JO Admin Staff and Part – time Faculty Members)

Onboarding activities are done to ease the newly hired personnel's integration into the CNU management, its systems and processes.

Office or Division	Office of the Human Resource Management
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Classification	Highly Technical			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Newly hired personnel (JO Admin Staff and Part – time faculty members)			
Checklist of Requirements			Where to secure	
Pre – employment requirements, 1 copy original Service contracts, plantilla and other necessary documents, 1 copy original Document checklist, 1 copy original			Newly hired personnel HR Office HR Office	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits pre – employment requirements	1.1. Checks the completeness of the requirements against the document checklist	None	5 mins	<i>Receiving Officer</i> HR Office
2. Fills out and signs the documents after careful reading and inspection	1.2. Endorses submission to the recruitment officer			<i>Recruitment officer</i> HR Office
	1.3. prepares Service Contracts, plantilla and other necessary documents	None	2 mins	
	1.4. Hands document to client for filling up and signature			
	2.1. Receives the duly accomplished documents	None	5 mins	
	2.2. Checks for completeness and legibility			
	2.3. Forwards the accomplished document to the personnel's immediate head for signature	None	1 working day	
	2.4. Secures the signature of the HR Head	None	1 working day	
3. Return to the HR office to claim the signed	2.5. Secures the signature of the University President	None	1 working day	
	2.6. Calls the newly hired personnel and return the contract for notarization	None	1 working day	
		Php 500.00	3 w.days	



contract and procure notarial services				
4. Return to HR and submits the notarized contract	4.1. Checks the completeness of the requirements	None	5 mins	Recruitment Officer HR Office
	4.2. Schedules the orientation			
	4.3. Conducts the orientation with the newly – hired personnel	None	3 hours	
	4.4. Endorses newly – hired personnel to the designated office of assignment	None	15 mins	
TOTAL		Php 500.00	7 w.days 35 mins	

34. Renewal of Contract for Job Order Employees

At the end of the fifth month of the JO personnel's employ performance appraisal will be conducted as a requirement for the renewal of the JO contract.

Office or Division	Office of the Human Resource Management			
Classification	Complex transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	JO personnel			
Checklist of Requirements		Where to secure		
Performance appraisal sheet, 1 copy original Recommendation letter, 1 copy original		HR office Immediate Head		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. One week before the end of the fifth month of the employee's service, he/she secures	1.1. Receives the duly accomplished documents	None	5 mins	Recruitment Officer HR Office
	1.2. Checks for the completeness of requirements			
	1.3. Endorses the performance to the HR head for approval			



1.1. a recommendation letter from his/her immediate head 1.2. performance appraisal form from the HR office for evaluation by the immediate head 1.3. submits duly accomplished documents to the HR office	1.4. Review and approval of the submitted documents	None	1 working day	HR Head HR Office
	1.5. Secure approval from the chief admin officer	None	1 working day	Recruitment Officer HR Office
	1.6. Forwards performance appraisal and recommendation letter to the office of the University President	None	1 working day	
	1.7. Calls the job order employee 1.8. Gives instructions on the in – between contract gap (5 days)	None	30 mins	
	1.9. Prepares new service contract and plantilla 1.10. Gives new document to client for processing	None	5 mins	Recruitment Officer HR Office
2. Processed the new contract of services 2.1. Fills out required information 2.2. Signs the document 2.3. Secure signature of immediate head 2.4. Return to HR and secure signature or HR head	2.1. Receives the processed document	None	5 mins	
	2.2. Checks completeness of requirement			
	2.3. Secure signature of the HR Head			
	2.4. Secure signature and approval of the University President	None	1 working day	Recruitment Officer HR Office
	2.5. Return the approved contract of service to the employee for notarization	None	5 mins	
3. Procures notarial services for the approved contract and submits notarized contract to the HR	3.1. Receive notarized contract	None	30 mins	
	3.2. Schedules a mini orientation			
	3.3. Endorses renewed JO employee to the designated office of assignment	None	2 mins	
TOTAL		None	4 w. days 82 mins	



35. Receiving, Recommending, Releasing of Request Letter for Attending Training/Seminar

The Learning and Development office as focal in the monitoring of personnel competencies and planning for personnel enhancement screens the trainings and seminars attended by employees for proper career pathing.

Office or Division	Learning and Development Division of the HR Office			
Classification	Simple transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Personnel joining/requesting to join trainings/seminars			
Checklist of Requirements			Where to secure	
Letter request, recommendation/invitation letter, 1 copy original Trainings/seminars list, 1 copy original			Transacting client L and D focal chairperson	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submission of letter – request to attend/join training/seminar Note: Letter request must be signed by the Immediate head as recommending approval, with attached invitation	1.1. Receives the letter – request	None	5 mins	L and D Clerk HR Office
	1.2. Checks required signatories and attachments			
	1.3. Forwards request and attachment to the L and D chairperson			
	1.4. L and D chair examines and notes the names of the participant and compares it with the list of faculty members scheduled for trainings/seminars	None	30 mins	L and D Chair HR Office
	1.5. L and D chair signs and recommends the participation of the requesting personnel	None	5 mins	
	1.6. Forwards the letter request to appropriate offices <ul style="list-style-type: none"> • VP Admin – nonteaching personnel • VP Acad – faculty • VP REP – research and extension activities 	None	5 mins	L and D Clerk HR Office
TOTAL		None	45 mins	



36. Receiving, Recommending, Releasing of Training/Seminar Proposal

Training/seminar proposals pass through the office of the Learning and Development chairperson for alignment of personnel – participants' individual development plan vis – a – vis seminars/training goals and objectives.

Office or Division		Learning and Development Division of the HR Office		
Classification		Simple transaction		
Type of Transaction		G2G (Government to government employee)		
Who may avail?		Personnel joining/requesting to join trainings/seminars; proponents of the proposed trainings/seminars		
Checklist of Requirements				Where to secure
Training/seminar proposal, 1 copy original Letter of intent with list of participants, 1 copy original Trainings/seminars list, 1 copy original				Transacting client Proponents of training/seminar L and D focal chairperson
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits the following to the L and D office or via email	1.1. Receives the submitted documents	None	5 mins	<i>L and D Clerk</i> HR Office
	1.2. Endorses the submitted documents to the L and D chair			
	1.3. L and D chair examines and notes the names of the participant and compares it with the list of faculty members scheduled for trainings/ seminars vis – a – vis individual development plan	None	30 mins	<i>L and D Chair</i> HR Office
	1.4. L and D chair signs and recommends the participation of the requested personnel	None	5 mins	
	1.5. Forwards the letter request to appropriate offices <ul style="list-style-type: none"> • VP Admin – nonteaching personnel • VP Acad – faculty • VP REP – research and extension activities 	None	5 mins	<i>L and D Clerk</i> HR Office
TOTAL		None	45 mins	



37. Implementation of Gender and Development (GAD) Project

Per college or SSC GAD focal person proposes their own GAD activities and submits such to the GAD focal point system in – charge for review, approval and budget allocation.

Office or Division	GAD Focal Point System of the HR Office			
Classification	Highly Technical			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	GAD Activity proponent			
Checklist of Requirements			Where to secure	
GAD Activity proposal with line item budget and list of participants, 1 copy original			Transacting client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits GAD Activity proposal to the GAD Focal Point System Chairperson	1.1. Receives submitted document	None	5 mins	GAD Clerk GAD Office
	1.2. Checks requirements for completeness			
	1.3. Endorses the submission to the GAD focal point system chairperson			
	1.4. Reviews the proposal for <ul style="list-style-type: none"> Budget alignment Date of Activity Profile of participants 	None	2 w. days	GAD Chairperson GAD Office
	1.5. Forwards the reviewed proposal to the University President's Office for approval	None	1 w. day	GAD Clerk GAD Office
	1.6. Initiation of procurement procedure after approval of the University President: RF, RFQ, PR	None	3 w. days	Responsibility Accounting Clerk GAD Office
	1.7. Submission to supply office of duly accomplished RFQ	None	5 mins	GAD Clerk GAD Office



2. Follow up the approval and procurement of GAD activity implementation needs	2. Pre – implementation activities (3 days prior to implementation) <ul style="list-style-type: none"> • Booking of the speaker • Booking of the venue • Submission of list of participants for approval by the President and subsequent issuance of authority to attend • Preparation of MOA for the speaker • Distribution of Authority to Attend • Physical set-up • Follow-up of activity requirements 	None	1 w. day	
3. Implementation of the activity	3. Guidance and supervision on activity implementation	None	3 w. days	<i>GAD Focal Chairperson GAD Office</i>
TOTAL		None	9 w.days 10 mins	

38. Plumbing, Carpentry, Welding, Electrical, Masonry, and Painting Works

The general services office responds to requests from different offices for their repair and maintenance works and activities.

