



BAGONG PILIPINAS



CEBU NORMAL UNIVERSITY

CITIZEN'S CHARTER

2025 (1ST EDITION)





BAGONG PILIPINAS



CEBU NORMAL UNIVERSITY

CITIZEN'S CHARTER HANDBOOK

2025 (1ST EDITION)



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

By 2027, CNU a Globally Recognized Institution as Agile and Technologically-Proofed SMART (GREAT SMART CAMPUS).

III. Mission

Developing graduates equipped with world-class competences and imbued with positive values for them to be future-proof ready and become great leaders, professionals and stewards in their chosen vocation and of the society amidst destructive, volatile, uncertain, complex, ambiguous and divergent (DVUCAD) conditions.

IV. Service Pledge

Cebu Normal University commits to deliver high-quality, responsive, and efficient services to all our stakeholders by ensuring timely, responsive, and efficient assistance. We pledge to provide services in accordance with our core values:

- Commitment to Excellence
- Honesty and Integrity
- Social Sensitivity
- Inclusiveness
- Flexibility and Adaptability
- Knowledge-generation driven

Furthermore, Cebu Normal University pledges to uphold this philosophy: GREAT, A Developmental Goal Philosophy.

G – Good governance and administrative services agile to the ever-changing needs and expectations of the academic community and service areas as well as the development trends in the corporate and regulatory sectors.

R – Research and development programs, projects and studies attuned with and contributory to the international, national, regional and local R&D thrusts that would enhance ingenuity, innovation, creativity, intellectual property rights, and scientific capabilities of the faculty members and students and thereby meaningfully enrich the body of knowledge of various disciplines and strengthen the income generating projects and resource generation of the University.

E – Extension services that shall serve as a catalyst for positive and meaningful transformation of the lives of the disadvantaged and vulnerable individuals for them to contribute productively in attaining progress in their respective communities.



A – Academic programs and services capable of preparing students to be future-proof ready and resilient amidst rapid societal and technological changes.

T – Technology inclusive through SMART Campus modality in the delivery of administrative services and the fourfold functions of the University namely, instruction, research, extension and production.



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OFFICES/UNITS UNDER THE OFFICE OF THE UNIVERSITY PRESIDENT



Income Generating Project Office

External Services



1. 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	Income Generating Project (IGP) Office			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Consignment applicants			
Checklist of Requirements			Where to secure	
1. Application letter for consignment of goods for sale, 1 original copy			The client will provide	
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 minutes	<i>Income Generating Project Director</i>
	1.2. Presents the letter of intent to the IGP Board.	None	7 working days	Income Generating Project Office
	1.3. IGP Board approves the letter of intent and make resolution for the implementation of the consignment agreement.	None		<i>Income Generating Project Board</i> CNU IGP Office
2. Receives the approval from the IGP Director.	2. Initiates the agreement for the consignment implementation.	None	2 hours	<i>Income Generating Project Director</i>
3. Delivery of Goods.	3. Receives delivered goods.	None	1 working day	Income Generating Project Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. Receives payment of consigned goods.	4. Endorses the proceeds of the consigned goods.	Variable amount	1 hour	<i>Income Generating Project Director</i> Income Generating Project Office
Total:		Variable amount	8 working days, 3 hours and 5 minutes	



2. 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	Income Generating Project (IGP) Office				
Classification	Simple				
Type of Transaction	G2C – Government to Citizen				
Who may avail?	University concessionaire(s)				
Checklist of Requirements			Where to secure		
1. Lease of Contract, 1 original copy 2. Rental payment			Income Generating Project 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. 1.2. Issues receipt of payment.		As stipulated in the contract	10 minutes	Income Generating Project Director
	1.3. Endorses the payment to the university accounting office.			1 hour	Income Generating Project Office
	1.4. University accounting issues official receipt of payment.			Based on Cashier response time	Cashier Cash Unit
2. Receives the official receipt of payment.	End of process for this office.				
Total:			Variable amount	1 hour and 10 minutes	



3. 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	Income Generating Project (IGP) Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Members of the CNU Community and visitors			
Checklist of Requirements		Where to secure		
1. 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 minutes	IGP Staff Income Generating Project Office
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 minutes	
3. Receives the purchased goods.	End of process	None		
Total:		Variable amount	15 minutes	