Office or Division	Office of the General Services		
Classification	Highly Technical		
Type of Transaction	G2G (Government to government employee)		
Who may avail?	Unit heads and his/her representative		
Checklist of Requirements		Where to secure	
Job request form, 1 copy original		GSO	
Request form for supplies and materials, 1 copy original		GSO Clerk	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fills up job request form and submits such to the GSO clerk	1.1. Receives the duly filled out job request form	None	10 mins	GSO Clerk GS Office
	1.2. Checks for complete details of the requested job <ul style="list-style-type: none">• Location• Specification• Signature of<ul style="list-style-type: none">▪ Requisitioner▪ Head of office• Name of office			
	1.3. Forwards request to the Engineering Assistant	None	5 mins	
	1.4. Assigns maintenance crew to the job	None	5 mins	Engineering Assistant GS Office
	1.5. Gives instructions on requested job assessment			
	1.6. Maintenance crew performs assessment on the requested job	None	1 w. day	Maintenance Crew GS Office
	1.7. Requests for needed supplies and materials			
	1.8. Proceeds to site for implementation of required works	None	18 w.days	
TOTAL		None	19 w.days 20 mins	



39. Claiming of Mails

Mails for members of the CNU community are received by the records management office and are then released to the intended party.

Office or Division	Records Management Office			
Classification	Simple transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Unit heads and his/her representative			
Checklist of Requirements			Where to secure	
Mails for the intended recipients			Records office	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Inquires of he/she had mail(s)	1.1. Checks the logbook of mails received	None	5 mins	<i>Staff</i> Records office
1. Undelivered mails	1.1. Post in the Announcement Section of the CNU Website thru PIO	None	3 days	<i>Staff</i> Public Information Office
	1.2. Retrieves the mail from storage box	None	5 mins	<i>Staff</i> Records office
	1.3. Hands the mail to the intended recipient or his/her representative			
	1.4. Request the recipient to sign in the received mails logbook			
2. Signs in the received mails logbook	2. Releases the mail to the client		15 mins	<i>Staff</i> Records office
TOTAL		None	3 w. days, 25 mins	



40. Request for Records/Documents

Records/documents stored in the records management office can be requested for compliance to accreditation requirements or any legal and authorized purposes

Office or Division	Records Management Office			
Classification	Simple transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Unit heads and his/her representative			
Checklist of Requirements			Where to secure	
Records document request form, 1 copy original			Records office	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Inquires if desired document can be released for personal/office use	1.1. Evaluate the inquired records	None	15 mins	Staff Records office
	1.2. Refer the requested record to the records office head and verifies its availability			
	1.3. Issues records document request form upon the instruction of the records office head	None	5 mins	
2. Fills out the records document request form and submits to the staff	2.1. Checks completeness of the accomplished request form	None	2 mins	
	2.2. Retrieves the requested records		10 mins	
	2.3. Photocopy the requested document			
	2.4. Unit head authenticates the document and release is to the requesting client	Certification: Php 25.00/document Documentary stamp	3 mins	Unit Head Records Office



3. Payment of the required fees to the accounting office	3.1. Receives the payment 3.2. Issues official receipt of payment	Php 15.00/document	5 mins	<i>Cashier</i> Accounting office
4. Return to records office to claim the requested document	4.1. Receives the OR 4.2. Releases the requested document	None	5 mins	<i>Staff</i> Records office
TOTAL		None	45 mins	

41. Online Request for Records/Documents

Intended to serve the online clients, records/documents stored in the records management office can be requested for compliance to accreditation requirements or any legal and authorized purposes

Office or Division		Records Management Office		
Classification		Highly Technical transaction		
Type of Transaction		G2G (Government to government employee)		
Who may avail?		Unit heads and his/her representative		
Checklist of Requirements			Where to secure	
Records document request form, 1 copy original Email to records office			Records office Transacting client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Inquires if desired document can be released for personal/office use through call or email	1.1. Evaluate the inquired records	None	3 working days	<i>Staff</i> Records office
	1.2. Refer the requested record to the records office head and verifies its availability			
	1.3. Sends records document request form through upon the instruction of the records office head	None	3 working days	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Fills out the records document request form and submits to the staff	2.1. Checks completeness of the accomplished request form	None	3 working days	
	2.2. Retrieves the requested records	None	3 working days	
	2.3. Photocopy/Scan the requested document/s			
3. Receives the scanned document/s through email	3. Send the scanned document/s to the requesting party through Email.	None	3 working days	
TOTAL		None	15 w. days	

42. Borrowing/Returning of Records/Documents

Documents/records stored in the records management office can be borrowed for compliance to accreditation requirements.

Office or Division	Records Management Office			
Classification	Simple transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Unit heads and his/her representative			
Checklist of Requirements			Where to secure	
Records document request form, 1 copy original			Records office	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.1. Evaluate the inquired records	None	15 mins	Staff



1. Inquires if desired document can be released for personal/office use	1.2. Refer the requested record to the records office head and verifies its availability			Records office
	1.3. Issues records document request form upon the instruction of the records office head	None	5 mins	
2. Fills out the records document request form and submits to the staff	2.1. Checks completeness of the accomplished request form	None	2 mins	
	2.2. Retrieves the box of the requested records	None	10 mins	
	2.3. Serves the requested document(s) to the requisitioning client			
3. Returns the borrowed document(s) after use	3.1. Receives the returned documents	None	10 mins	
	3.2. Checks the integrity of the document			
	3.3. Retrieves the document container	None	10 mins	
	3.4. Replaces the document into the container			
TOTAL		None	52 mins	

43. Withdrawal of Common Supplies (Office, Cleaning, Accountable, and Construction Supplies)

Common supplies are stored in the supply office after its delivery and are withdrawn by the requisitioning units upon its need.

Office or Division	University Supply Office		
Classification	Simple transaction		
Type of Transaction	G2G (Government to government employee)		
Who may avail?	Unit heads and his/her representative		
Checklist of Requirements		Where to secure	
Approved supplies withdrawal form, 1 copy original		Supply office	
Unit APP, 1 pc photocopy		Supply office	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits supplies withdrawal form	1.1. Checks availability of supply in the inventory system	None	15 mins	Storekeeper Supply office
	1.2. Compares the supplies requested for withdrawal with the unit APP	None	15 mins	
	1.3. Prepare the requested supplies, after verification	None	4 hours	
	1.4. Release the requested supply to the unit head/representative	None	15 mins	
TOTAL		None	4 hrs 45 mins	

44. Internal Auditing Services: Reimbursement of Expenses

Expenses for authorized activities are reimbursable provided it is reflected in the units APP.

Office or Division	Financial Management Office		
Classification	Complex transaction		
Type of Transaction	G2G (Government to government employee)		
Who may avail?	Unit heads and his/her representative		
Checklist of Requirements			Where to secure
<ul style="list-style-type: none"> • Checklist, 1 copy original • Disbursement Voucher, 1 copy original • Obligation Request and Status/Budget Utilization Report and Status, 1 copy original • Request for Reimbursement approved by the Agency Head, 1 copy original • Purchase Request, 1 copy original • Request For Quotation 3 sets, if needed • Abstract of Bids, 1 copy original • Inspection and Acceptance Report, 1 copy original 			Responsibility center staff or faculty claiming the reimbursement



<ul style="list-style-type: none"> • Sales Invoice or Original Receipts, 1 copy original • Paid payroll if needed, 1 copy original • Service Contract/Memorandum of Agreement in case of claim for honoraria, 1 copy original • Daily Time Record, 1 copy original • Approved Liquidation Report with Supporting Documents, 1 copy original 				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submission of required documents to support claim for reimbursement	1.1. Receives copies of the documents. 1.2. Checks completeness of all supporting documents based on checklist. If incomplete, returns to the party concerned for compliance. If complete, stamps "Received" and indicates date of receipt and initials on the stamped "Received" portion of the DV.	None	20 mins	<i>Accounting staff</i> Accounting office
	1.3. Forward to Budget Officer for control.	None	2 mins	<i>Accounting staff</i> Accounting office
	1.4. Monitors and controls Obligation Request Status and Budget Utilization Request Status 1.5. Forward to Chief Administrative Officer-Finance for signature in Box B of the ORS/BURS.	None	20 mins	<i>Budget Officer</i> Accounting Office
	1.6. Signs Box B of the ORS/BURS 1.7. Forwards document to Accounting Clerk	None	10 mins	<i>CAO – Finance</i> Accounting Office
	1.8. Prepares Journal Entry in the disbursement voucher 1.9. Stamps control number in all supporting documents 1.10. Forward to Accountant for review	None	20 mins	<i>Accounting staff</i> Accounting office



	1.11. Reviews transaction and certifies Box C of the DV 1.12. Forwards to Accounting Staff for Release	None	20 mins	University Accountant Accounting office
	1.13. Logs out processed DV for Approval of Agency Head.	None	1 working day	Accounting staff Accounting office
	1.14. Receives approved DV from agency head 1.15. Releases it to cash section.	None	10 mins	Accounting office
	1.16. Prepares and issues check/LLDAP-ADA and Advice of Checks Issued (ACIC)	None	20 mins	Disbursing Officer Accounting Office
	1.17. Signs ACIC/LLDAP	None	10 mins	Accounting Office
	1.18. Secures signature of Head of Agency	None	1 working day	Accounting staff Accounting office
	1.19. Receives approved and signed checks, ACIC/LLDAP from Head of Agency 1.20. Releases to Disbursing Officer/Staff.	None	10 mins	Accounting office
	1.21. Transmits ACIC/LLDAP to Government Servicing Bank.	None	1 hour	Disbursing Officer Accounting Office
	1.22. Releases check/ ADA copy to concerned faculty/staff	None	10 mins	Accounting Office
2. Claims released and acknowledges released check, and signs disbursement voucher	2. Checks completeness of the transaction	None	10 mins	Disbursing Staff Accounting Office
TOTAL		None	2 w. days 3 hours 42 mins	



45. Internal Auditing Services: Payment of Cash Advances for Special Activities

Cash advances may be procured for authorized special activities provided the line item budget is approved by the agency head after issuance of fund clearance by the CAO – Finance and approval of the bond of the requesting personnel.

Office or Division	Financial Management Office			
Classification	Complex transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Unit heads and his/her representative			
Checklist of Requirements				Where to secure
<ul style="list-style-type: none"> • Checklist, 1 copy original • Disbursement Voucher, 1 copy original • Obligation Request and Status/Budget Utilization Request and Status, 1 copy original • Approved Proposal with Line Item Budget stamped with Fund Clearance, 1 copy original • Request for Cash Advance, 1 copy original • Memorandum designating as special disbursing officer, 1 copy original 				Responsibility Centers/ Faculty/Staff
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits Disbursement Voucher together with supporting documents to Receiving Clerk of Financial Management Services Office	1.1. Receives copies of the documents.	None	20 mins	Accounting staff Accounting office
	1.2. Checks completeness of all supporting documents based on checklist. If incomplete, returns to the party concerned for compliance. If complete, stamps "Received" and indicates date of receipt and initials on the stamped "Received" portion of the DV.			
	1.3. Forward to Budget Officer for control.	None	2 mins	Accounting staff Accounting office



	1.4. Monitors and controls Obligation Request Status and Budget Utilization Request Status	None	20 mins	<i>Budget Officer</i> Accounting Office
	1.5. Forward to Chief Administrative Officer-Finance for signature in Box B of the ORS/BURS.			
	1.6. Signs Box B of the ORS/BURS	None	10 mins	<i>CAO – Finance</i> Accounting Office
	1.7. Forwards document to Accounting Clerk			
	1.8. Prepares Journal Entry in the disbursement voucher	None	20 mins	<i>Accounting staff</i> Accounting office
	1.9. Stamps control number in all supporting documents			
	1.10. Forward to Accountant for review	None	20 mins	<i>University Accountant</i> Accounting office
	1.11. Reviews transaction and certifies Box C of the DV			
	1.12. Forwards to Accounting Staff for Release			
	1.13. Logs out processed DV for Approval of Agency Head.	None	1 working day	<i>Accounting staff</i> Accounting office
	1.14. Receives approved DV from agency head	None	10 mins	
	1.15. Releases it to cash section.			
	1.16. Prepares and issues check/LLDAP-ADA and Advice of Checks Issued (ACIC)	None	20 mins	<i>Disbursing Officer</i> Accounting Office
	1.17. Signs ACIC/LLDAP	None	10 mins	
	1.18. Secures signature of Head of Agency	None	1 w. day	
	1.19. Receives approved and signed checks, ACIC/LLDAP from Head of Agency	None	10 mins	<i>Accounting staff</i> Accounting office
	1.20. Releases to Disbursing Officer/Staff.			
	1.21. Transmits ACIC/LLDAP to Government Servicing Bank.	None	1 hour	<i>Disbursing Officer</i> Accounting Office
	1.22. Releases check/ ADA copy to concerned faculty/staff	None	10 mins	
2. Claims released and acknowledges	2. Checks completeness of the transaction	None	10 mins	<i>Disbursing Staff</i> Accounting Office



released check, and signs disbursement voucher				
TOTAL		None	2 w. days 3 hours 42 mins	

46. Internal Auditing Services: Payment of Cash Advances for Travel

Authorized travels of personnel are supported by cash advances after due endorsement by the unit head and approval by the agency head.

Office or Division	Financial Management Office				
Classification	Complex transaction				
Type of Transaction	G2G (Government to government employee)				
Who may avail?	Personnel requesting cash advance for travel				
Checklist of Requirements				Where to secure	
<ul style="list-style-type: none"> • Checklist, 1 copy original • Disbursement Voucher, 1 copy original • Obligation Request and Status/Budget Utilization Request and Status, 1 copy original • Travel Order, 1 pc photocopy • Invitation/Communication, 1 pc photocopy • Approved Itinerary of Travel, 1 copy original 				Responsibility Centers/ Faculty/Staff	
Client Steps	Agency Action		Fees to be paid	Processing Time	Person Responsible
1. Submits copy of the required documents	1.1. Receives copies of the documents. 1.2. Checks completeness of all supporting documents based on checklist. If incomplete, returns to the party concerned for compliance.		None	20 mins	<i>Accounting staff</i> Accounting office



	If complete, stamps "Received" and indicates date of receipt and initials on the stamped "Received" portion of the DV.			
	1.3. Forward to Budget Officer for control.	None	2 mins	<i>Accounting staff</i> Accounting office
	1.4. Monitors and controls Obligation Request Status and Budget Utilization Request Status	None	20 mins	<i>Budget Officer</i> Accounting Office
	1.5. Forward to Chief Administrative Officer-Finance for signature in Box B of the ORS/BURS.			
	1.6. Signs Box B of the ORS/BURS	None	10 mins	<i>CAO – Finance</i> Accounting Office
	1.7. Forwards document to Accounting Clerk			
	1.8. Prepares Journal Entry in the disbursement voucher	None	20 mins	<i>Accounting staff</i> Accounting office
	1.9. Stamps control number in all supporting documents	None		<i>Accounting staff</i> Accounting office
	1.10. Forward to Accountant for review			
	1.11. Reviews transaction and certifies Box C of the DV	None	20 mins	<i>University Accountant</i> Accounting office
	1.12. Forwards to Accounting Staff for Release			
	1.13. Logs out processed DV for Approval of Agency Head.	None	1 working day	<i>Accounting staff</i> Accounting office
	1.14. Receives approved DV from agency head	None	10 mins	
	1.15. Releases it to cash section.			
	1.16. Prepares and issues check/LLDAP-ADA and Advice of Checks Issued (ACIC)	None	20 mins	<i>Disbursing Officer</i> Accounting Office
	1.17. Signs ACIC/LLDAP	None	10 mins	
	1.18. Secures signature of Head of Agency	None	1 working day	



	1.19. Receives approved and signed checks, ACIC/LLDAP from Head of Agency	None	10 mins	Accounting staff
	1.20. Releases to Disbursing Officer/Staff.			Accounting office
	1.21. Transmits ACIC/LLDAP to Government Servicing Bank.	None	1 hour	Disbursing Officer
	1.22. Releases check/ ADA copy to concerned faculty/staff	None	10 mins	Accounting Office
2. Claims released and acknowledges released check, and signs disbursement voucher	2. Checks completeness of the transaction	None	10 mins	Disbursing Staff Accounting Office
TOTAL		None	2 w. days 3 hours 42 mins	

47. Internal Auditing Services: Liquidation of Cash Advances for Travel

Within 30 days after travel the personnel who availed of cash advance will liquidate all expenses for the said travel.