Income Generating Project Office

Internal Services



1. 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	Income Generating Project (IGP) Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Members of the CNU Community and visitors			
Checklist of Requirements		Where to secure		
1. Availability of goods for purchase		University store		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Ask for the availability and price of the required goods.	3.1. Checks the university store inventory. 3.2. Gives the price of the requested item.	Variable	10 minutes	IGP Staff Income Generating Project Office
4. Hands the amount required to secure the requested goods.	4.1. Receives the payment. 4.2. Issues payment receipt. 4.3. Releases the purchased goods.		5 minutes	
5. Receives the purchased goods.	End of process	None		
Total:		Variable amount	15 minutes	



Information and Communications Technology Unit

Internal Services



1. Phone Service Requests for Local Numbers and Direct Line

This is a service provided by the Information and Communications Technology Unit (ICTU) in order to maintain the communication lines within CNU.

Office or Division	Information and Communications Technology Unit (ICTU)			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail?	Members of the CNU Community			
Checklist of Requirements		Where to secure		
1. Phoned in requests 2. Job order request form, 1 copy		Transacting client Information and Communications Technology Unit		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Phone in request or fill out job order request form using the Job Order Request System.	1.1. Receives Job Order Request System in the My Job List module.	None	5 minutes	<i>ICTU Staff</i>
	1.2. Endorses the request to the ICTU head.			ICT Unit
	1.3. Reviews and evaluates the request.	None	15 minutes	<i>ICTU Head</i>
	1.4. Assigns an ICTU personnel to respond to the request.			ICT Unit
	1.5. Does initial assessment of the site or origin of the request.	None	1 hour	<i>ICTU Operator</i>
	1.6. Assesses the coverage and extent of the request at the site.			ICT Unit
	1.7. Does initial intervention. For works needing further intervention • Re-cabling: 7 days	None	7 working days	
Total:		None	7 working days, 1 hour & 20 minutes	



2. Phone Service Requests for Local Numbers and Direct Line requiring technical works

This is a service provided by the Information and Communication Technology Unit in order to maintain the communication lines within CNU.

Office or Division	Information and Communications Technology Unit (ICTU)			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail?	Members of the CNU Community			
Checklist of Requirements		Where to secure		
1. Phoned in requests 2. Job order request form, 1 copy		Transacting client Information and Communications Technology Unit		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Phone in request or fill out job order request form using the Job Order Request System.	1.1. Receives Job Order Request System in the My Job List module.	None	5 minutes	<i>ICTU Staff</i>
	1.2. Endorses the request to the ICTU head.			ICT Unit
	1.3. Reviews and evaluates the request.	None	15 minutes	<i>ICTU Head</i>
	1.4. Assigns an ICT staff to respond to the request.			ICT Unit
	1.5. Does initial assessment of the site or origin of the request.	None	1 hour	<i>ICTU Operator</i>
	1.6. Assesses the coverage and extent of the request at the site.			ICT Unit
	1.7. Does initial intervention. For works needing further intervention • Replacement: 12 days	None	20 working days	
Total:		None	20 days, 1 hour & 20 minutes	



3. Technical Assistance Request

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

Office or Division	Information and Communications Technology Unit (ICTU)			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail?	Members of the CNU Community			
Checklist of Requirements		Where to secure		
1. Phoned in requests 2. Job order request form, 1 copy		Transacting client Information and Communications Technology Unit		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Phone in request or fill out job order request form using the Job Order Request System.	1.1. Receives the Job Order Request System in the My Job List module.	None	5 minutes	ICTU Staff
	1.2. Endorses the request to the ICTU head.			ICT Unit
	1.3. Reviews and evaluates the request. 1.4. Assigns a technical staff to do assessment of the requested assistance.	None	15 minutes	ICTU Head ICT Unit
2. Unit head or representative discusses the technical request.	1.5. Does initial assessment of the site or origin of the request. 1.6. Assesses the coverage and extent of the request at the site.	None	1 hour	ICTU Technical Staff
	2.1. Does initial intervention of the requested assistance.	None	20 working days	ICT Office
Total:		None	20 working days, 1 hour & 20 minutes	



4. Desktop PC Repair Request

Personal desktop computers and university – issued desktop computers repair requests are responded to by the Information and Communications Technology Unit.