Office or Division	Financial Management Office		
Classification	Complex transaction		
Type of Transaction	G2G (Government to government employee)		
Who may avail?	Personnel requesting cash advance for travel		
Checklist of Requirements			Where to secure
<ul style="list-style-type: none"> Checklist, 1 copy original Liquidation Report, 1 set original, 2 sets photocopy Appendix B- Certificate of Travel Completed, 1 copy original 			Responsibility Centers/ Faculty/Staff



<ul style="list-style-type: none"> • Revised itinerary of travel, 1 copy original • communication/ invitation, 1 pc photocopy • 1 original copy of Official Receipts, bus tickets, carrier itinerary, • Travel Order, 1 pc photocopy • Official Receipt from Cashier for Amount refunded, 1 copy original • Certificate of Appearance, , 1 copy original 				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits required document for liquidation	1.1. Receives copies of the documents in support of the liquidation. 1.2. Checks completeness of all supporting documents based on checklist. If incomplete, returns to the party concerned for compliance. If complete, stamps "Received" and indicates date of receipt and initials on the stamped "Received" portion of the Liquidation Report	None	20 mins	<i>Accounting Staff</i> Accounting Office
	1.3. Forwards to Accounting Staff in charge of cash advance monitoring	None	20 mins	<i>Accounting Staff</i> Accounting Office
	1.4. Checks cash advance amount against actual expenses. 1.5. If cash advance exceeds actual expenses, issues Order of Payment (OP)	None	20 mins	<i>Accounting Staff in charge of cash advance</i> Accounting Office
2. Personnel secures approved Liquidation Report from Accounting Clerk for reimbursement	2.1. Receives payment of the excess of cash advance 2.2. Issues official receipt of payment	Amount to return to CNU	20 mins	<i>Cashier</i> Accounting Office



after 3 days from submission, if CA below actual expenses OR				
Pays the excess cash advance to the cashier and proceed to window 4 for OP validation and to window 7 for payment				
3. Submits OR to accounting clerk	3.1. Checks issued Official Receipt and indicates in the liquidation Report. 3.2. If found proper, Accounting Clerk prepares JEV based on liquidation report and SDs received.	None	18 mins	<i>Accounting clerk</i> Accounting Office
	3.3. Indicates Control number of Liquidation Report and supporting documents and signs in the "Prepared by" portion of the JEV.	None	2 mins	<i>Accounting clerk</i> Accounting Office
	3.4. Verifies completeness and propriety of the SDs. 3.5. If complete and proper, signs Box C of the Liquidation Report and signs in the "Certified Correct" portion of the JEV. 3.6. Forwards the Liquidation Report to Accounting Clerk for Signature of the Head of the Agency	None	20 mins	<i>Accountant</i> Accounting Office
	3.7. Accounting Clerk releases certified Liquidation Report to Head of Agency for signature on Box B of the liquidation report	None	10 mins	<i>Accounting clerk</i> Accounting Office
	3.8. Accounting Clerk receives and records approved Liquidation Report from Head of Agency	None	10 mins	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3.9. Forwards to Bookkeeper for recording in the Cash Disbursements Journal			
	3.10. Bookkeeper records the approved Liquidation Report in the Cash Disbursements Journal	None	20 mins	Bookkeeper Accounting Office
	3.11. Bookkeeper transmits Liquidation Report for the month to COA	None	1 working day	
TOTAL		None	1 w. day 2 hrs 36 mins	

48. Internal Auditing Services: Liquidation of Cash Advances for Special Activities

After the special activity the cash advance granted for the implementation of the activity will be subjected to liquidation for proper auditing and accounting of expenses.

Office or Division	Financial Management Office	
Classification	Complex transaction	
Type of Transaction	G2G (Government to government employee)	
Who may avail?	Personnel requesting cash advance for special activity	
Checklist of Requirements		Where to secure
<ul style="list-style-type: none">• Checklist, 1 copy original• Appendix 40 – Cash Disbursement Record, 1 copy original• Appendix 41 – Report of Cash Disbursement, 1 copy original• Itinerary of travel, 1 copy original• Communication/ invitation 1 pc photocopy• 1 Original copy of Official Receipts, bus tickets, carrier itinerary• Purchase Request, , 1 copy original		Responsibility Centers/ Faculty/Staff



<ul style="list-style-type: none"> • RFQ in 3 set • Abstract of Bids Awarded, 1 copy original • Inspection and Acceptance Report, 1 copy original • Sales Invoices or Official Receipts, 1 copy original • Official Receipt from Cashier for Amount refunded, 1 copy original 				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits required document for liquidation	1.1. Receives copies of the documents in support of the liquidation.	None	20 mins	<i>Accounting Staff</i> Accounting Office
	1.2. Checks completeness of all supporting documents based on checklist. If incomplete, returns to the party concerned for compliance. If complete, stamps "Received" and indicates date of receipt and initials on the stamped "Received" portion of the Liquidation Report			
	1.3. Forwards to Accounting Staff in charge of cash advance monitoring	None	20 mins	<i>Accounting Staff</i> Accounting Office
	1.4. Checks cash advance amount against actual expenses.	None	20 mins	<i>Accounting Staff in charge of cash advance</i> Accounting Office
	1.5. If cash advance exceeds actual expenses, issues Order of Payment (OP)			
	OR 1.6. If cash advance equals actual expenses proceed to preparation of JEV Step 3.2.			
2. Pays the excess cash advance to the cashier and proceed to window	2.1. Receives payment of the excess of cash advance	Amount to return to CNU	20 mins	<i>Cashier</i> Accounting Office
	2.2. Issues official receipt of payment			



4 for OP validation and to window 7 for payment				
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Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. Submits OR to accounting clerk	3.1. Checks issued Official Receipt and indicates in the liquidation Report.	None	2 mins	<i>Accounting clerk</i> Accounting Office
	3.2. Prepares JEV based on Report of Cash Disbursements and SDs received.	None	20 mins	
	3.3. Stamps control number of the RCD and supporting documents and signs in the "Prepared by" portion of the JEV.			
	3.4. Verifies completeness and propriety of the SDs and signs "approved" portion of the JEV	None	20 mins	<i>Accountant</i> Accounting Office
	3.5. Receives from Accountant the approved JEV together with the RCD and supporting documents	None	10 mins	<i>Accounting clerk</i> Accounting Office
	3.6. Forwards to Bookkeeper for recording and copy to the concerned faculty/staff			
	3.7. Bookkeeper records the Report of Cash Disbursements in the Cash Disbursements Journal	None	20 mins	<i>Bookkeeper</i> Accounting Office
	3.8. Bookkeeper transmits Report of Cash Disbursement together with supporting documents for the month to COA	None	1 w. day	
TOTAL		None	1 w. day 2 hrs 30 mins	



49. Fund Clearance

Fund clearance is a requirement prior to the approval of the requested budget for any activity. It is done to ensure that funds are available for the payment of POs needed during the activity.