Office or Division	Information and Communications Technology Unit (ICTU)			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail?	Members of the CNU Community			
Checklist of Requirements		Where to secure		
1. Phoned in requests 2. Job order request form, 1 copy		Transacting client Information and Communications Technology Unit		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Phone in request or fill out job order request form using the Job Order Request System.	1.1. Receives the Job Order Request System in the My Job List module.	None	5 minutes	ICTU Staff
	1.2. Endorses the request to the ICTU head.			ICT Unit
	1.3. Reviews and evaluates the request.	None	15 minutes	ICTU Head
	1.4. Assigns an ICT staff to do assessment of the requested assistance.			ICT Unit
	1.5. Does initial assessment of the site or origin of the request.	None	1 hour	ICTU Technical Staff
	1.6. Assesses the coverage and extent of the request at the site.			ICT Unit
2. Unit head or representative discusses the technical request.	2.1. Does initial intervention of the requested assistance.	None	20 working days	
	2.2. Repairs cannot be resolved by CNU technical staff, referral to appropriate services will be done.	None	15 minutes	
Total:		None	20 working days, 1 hour & 20 minutes	



5. Web Administration Request

To effectively manage user requests, optimize web systems, web development, web configuration, and enhance overall service delivery typically within a set timeframe.

Office or Division	Information and Communications Technology Unit (ICTU)			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail?	Members of the CNU Community			
Checklist of Requirements		Where to secure		
1. Phoned in requests 2. Job order request form, 1 copy		Transacting client Information and Communications Technology Unit		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Phone in request or fill out job order request form using the Job Order Request System.	1.1. Receives the Job Order Request System in the My Job List module.	None	5 minutes	<i>ICTU Staff</i>
	1.2. Endorses the request to the ICTU head.			ICT Unit
	1.3. Reviews and evaluates the request. 1.4. Assigns a technical staff to do assessment of the requested assistance.	None	15 minutes	<i>ICTU Head</i>
	1.5. Assesses the significance, coverage, and urgency of the request and sort it according to importance for users and company goals.	None	1 hour	<i>ICTU Technical Staff</i>
2. Unit head or representative discusses the technical request.	2.1 Respond to the request based on the need of the University regarding Web development.	None	20 working days	ICT Unit
	2.2. Perform web update and configuration as requested.	None	3 working days	
Total:		None	23 working days, 1 hour & 20 minutes	



6. System and Database Administration Request

To prioritize system and database administration request based on their impact on operations, severity of the issue, and urgency to minimize disruption and prioritize critical task effectively.

Office or Division	Information and Communications Technology Unit (ICTU)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail?	Members of the CNU Community			
Checklist of Requirements		Where to secure		
1. Phoned in requests 2. Job order request form, 1 copy		Transacting client Information and Communications Technology Unit		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Phone in request or fill out job order request form using the Job Order Request System.	1.1. Receives the Job Order Request System in the My Job List module.	None	5 minutes	<i>ICTU Staff</i>
	1.2. Endorses the request to the ICTU head.			ICT Unit
	1.3. Reviews and evaluates the request.	None	15 minutes	<i>ICTU Head</i>
	1.4. Assigns a technical staff to do assessment of the requested assistance.			ICT Unit
	1.5. Does initial assessment of the site or origin of the request.	None	10 minutes	<i>ICTU Technical Staff</i>
2. Unit head or representative discusses the technical request.	2.1 Does initial intervention of the requested assistance.	None	1 hour	ICT Unit
	2.2. An additional attachment maybe asked from the client for works needing further verification.			
	2.2. If request is not valid, request is rejected with proper remarks.	None	10 minutes	
Total:		None	1 hour and 40 minutes	



7. ICT Training Request

The ICTU responds to the training request from different departments or unit in the University to enhance the digital skills and knowledge to be more equipped in using tailored fit systems and the current trends in technology.