Office or Division	Financial Management Office			
Classification	Complex transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Personnel requesting financial support from the university			
Checklist of Requirements			Where to secure	
Line Item budget, 1 copy original Approved PPMP of the unit, 1 pc photocopy			Transacting client Unit Head	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submission of required documents for fund clearance	1.1. Receiving Clerk receives and records incoming document in the logbook	None	30 mins	<i>Accounting Clerk</i> Accounting office
	1.2. Forward it to the Budget Officer for review and evaluation			
	1.3. Check if the proposed activity is included in the PPMP for the year	None	30 mins	<i>Budget officer</i> Accounting office
	1.4. Forward to the CAO-Finance for Approval			
	1.5. Verify, Check, evaluate Line Item Budget and complete supporting documents	None	3 w. days	<i>CAO – Finance</i> Accounting office
	1.6. Approves and forward to receiving clerk			
	1.7. Receiving Clerk records documents in the outgoing logbook	None	3 mins	<i>Accounting Clerk</i> Accounting office
	1.8. Forward to the Office of the President			
TOTAL		None	3 w. days 1 hr 3 mins	



50. Purchase Request Processing

Purchase requests (PR) are checked and securitized in the accounting office to verify availability of funds for purchase.

Office or Division		Financial Management Office		
Classification		Simple transaction		
Type of Transaction		G2G (Government to government employee)		
Who may avail?		Unit Heads and representatives		
Checklist of Requirements			Where to secure	
Purchase Request (PR) , 1 copy original			Transacting client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits documents to the accounting office	1.1. Receives and records incoming document in the logbook 1.2. forward it to the CAO-Finance for Signature	None	20 mins	<i>Accounting Clerk</i> Accounting office
	1.3. Check and verifies the Purchase Request 1.4. Approves and forward PR Receiving Clerk	None	1 hour	CAO – Finance Accounting Office
	1.5. Records documents in the outgoing logbook 1.6. Forward it to the Office of the President for approval	None	3 mins	<i>Accounting Clerk</i> Accounting office
TOTAL		None	1 hr 23 mins	



51. Medical Consultation

Medical consultation services are offered to members of the CNU community to ensure health in the work place.

Office or Division		University Health Services Office			
Classification		Complex transaction			
Type of Transaction		G2G (Government to government employee)			
Who may avail?		All members of the CNU Community			
Checklist of Requirements			Where to secure		
Medical Record , 1 copy original			University Clinic or Transacting client		
Client Steps	Agency Action		Fees to be paid	Processing Time	Person Responsible
1. Sign in the logbook and fill out the medical record	1.1. Receives the medical record 1.2. Check for completeness of required data 1.3. Takes vital signs 1.4. Do initial interview and assessment		None	8 mins	Nurse on Duty University Clinic
2. Go to the consultation room for medical consultation	2.1. Physician will do history taking, physical examination and/or review the laboratory results presented by the client. if available 2.2. Make notes at the medical record 2.3. Writes the prescription or request for diagnostic examinations, if needed		None	20 mins	University Physician University Clinic
3. Return to reception area and hands the nurse the prescription	3.1. Receives the prescription and diagnostic requests, if included 3.2. Explains the prescription (and diagnostic request) to the client 3.3. Gives initial dose of the medication, if available 3.4. Sets with the client follow – up visit		None	5 mins	Nurse on Duty University Clinic
TOTAL			None	33 mins	



52. Online Medical Consultation and Management

Offered to online internal clients who need medical consultation and are not able to appear before the attending physician physically.

Office or Division		University Health Services Office		
Classification		Complex transaction		
Type of Transaction		G2G (Government to government employee)		
Who may avail?		All members of the CNU Community		
Checklist of Requirements			Where to secure	
Health Record , 1 scanned copy			University Clinic or Transacting client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client seeks consult via or through the official University e- mail address or Messenger account	1. Assesses their medical concern and medical history	None	2-3 mins	<i>Nurse on Duty</i> University Clinic
2. OLD CLIENTS	2. Complaints and history are taken, recorded and encoded and sent to the University Physician for appropriate management	None	1-2 mins	<i>University Physician</i> University Clinic
2. NEW CLIENTS fill-out/ supply entries on the health record	2. In- charge staff asks pertinent information to fill-out the health record. Complaints and history are taken, recorded and encoded and relayed to the University physician for appropriate management.	None	2-3 mins	<i>Nurse on Duty</i> University Clinic
Consultation				
	3. The University physician communicates and interviews the clients for verification of data; provides medical management	None	10 mins	<i>University Physician</i> University Clinic



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Management				
	<p>3. Health Instructions: Re-iteration of health instructions provided by the University Physician.</p> <p>Outside Cebu City Sent a picture of the prescription to the client's registered email address/ messenger account with complete details.</p> <p>Within Cebu City Release the prescription and the starter dose medicine/s at the University clinic as scheduled and instructed</p>	None	5 mins	University Physician University Clinic
TOTAL		None	23 mins	

53. Issuance of Medical Certificate for Sickness, On – the – Job Training, and Practicum

Medical certificate are issued as part of the clearance of the student to proceed with the next phase of the education – training and as attachment to the request to be excused related to absences due to illness.

Office or Division	University Health Services Office	
Classification	Complex transaction	
Type of Transaction	G2G (Government to government employee)	
Who may avail?	All CNU Students	
Checklist of Requirements	Where to secure	
Medical Record, 1 copy original Official Receipt, 1 copy original Medical Certificate, 1 copy original	University Clinic or Transacting client CNU Cashier University Physician	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Sign the logbook and present diagnostic examination results, if applicable	1.1. Retrieves the student's medical record (old client) or check filled out medical record (new client) 1.2. Perform initial assessment and take vital signs	None	4 mins	<i>Nurse on Duty</i> University Clinic
2. Go to the consultation room for assessment	2.1. Review the medical history or Review the medical certificate presented by the client from outside physician 2.2. Perform physical assessment, of applicable 2.3. Issues Medical Certificate	None	10 mins	<i>University Physician</i> University Clinic
3. Return to the reception area and sign the consultation logbook		None	5 mins	
For Re-issuance				
1. Sign in the logbook and request for re-issuance of medical certificate	1.1. Instruct to pay the re-issuance fee to the cashier 1.2. Issue order of payment	Php 80.00	3 mins	<i>Nurse on Duty</i> University Clinic
2. Go to the cashier for payment	1.3. Receive payment 1.4. Issue official receipt (OR)	Re – issuance fee	10 mins	<i>Cashier</i> Accounting Office
3. Return to the clinic and hand to the nurse the OR	1.5. Receives the OR 1.6. Release copy of the medical certificate	None	5 mins	<i>Nurse on Duty</i> University Clinic
TOTAL		None	46 mins	



54. Online Issuance and Releasing of Medical Clearance for Practicums/OJTs/Interns

Online medical certificate are issued as part of the clearance of the student to proceed with the next phase of the education – training and as attachment to the request to be excused related to absences due to illness.

Office or Division	University Health Services Office			
Classification	Simple transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	All CNU Students			
Checklist of Requirements			Where to secure	
Laboratory Results, 1 scanned or picture copy Official Receipt, 1 copy original Medical Certificate, 1 copy original			Any Clinical Laboratory CNU Cashier University Physician	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Clients uploads laboratory results (CBC, U/A and CXR) to the link provided by the University	1.1. Evaluates the Laboratory results for any findings.	None	5 mins	<i>University Physician</i> University Clinic
	Laboratory results WITHOUT findings 1.2. Provide and sent with and ONLINE MEDICAL CLEARANCE to the student's registered e- mail address.	None	2 mins	<i>Nurse on Duty</i> University Clinic
	Laboratory results WITH findings 1.2. Calls/contact the student and informs of the findings for further management and treatment is provided	None	5 mins	<i>University Physician</i> University Clinic
Total		None	12 mins	



55. Issuance of Medical Certificate for Enrolment

All incoming first year students are required to secure medical certificate from the university physician to ensure physical fitness for the incoming student activities.