Office or Division	Information and Communications Technology Unit (ICTU)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail?	Members of the CNU Community			
Checklist of Requirements		Where to secure		
1. Phoned in requests 2. Job order request form, 1 copy		Transacting client Information and Communications Technology Unit		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Phone in request or fill out job order request form using the Job Order Request System.	1.1. Receives the Job Order Request System in the My Job List module. 1.2. Endorses the request to the ICTU head. 1.3. Reviews and evaluates the request. 1.4. The ICTU head will do the assessment of the requested training.	None	30 minutes	<i>ICTU Head</i> ICT Unit
2. Unit head or representative discusses the request.	2.1 Does initial intervention of the requested training. 2.2. The ICTU head assigns an ICT staff to conduct the requested training.	None	30 minutes	<i>ICTU Technical Staff</i> ICT Unit
	2.2. If ICTU cannot conduct the training, referral to training providers will be done.	None	10 minutes	
Total:		None	1 hour and 15 minutes	



Information and FM Station Unit

External Services



1. Customer Service Implementation

As a frontline office, the IFMSU personnel receive general and specific inquiries, requests, and complaints from the university's internal and external clients. These clients may be categorized as walk-in visitors of the office, or as distant clients who conduct their transactions over-the-phone, or through online platforms such as email, Facebook Messenger, or the website contact form.

Office or Division	Information and FM Station Unit (IFMSU)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail?	All clients			
Checklist of Requirements			Where to secure	
1. Client’s Email 2. Client’s phoned – in inquiry 3. Client document/inquiry, 1 copy original 4. Visitor’s I.D. (for transactions in offices other than IFMSU), 1 copy original 5. CSS form, 1 copy original			CNU Official Email CNU official trunk lines The client will provide Guard on Duty IFMSU Staff	
Walk – In Clients				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client proceeds to the Information and FM Station Unit (IFMSU) for guidance and queries.	1. Answers queries/concerns. OR	None	5 minutes – 1 hour or depending on the query/ies of the client	Office Staff Information and FM Station Unit
	1. Provides instructions on the transactions process. OR			



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.1. Refers/endorses clients to the concerned college/office. 1.2. Requests client to answer the Customer Satisfaction Survey (CSS) form.	None	1 – 15 minutes	Office Staff Information and FM Station Unit
2. Fills out the Customer Satisfaction Survey (CSS) form and drops the form in the CSS box at the IFMSU Office	2. Receives the Customer Satisfaction Survey (CSS) form and drops in the CSS box at the IFMSU.	None	5 minutes	
Total:		None	1 hour, 6 – 20 minutes or depending on the query/ies of the client	
Phone – In Clients				
1. Calls CNU's landline/trunkline number at 032-254-1452 local 115 during office hours from 8 a.m. to 5 p.m. (Monday to Friday). Clients may also check the official phone number through the university's official website at https://cnu.edu.ph/ 1.1. States the purpose of the call or explain the nature of the request or transaction.	1. Answers the call; responds to the query and concern. OR	None	1 – 15 minutes	Office Staff Information and FM Station Unit



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. If the transfer is needed, wait until the call is transferred to the concerned college/office.	2. Transfers/endorses the query, request and concern to the concerned office/ personnel.	None	1 – 15 minutes	<i>Office Staff</i> Information and FM Station Unit
Total:		None	2 – 30 minutes	
Online Clients				
1. Sends request, query or concern, and ensures all important details (e.g. purpose of inquiry/request/transaction; client's information like name, email address or contact number) are provided.	1.1. Acknowledges receipt of the email.	None	Normally within a day, 8:00 am– 5:00 pm, Mondays to Fridays, or depending on the query	<i>Office Staff</i> Information and FM Station Unit



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.2. Addresses the client's concerns and queries (e.g. reply to email, and/or endorse/forward emails to concerned colleges, offices, and units) 1.3. Notifies the client on initial result or refers the client to concerned office.	None	Normally within a day, 8:00 am– 5:00 pm, Mondays to Fridays, or depending on the query	Office Staff Information and FM Station Unit
Total:		None	Normally within a day, 8:00 am– 5:00 pm, Mondays to Fridays, or depending on the query	



Information and FM Station Unit

Internal Services



1. Information Dissemination and Management

As a frontline office, the IFMSU personnel receive requests from the university's internal clients. The IFMSU personnel screen client requests and calendars for proper action.

Office or Division	Information and FM Station Unit			
Classification	Simple			
Type of Transaction	G2C - Government to Government			
Who may avail?	Members of the CNU Community			
Checklist of Requirements		Where to secure		
1. Client's Announcement Request Form, 1 copy		IFMSU Staff		
Walk – In Clients				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. The client fills up the Announcement Request Form and submits it to the Information and FM Station Unit.	1.1. The IFMSU staff files and schedules the request. 1.2. The IFMSU staff forwards the request to the Director of Information and FM Station unit for review and approval. 1.3. The IFMSU staff facilitates the request on the requested platform.	None	1 working day	IFMSU Staff IFM Station Unit
	1.4. For Facebook page and website posting, IFMSU staff forwards the request to the Information Officer I to facilitate the request. 1.5. The Information Officer I forward the draft article/caption to the Director of Information and FM Station unit for review and Approval.			Information Officer I (Social Media Manager) IFM Station Unit



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.6. The Information Officer I post the request on the requested platform.	None	1 working day	Information Officer I (Social Media Manager) IFM Station Unit
	1.7. For announcement requests that requires publication materials, IFMSU staff forwards the request to the Graphic Artist to facilitate the request.	None	1 working day	IFMSU Staff Graphic Artist IFM Station Unit
	1.8. The Graphic Artist forwards the publication material to the Director of Information and FM Station unit for review and approval.			
	1.9. The Graphic Artist posts the request on the requested platform.			
Total:		None	3 working days	
Online Clients				
1. The client fills up the Announcement Request Form and sends it through email to the Information and FM Station Unit.	1.1. The IFMSU staff files and schedules the request.	None	1 working day	IFMSU Staff IFM Station Unit
	1.2. The IFMSU staff forwards the request to the Director of Information and FM Station unit for review and approval.			
	1.3. The IFMSU staff facilitates the request on the requested platform.			Information Officer I (Social Media Manager) IFM Station Unit
	1.4. For Facebook page and website posting, IFMSU staff forwards the request to the Information Officer I to facilitate the request			



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.5. The Information Officer I forward the draft article/caption to the Director of Information and FM Station unit for review and approval. 1.6. The Information Officer I posts the request on the requested platform.	None	1 working day	Information Officer I (Social Media Manager) IFM Station Unit
	1.7. For announcement requests that requires publication materials, IFMSU staff forwards the request to the Graphic Artist to facilitate the request. 1.8. The Graphic Artist forwards the publication material to the Director of Information and FM Station unit for review and approval. 1.9. The Graphic Artist posts the request on the requested platform.	None	1 working day	<i>IFMSU Staff Graphic Artist</i> IFM Station Unit
Total:		None	3 working days	



Office of the University and Board Secretary

Internal Services



1. Issuance of Documents (e.g. Board of Regents Resolutions, Administrative Council and Academic Council Resolutions, Excerpts of The Minutes, Board Secretary Certification)

The office of the University and Board Secretary releases documents, such as Resolutions and Rulings of the Councils of the University and Board of Regents, Excerpts of the Minutes, and Secretary's Certificate, 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			
Type of Transaction	G2G - Government to Government			
Who may avail?	All employees of the university			
Checklist of Requirements		Where to secure		
1. Document request form, 1 copy original 2. 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. Provide the Document Request Form to the client.	None	1 minute	University and Board Secretary Staff Office of the University and Board Secretary
2. Submit the Document Request Form with the Complete Details.	2.1. Receive, check and evaluate the details of the submitted form. 2.2. Board and University Secretary advises appropriate action.	None	15 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.3. Retrieval of the requested data/file. • Resolutions and Secretary's Certificate	None	1 – 3 working days	<i>University and Board Secretary Staff</i> Office of the University and Board Secretary
	• Excerpts of the Minutes/Minutes of the Meeting	None	5 working days	
	2.4. University President acts on the document request.	None	1 working day	<i>President's secretary OR Office Staff</i> Office of the University President
	2.5. Approval of the University and Board Secretary for release	None	15 minutes	<i>University and Board Secretary</i> Office of the University and Board Secretary
	DENIED REQUESTS – The University and Board Secretary communicate the decision to the transacting client.	None	10 minutes	<i>University and Board Secretary Staff</i> Office of the University and Board Secretary
	APPROVED REQUESTS – The University and Board Secretary produces a copy of the requested document/s	None	1 hour	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
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 minutes	<i>University and Board Secretary Staff</i> Office of the University and Board Secretary
Total:		None	4 days, 1 hour, 46 minutes to 6 days, 1 hour, 46 hours (depending on the requested document)	



Office of the University President

External Services



1. Receiving of Documents (Occasionally Encountered e.g. Request Letter, Invitation, Blueprints, Confidential Documents, Project Proposals, Feasibility Studies, Request to Schedule Appointment with the President, and Others)