Office or Division	University Health Services Office			
Classification	Highly Technical transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	All CNU Incoming First Year Students			
Checklist of Requirements			Where to secure	
First year medical form, 1 copy original Dental Chart, 1 copy original Dental recommendation form, 1 copy original Medical Diagnostic results: Chest X-ray, CBC, Urinalysis, fecalysis, HBsAg, 1 copy each original			University Clinic University Clinic University Clinic Transacting client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits the diagnostic examination results	1.1. Receive the submitted diagnostic results 1.2. Check if the client is in the masterlist of qualifiers for enrolment 1.3. Release the first year medical form	None	3 mins	Nurse on Duty University Clinic
2. Fills out the form and hands the duly accomplished form to the nurse	2.1. Checks completeness of required data 2.2. Perform <ul style="list-style-type: none"> Vital signs assessment Height and weight assessment 	None	10 mins	
3. Fill out the dental chart and hands to the dental staff the duly accomplished chart, and writes name in the dental consultation logbook	3.1. Receives the duly accomplished form 3.2. Checks completeness of required data 3.3. Endorses client to the university dentist	None	3 mins	Dental Staff University Clinic



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. Go to the dental consultation area	4.1. Perform dental assessment 4.2. Make possible recommendations and chairside conference 4.3. Record consultation in client's dental record	None	10 mins	<i>University Dentist</i> University Clinic
5. Go to the medical consultation room	5.1. Review submitted diagnostic results 5.2. Perform physical assessment 5.3. Records findings in client's medical record 5.4. Issues more diagnostic tests, if warranted OR 5.4. Issues medical certificate	None	15 mins	<i>University Physician</i> University Clinic
6. Return to the reception area and logs in the medical consultation logbook	6. Checks completeness of client log OR Explain the significance of additional diagnostic examinations and sets next appointment schedule	None	10 mins	<i>Nurse on Duty</i> University Clinic
TOTAL		None	51 mins	

56. Dental Consultation and management

Dental consultations and management are offered to members of the CNU community to ensure continuous dental health.

Office or Division	University Health Services Office	
Classification	Highly Technical transaction	
Type of Transaction	G2G (Government to government employee)	
Who may avail?	All members of the CNU Community	
Checklist of Requirements		Where to secure



Dental chart, 1 copy original			University Clinic		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Register in the dental logbook Note: new client, fill out dental chart	1.1. Retrieve client's dental chart (old client) or reviews completeness of required data	None	3 mins	<i>Dental Staff</i> University Clinic	
	1.2. Endorses the client to the university dentist				
	1.3. Perform dental assessment	None	15 mins	<i>University Dentist</i> University Clinic	
	1.4. Do chairside conference, recommendations and management				
	1.5. Note findings in the client's dental chart	None	5 mins	<i>University Dentist</i> University Clinic	
Dental Management					
2. Submits for dental management, as required	2.1. Perform any or combination of the following <ul style="list-style-type: none"> • Oral prophylaxis • Temporary or permanent filling • Tooth extraction: temporary or permanent • Canker sore treatment • Prescribe medications • Dispense medications • Referral • Issuance of dental certificate 	None	Max 1 hour	<i>University Dentist</i> University Clinic	
	2.2. Give discharge instructions	None	5 mins		
TOTAL		None	1 hr 28 mins		

57. Online Dental Consultation/Management

Given to online clients who cannot physically appear in the university clinic for dental consultations and management due to various reasons.



Office or Division		University Health Services Office		
Classification		Highly Technical transaction		
Type of Transaction		G2G (Government to government employee)		
Who may avail?		All members of the CNU Community		
Checklist of Requirements			Where to secure	
Dental chart, 1 copy original			University Clinic	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client seek consultation using any form of communication.	1. Dentist answers online consultation.	None	1 hour	<i>University Dentist</i> University Clinic
2. Submit necessary requirements requested by the Dentist	2. Dentist checks requirements submitted and make necessary recommendation and or management	None	1 hour	<i>University Dentist</i> University Clinic
	3. Dentist will update client's dental chart (for those with existing records).	None	2 mins	<i>University Dentist</i> University Clinic
Dental Management				
1. Submits for dental management, as required	1.1. Perform any or combination of the following <ul style="list-style-type: none"> • Prescribe Medication • Issue Referral • Issuance of Dental Certificate 	None	1 day	<i>University Dentist</i> University Clinic
	1.2. Dentist will update client's dental chart (for those with existing records).	None	2 mins	
TOTAL		None	1 day 2 hours 4 mins	



58. Online Issuance of Endorsement Letter for Incoming Freshmen/Graduate School/Transferees

Endorsement letters are responses made by the university physician to allow incoming freshmen to proceed with the next stages of the enrolment proper.

Office or Division		University Health Services Office		
Classification		Simple		
Type of Transaction		G2G (Government to government employee)		
Who may avail?		All CNU Incoming First Year Students		
Checklist of Requirements			Where to secure	
Medical Certificate, 1 scanned or picture copy			Physician of the Transacting client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Perform the following: 1.1. Secures a medical certificate issued by an outside physician of their choice 1.2. Uploads the issued medical certificate to the link provided by the University.	1. Clinic staff evaluates the completeness of the entry on the issued medical certificate.		3 mins	<i>Client</i>
	2. Clinic staff issues an ENDORSEMENT LETTER with the e-signature of the University physician and sent to the enrollees registered e- mail address	None	3 mins	<i>Nurse on Duty University Clinic</i>
3. Enrollee may proceed with the enrollment process		None	3 mins	<i>Registrar staff Registrar's Office</i>
TOTAL		None	9 mins	



59. Plagiarism Check Certification

Plagiarism check certification is offered to all research outputs to ensure authenticity and originality of the written product.

Office or Division	Center for Research and Development (CRD) Office			
Classification	Complex transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Researchers both professional and student			
Checklist of Requirements			Where to secure	
Request for plagiarism check form, 1 copy original Official Receipt, 1 copy original Research manuscript, 1 set electronic copy			CRD Cashier Transacting client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Requests for plagiarism check and certification by filling out the request form	1.1. Checks for the completeness of the required data 1.2. Instruct client to proceed to accounting office for payment of fees	Undergrad students: Free Grad.School: Php 200.00 External clients Php 400.00 (good for 3 runs)	1 hour	<i>Staff in – charge</i> CRD Office
2. Pay the plagiarism check fees	2.1. Receive the payment 2.2. Issues official receipt (OR)	As assessed	5 mins	<i>Cashier</i> Accounting Office
3. Return to CRD and hands in the OR	3.1. Receives the OR 3.2. Request for the submission of the electronic copy through e-mail: crd@cnu.edu.ph 3.3. Set date for follow - up	None	5 mins	<i>Staff in – charge</i> CRD Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3.4. Check CRD official mail	None	1 working day	Staff in – charge CRD Office
	3.5. Initiate plagiarism check run			
	3.6. Notifies the client on initial result	None	5 mins	
	3.7. Give instructions for compliance			
	3.8. Re – run the plagiarism check on the re-submitted manuscript with compliance	None	1 working day	Staff in – charge CRD Office
	3.9. Generates the plagiarism check certification once the result complies with the set index for original document (10% or less)	None	30 mins	
	3.10. Submits to the CRD Director the Turnitin – generated result			CRD Director CRD office
	3.11. Analyzes the submitted result	None	1 working day	
	3.12. Certifies the validity/authenticity of the manuscript			
4. Client return to claim the certificate	4. Releases the certificate	None	5 mins	
TOTAL		As assessed	3 w. day 1 hr 50 mins	

60. Processing of Research Project Proposal

The office processes completed research proposals from the teaching and nonteaching personnel and recommends such for the approval of the University Research Advisory Committee.

Office or Division	Center for Research and Development (CRD) Office and Research Institute for Ageing and Health (RIAH)
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Classification	Highly Technical transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Researchers both teaching and non-teaching			
Checklist of Requirements			Where to secure	
Full blown research proposal with complete attachments <ul style="list-style-type: none"> • Schedule of Delivery of Tranche Releases, 1 copy original • Terms of Reference, 1 photocopy • GANTT Chart, 1 copy original • Modus Operandi, 1 copy original • Memorandum of Agreement 1 photocopy • Line Item Budget, 1 copy original 			Transacting client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits proposal to the CRD	1.1. Initial checking of the submitted document for completeness.	None	5 mins	Staff in – charge CRD Office
	1.2. Inclusion of the manuscript (omitting the proponent(s)' names) in the listing for review by the panel of expert external evaluators			
	1.3. Submit Research Proposal for review by the panel of expert external evaluators	None	10 w.days	Panel of Experts CRD Office
	1.4. Collates evaluation results and recommendations from external evaluators	None	3 w.days	Staff in – charge CRD Office
	1.5. Return proposal to proponents for compliance of recommendations			

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Complies the recommendations and re-submits	2.1. Validates compliance to the recommendations 2.2. Forwards the validated proposal to the CRD Director	None	2 w.days	Education Program Specialist (EPS)



the proposal to CRD				CRD Office
	2.3. Submits the proposal to University Research Advisory Committee (URAC) for approval with the following attachments <ul style="list-style-type: none"> • Collated technical evaluation of research proposal • Complete attachments to the revised proposal (refer to checklist of requirements) 	None	1 hour	<i>Research Director</i> CRD office
TOTAL		None	15 w.days 1 hr 5 mins	

61. Research Paper Presentation Grant

The CRD performs initial review of the paper for presentation grant and recommends approval of such to higher office.

Office or Division	Center for Research and Development (CRD) Office
Classification	Highly Technical transaction
Type of Transaction	G2G (Government to government employee)
Who may avail?	Researchers both teaching and non-teaching

Checklist of Requirements			Where to secure	
Request letter with complete attachments 1. Acceptance Notice, 1 copy original 2. Conference Brochure, 1 photocopy 3. Full Paper (1 set hard copy and 1 set electronic copy to be submitted to CRD E-mail)			Transacting client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible



1. Submits a letter request for endorsement of research paper for presentation request with complete attachments	1.1. Initial checking of the submitted document for completeness.	None	5 mins	Staff in – charge CRD Office
	1.2. Reviews the submitted paper for technical soundness	None	3 w. days	Education Program Specialist (EPS) CRD Office
2. Complies with the review comments and suggestions	2.1. Follow up of the resubmission or offering of technical assistance to compliance of comments and suggestions	None	10 mins	
	2.2. Assist compliance of the review comments and suggestions	None	3 w. days	
3. Submits revised paper	3.1. Checking of the compliance to comments and suggestions	None	1 w. day	
	3.2. Forwards the verified paper to CRD Director	None	1 hour	
	3.3. Endorses the request for approval to the Office of the VP-REP	None	5 mins	CRD Director CRD Office
TOTAL		None	7 w. days 1 hr 20 mins	

62. Technical Review for Publication Reimbursement

Technical review for publication reimbursement is done to ensure that the claims processing follows protocols and guidelines.

Office or Division	Center for Research and Development (CRD) Office
Classification	Highly Technical transaction
Type of Transaction	G2G (Government to government employee)



Who may avail?		Researchers both teaching and non-teaching		
Checklist of Requirements			Where to secure	
Request letter with complete attachments 1. Acceptance Notice, 1 copy original 2. Published Article, 1 photocopy 3. Official Receipt [or if Paypal or other mode of payment without physical OR, secure acknowledgment of payment from the Journal) , 1 copy original 4. Comments from the Reviewer of the Journal, 1 photocopy 5. Journal information which may include: 1 photocopy 5.1 Impact factor 5.2 Indexing 5.3 About the Journal			Transacting client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits a letter request for endorsement of research paper for presentation request with complete attachments	1.1. Initial checking of the submitted document for completeness.	None	5 mins	Staff in – charge CRD Office
	1.2. Reviews the publication reimbursement request for technical review	None	3 w. days	Education Program Specialist (EPS) CRD Office
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.3. Forwards the verified paper to CRD Director	None	1 hour	CRD Director CRD Office
	1.4. Endorses the request for approval to the Office of the VP-REP	None	5 mins	
TOTAL		None	3 w. days 1 hr 10 mins	



63. Processing of Applications for IPOPhl

The office performs initial checking of documents for application to IPOPhl.

Office or Division	Intellectual Property Rights Office (IPRO)			
Classification	Simple transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Researchers, inventors and innovators			
Checklist of Requirements			Where to secure	
Application form for patent, utility model or industrial design, 1 copy original			Intellectual Property Rights Office	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fill out the application form for patent, utility model or industrial design to be submitted to IPOPHL	1.1. Checks the submitted document for completeness of attachments	None	1 hour	Coordinator IPRO
	1.2. Recommend client's application of patent, utility model or industrial design	None	1 hour	Coordinator IPRO
	1.3. Gives instruction for online submission			

SIMPLE TRANSACTIONS: transactions
that only require ministerial actions

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Submit on-line the application and pay the corresponding dues at the IPOPhl office and files for reimbursement	2.1. Verifies submission to IPOPhl and publication of the application 2.2. Initiates initial steps for reimbursement	None in CNU	2 w. days	
TOTAL		None	2 w. days 1 hour	



64. Processing of Extension Project Proposal

Extension project proposals are processed by the external affairs and international linkages office for institutional funding assistance.

Office or Division	External Affairs and International Linkages (EAIL) office			
Classification	Simple			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Project proponents			
Checklist of Requirements			Where to secure	
Extension project proposal, 1 copy original			Transacting client	
Supporting Documents, 1 photocopy			Transacting client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submission of Extension proposals by Project Proponents to the office	1.1. Initial checking of the submitted attachments of the Extension Proposals. 1.2. Incomplete attachment, return the proposal to the proponents for completion	None	1 w. day	<i>EAIL Staff</i> EAIL Office
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.3. Forward to the Director of EAIL for perusal and approval	None	10 mins	
	1.4. Reviews the proposal 1.5. Makes recommendations 1.6. Forward to the VPREP	None	1 w. day	<i>EAIL Director</i> EAIL Office
TOTAL		None	2 w. day 10 mins	



65. Online Processing of Extension Project Proposal

Offered to clients that are not able to report physically to CNU and needs to complete their transaction through online.

Office or Division	External Affairs and International Linkages (EAIL) office			
Classification	Simple			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Project proponents			
Checklist of Requirements			Where to secure	
Extension project proposal, 1 scanned copy			Transacting client	
Supporting Documents, 1 scanned copy			Transacting client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submission of Extension proposals by Project Proponents via email (international.linkages@cnu.edu.ph)	1.1. Initial checking of the submitted attachments of the Extension Proposals through email 1.2. Incomplete attachment will be returned to the proponents for completion	None	10-20 mins	<i>EAIL Staff</i> EAIL Office
	1.3. In-house review by External Review Committee	None	5-15 working days	<i>EAIL Director</i> EAIL Office
	1.4. Recommendation for Budget approval of Project Proposal and implementation to the President	None	3-5 working days	<i>EAIL Director</i> EAIL Office VP-REP
TOTAL		None	8-20 w. day 30 mins	



66. Processing of Extension Project Activity Implementation

Online review of project implementation.

Office or Division	External Affairs and International Linkages (EAIL) office			
Classification	Simple transaction			
Type of Transaction	G2G (Government to government employee)			
Who may avail?	Project proponents			
Checklist of Requirements			Where to secure	
Approved Extension project proposal, 1 copy original Supporting documents, 1 photocopy			Transacting client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submission of Extension project Program of Work (POW) through email.	1. Initial checking of the submitted documents of completed extension project (POW) through email	None	10/20 mins	<i>EAIL Staff</i> <i>EAIL Director</i> EAIL Office
2. Recommendation for approval of POW to VP-REP via email	2. Endorsement of POW for recommendation of VP-REP via email	None	10/20 mins	<i>EAIL Director</i> EAIL Office
3. Extension Projects sessions conducted via zoom.	3. Preparing the zoom link to be used to the faculty ahead of time.	None	20 mins / r 2 w. days	<i>EAIL Staff</i> EAIL Office
TOTAL		None	2 w. day 20/60 mins	

67. Issuance of Pass Slips

Pass slips are issued to allow personnel to transact business outside of the campus during office hours and outside class hours.