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

Office or Division	Office of the University President (OUP)			
Classification	Simple – Complex			
Type of Transaction	G2C - Government to Government			
Who may avail?	All external government agencies			
Checklist of Requirements			Where to secure	
Client document, 1 original copy			Transacting Client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Hand – carried documents				
1. Client/s will manually log document details in the google sheet document on the provided computer and review. 1.1. Ensure required documents are complete.	1. Guide the client to fill out the google sheet document in the computer.	None	5 minutes	<i>Receiving Staff OR Any OUP Staff available</i> Office of the University President
2. Submit the required documents to receiving staff for initial assessment and verification.	2. Receive and assess the completeness of the documents based on the type of concern	None	10 minutes	<i>Receiving Staff OR Any OUP Staff available</i> Office of the University President



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.1. Lacking documents – Return to client for compliance (as required). 2.2. Complete documents - 2.2.1. Stamp receive the documents 2.2.2. Forward the received documents to the Executive assistant III/secretary for further review and assessment.	None		
	3. Review the submitted documents and countersign under the University President's name for endorsement to the University President or Officer-in-Charge (OIC) of the Office of the University President.	None	7 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	4. Review documents for appropriate action, comments and suggestion 4.1. Sign/Approve/ Disapprove documents i. Urgent ii. Priority iii. Regular 4.2. Return document to Executive Assistant III/ Private Secretary I.	None	i. 12 hours ii. 3 working days iii. 7 working days	<i>University President Or Officer-in-Charge</i> Office of the University President



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	WITH ROUTING SLIP – Forward to Office of the Board and University Secretary (OBUS) for endorsement to the Academic Council/Administrative Council/Board Meeting.	None	5 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	5. Scan in preparation to email to the OBUS 5.1. Send Scanned copy to the email of BUS V and carbon copy (cc) OBUS email 5.2. Forward document/s to receiving staff/releasing staff.	None	10 minutes	Office of the University President
	6. Photocopy document/s and record into the monitoring system.	None	10 minutes	<i>Receiving Staff OR Any OUP Staff available</i> Office of the University President
	7. Forward received copy to Office of the Board and University Secretary receiving staff.	None	5 minutes	<i>Releasing Staff OR Any OUP Staff available</i> Office of the University President



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
8. Office of the Board and University Secretary receiving staff will receive hard copy of the document/s.	8. File document/s and log in monitoring system.	None	10 minutes	<i>Releasing Staff</i> OR <i>Any OUP Staff available</i>
9. Client/s follow up document/s status.	9. Check monitoring system for status and inform client.	None	7 minutes	Office of the University President
	APPROVED REQUEST - Forward the document to the University President with academic/admin/board resolution for appropriate action.	None	10 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	DISAPPROVED REQUEST – Return files to client. With attached excerpts from OBUS.	None	10 minutes	<i>Releasing Staff</i> OR <i>Any OUP Staff available</i> Office of the University President
Total: i. Urgent ii. Priority iii. Regular		None	i. 13 hours and 30 minutes ii. 3 days and 30 minutes iii. 7 days and 29 minutes <i>(depending on the schedule of Academic/Admin/ Board Meeting)</i>	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Transactions				
1. Client/s will emails document/s to the University President's email.	1. Acknowledge, log into the monitoring matrix, and print document/s then forward to the Executive Assistant III/Private Secretary I for appropriate action.	None	7 minutes	<i>Administrative Assistant III /Executive Assistant III/ Private Secretary I</i> Office of the University President
	2. Review, segregate and highlight important details for University President / Office-in-Charge Office of the University President's approval.	None	5 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	3. Acts/ Refer documents to designated officials. i. Urgent ii. Priority iii. Regular 3.1. Approve documents will be forwarded to the Executive Assistant III/ Private Secretary I/ Record Officer 3.2. Disapproved documents will be forwarded to Record Officer/ Private Secretary I.	None	i. 12 hours ii. 3 working days iii. 7 working days	<i>University President Or Officer-in-Charge</i> Office of the University President



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3. Update client, update monitoring matrix, and file the document/s.		10 minutes	<i>Administrative Assistant III / Private Secretary I</i> Office of the University President
	Total: i. Urgent ii. Priority iii. Regular	None	i. 12 hours and 32 minutes ii. 3 days and 32 minutes iii. 7 days, and 32 minutes <i>(depending on the submitted document/s)</i>	