Office or Division	Office of the Campus Director – Balamban Campus
Classification	Simple transaction



Type of Transaction	G2G (Government to government employee)				
Who may avail?	All faculty members of the extension campus				
Checklist of Requirements			Where to secure		
Pass Slip 2 copies freshly inked signed			Campus Director's office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Faculty Reports to the office of the campus director 1.1. Faculty secures a pass slip in the office 1.2. Fills out the pass slips and logs in the transaction logbook 1.3. Secures the signature of the campus director	1. Admin staff provides control number of the pass slip	None	10 mins	Office Staff Campus Director's Office	
2. Faculty submits the slip to the Guard- on Duty	2. The Guard- on Duty notes the time in and out of the faculty member	None	2 mins	Guard on Duty Balamban Campus	
3. The Guard on- Duty submits the completed pass slip upon the return of the Faculty Member	3. Admin staff keeps the pass slips for record purposes	None	2 mins	Office Staff Campus Director's Office	
TOTAL		None	8 mins		

68. Issuance of Borrowers Slip

School properties can be borrowed by transacting clients for education/instruction purposes upon approval of the campus director.


Office or Division	Office of the Campus Director – Balamban Campus
Classification	Simple transaction
Type of Transaction	G2G (Government to government employee)



Who may avail?	All faculty members of the extension campus			
Checklist of Requirements	Where to secure			
Borrower's slip, 1 copy original	Director's office			
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client reports to the office of the campus director 1.1. Secures borrower's slip 1.2. Fills out the borrower's slip 1.3. Log in the admin transaction logbook 1.4. Secures the signature of the campus director	1. Admin staff provides the control number of the document	None	10 mins	<i>Office Staff</i> Campus Director's Office
2. Proceed to procure the requested items	2. Custodian releases the requested item	None	10 mins	<i>Campus Custodian</i> Director's Office
3. Returns the borrowed item to the office of the campus director 3.1. Secures return slip 3.2. Fills out the return slip and logs in the transaction logbook 3.3. Return the borrowed item	3.1. Receive the return slip and borrowed items 3.2. Checks the borrowed item for damage and the like 3.3. Return the item back to its designated storage	None	10 mins	
TOTAL		None	30 mins	



VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<ul style="list-style-type: none"> Answer the client satisfaction survey form and drop in the CSS box in each office where the transaction occurred. Access customer satisfaction survey form at www.cnu.edu.ph click the dropdown menu on services, swipe for quality assurance then click customer satisfaction survey  <ul style="list-style-type: none"> If you receive an email from any office of CNU, click the link embedded in the email. See sample below. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Please help us improve our services by clicking this link to our evaluation form: https://forms.gle/PhLCrPozF1na57ad8</p> </div>
How feedbacks are processed?	<p>Feedbacks received through the various channels are processed in either or combination of the following ways</p> <ol style="list-style-type: none"> Investigation conducted by the quality assurance officer Referral of the complaint to the concerned office and to its higher office Discussion of the concern in the top management review Discussion of the complaint with the university president and the legal office after investigation had been conducted.
How to file complaints?	<p>Complaints can be filed in any of the following ways</p> <ol style="list-style-type: none"> Mail complaints to <ol style="list-style-type: none"> ga@cnu.edu.ph (Quality assurance office) information@cnu.edu.ph (Public Information Office) pres@cnu.edu.ph (Office of the University President) Write a formal complaint and send to <ol style="list-style-type: none"> Quality assurance office (QA) ga@cnu.edu.ph Public Information Office info@cnu.edu.ph Complaints can also be filed via landline <p>Contact number/s</p> <p>Trunk Line (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814</p> <p>Local Number: QA – 157 PIO – 115</p>



	<p>Required information for valid complaints</p> <ul style="list-style-type: none">• Name of the person being complained• Description of the incident• Evidence• Name of the complainant <p>For inquiries and follow up, the client may call the office catering to his/her complaint (office where complaint was initially received)</p>
How complaints are processed?	<ol style="list-style-type: none">1. The complaint received will be evaluated by the complaint officer.<ol style="list-style-type: none">1.1. Complaints received by the QA office will be transmitted to the university complaint officer1.2. Complaints received by the PIO will be transmitted to the QA office2. A copy of the complaint will be furnished to the concerned office/party.3. An investigation into the complaint will be conducted by the complaint officer4. Complaint officer makes recommendations for action into the complaint to the<ol style="list-style-type: none">4.1. VP – administration for complaints concerning administrative transactions4.2. VP – academics for academic concerns4.3. VP REP – for research and extension concerns
Contact information of ARTA, PCC, CSC	<p>Anti – Red Tape Authority Email: complaints@arta.gov.ph Landline: (02) 478-5091 478-5099</p> <p>Presidential Complaints Center (PCC) Email: pcc@malacanang.gov.ph Landline: (02) 8-736-8645, 8-736-8603, 8-736-8606, 8-736-8629, 8-736-8621, Telefax: (02) 8-736-8621</p> <p>Civil Service Commission (CSC) – Contact Center ng Bayan Email: email@contactcenterngbayan.gov.ph Hotline: (02)932-0111 Text CSC: 0917-8398272</p>



VII. LIST OF OFFICES

Office	Address	Contact Information
Office of the University President	Administration Building Osmeña Blvd, Cebu City	Direct: (032) 253-9611 Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 100/101 Email: pres@cnu.edu.ph
Public Information Office	Osmeña Blvd, Cebu City	Direct: (032) 253 8156 Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 115 Email: info@cnu.edu.ph
Vice President for Academic Affairs	Administration Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 128 Email: vpacademic@cnu.edu.ph
Vice President for Administration	Administration Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 132 Email: vpadmin@cnu.edu.ph
Vice President for Research, Extension and Publication	Administration Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 127 Email: vprep@cnu.edu.ph
Chief Administrative Officer – Administration	Administration Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 132 Email: caoadmin@cnu.edu.ph
Alumni Affairs	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 175 Email: alumni@cnu.edu.ph
Quality Assurance	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 157 Email: ga@cnu.edu.ph



Planning and Development	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 148 Email: plandev@cnu.edu.ph
College of Teacher Education	CTE Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 144 Email: cte@cnu.edu.ph
College of Arts and Sciences	Administration Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 140 Email: cnucas@cnu.edu.ph
College of Nursing	CN Building Osmeña Blvd, Cebu City	Direct: (032) 254 4837 Email: cn@cnu.edu.ph
College of Medicine	VSMCC Building Osmeña Blvd, Cebu City	Direct: (032) 263 5340 Email: cnuvsmccm@cnu.edu.ph
Office of Student Affairs	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 151 Email: osa@cnu.edu.ph
Integrated Laboratory School	ILS Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 182 Email: ils@cnu.edu.ph
CNU Medellin Campus	Medellin, Cebu	Direct: (032) 436-2029 Email: medellincampus@cnu.edu.ph
CNU Balamban Campus	Balamban, Cebu	Direct: (032) 354 6460 Email: balambancampus@cnu.edu.ph
Center for Research and Development	Administration Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 127 Email: crd@cnu.edu.ph



External Affairs and International Linkages	Administration Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 125 Email: international.linkages@cnu.edu.ph
Income Generating Project	CTE Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 119 Email: igp@cnu.edu.ph
Center for Testing and Evaluation	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 150 Email: testing@cnu.edu.ph
Chief Security Office	Osmeña Blvd, Cebu City	Email: chiefsecurity@cnu.edu.ph
Disaster Risk Reduction Management and Transport Operations Office	Osmeña Blvd, Cebu City	Email: drmo@cnu.edu.ph
University Secretary and Executive Assistant	Administration Building Osmeña Blvd, Cebu City	Direct: (032) 236-9795 Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 199 Email: sec@cnu.edu.ph
Finance Management Office	Administration Building Osmeña Blvd, Cebu City	Direct: (032) 253-8072 Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 129/130 Email: accountant@cnu.edu.ph
General Services Office	Sentro ng Wika Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 111 Email: engineer@cnu.edu.ph
Human Resource Management Office	Administration Building Osmeña Blvd, Cebu City	Direct: (032) 253-6223 Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 126 Email: hrmo@cnu.edu.ph



University Registrar	Administration Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 134 Email: registrar@cnu.edu.ph
University Supply Office	Administration Building Osmeña Blvd, Cebu City	Direct: (032) 254-6813 Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 131 Email: supplyofficer@cnu.edu.ph
Information and Communication Technology Office	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 0/181/187 Email: icto@cnu.edu.ph
University Medical and Dental Services	TAC Building Osmeña Blvd, Cebu City	Email: clinic@cnu.edu.ph



Cebu Normal University

**CITIZEN'S CHARTER
2021 (2ND Revision)**