2. Receiving of Documents (Occasionally Encountered e.g. Request Letter, Request to Schedule Appointment with the President, Invitations, Application Letter and Others)

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

Office or Division		Office of the University President (OUP)		
Classification		Simple – Complex		
Type of Transaction		G2C - Government to Citizens		
Who may avail?		All citizens outside the university		
Checklist of Requirements			Where to secure	
1. Client document, 1 original copy (as required) 2. Fully Accomplished checklist from HRMU (for job application) 3. Fully Accomplished checklist form Testing & Admission Unit			Human Resource Management Unit (HRMU) Testing, Admission, Guidance & Counseling Services Unit	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Hand – carried documents				
1. Client/s will manually log document details in the google sheet document on the provided computer and review. 1.1. Ensure required documents are complete.	1. Guide the client to fill out the google sheet document in the computer.	None	5 minutes	<i>Receiving Staff OR Any OUP Staff available</i> Office of the University President



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Submit the required documents to receiving staff for initial assessment and verification.	2. Receive and assess the completeness of the documents based on the type of concern 2.1. Lacking documents – Return to client for compliance (<i>as required</i>). 2.2. Complete documents - 2.2.1. Stamp receive the documents 2.2.2. Forward the received documents to the Executive assistant III/secretary for further review and assessment.	None	15 minutes	<i>Receiving Staff</i> OR <i>Any OUP Staff available</i> Office of the University President
	3. Counter sign under the University President's name 3.1. Endorse the document to the University President/ Officer-in-Charge (OIC) of the Office of the University President.	None	7 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	4. Review documents for appropriate action, comments and suggestion 4.1. Sign/Approve/ Disapprove documents i. Urgent ii. Priority iii. Regular 4.2. Return document to Executive Assistant III/ Private Secretary I.	None	20 mins	<i>University President</i> Or <i>Officer-in-Charge</i> Office of the University President



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	5. Counter check the signed documents.	None	5 minutes	<i>Executive Assistant III/ Private Secretary I</i>
	DISAPPROVED REQUEST – Forward to receiving staff for return to client/s.	None	5 minutes	Office of the University President
	WITH ROUTING SLIP – Forward to concerned officials for appropriate action/review and evaluation/ comments/ recommendation/ for correction/ for dissemination/ for filing and others.	None	5 minutes	<i>Receiving Staff</i> OR <i>Any OUP Staff available</i> Office of the University President
	APPROVED REQUEST – 5.1. Stamp date and time when the document was signed. 5.2. Forward the document to the receiving staff.	None	5 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	6. Record, scan, and photocopy signed document in preparation for release 6.1 Forward to releasing staff.	None	10 minutes	<i>Receiving Staff</i> OR <i>Any OUP Staff available</i> Office of the University President



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	7. Log documents for release. 7.1. Release or route signed document.	None	10 minutes	<i>Releasing Staff</i> OR <i>Any OUP Staff available</i> Office of the University President
Total: i. Urgent: ii. Priority: iii. Regular:		None	i. 13 hours and 7 minutes ii. 3 days, 1 hour and 7 minutes iii. 7 days, 1 hour and 7 minutes <i>(depending on the submitted document/s)</i>	
Online Transactions				
1. Applicant/s will send application letter with attached requirements to the University President's email.	1. Acknowledge and carbon copy (cc) Human Resource Management Unit/ Testing, Admission, Guidance & Counseling Services Unit.	None	5 minutes	<i>Administrative Assistant III</i> <i>/Executive Assistant III/ Private Secretary I</i> Office of the University President
Total:		None	5 minutes to 3 working days	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client/s will email document/s to the University President's email.	1. Acknowledge, log into the monitoring matrix, and print document/s then forward to the University President for appropriate action.	None	7 minutes	<i>Administrative Assistant III /Executive Assistant III/ Private Secretary I</i> Office of the University President
	2. Acts/ Refer documents to designated officials. i. Urgent ii. Priority iii. Regular 2.1. Approve documents will be forwarded to the Executive Assistant III/ Private Secretary I/ Record Officer 2.2. Disapproved documents will be forwarded to Record Officer/ Private Secretary I.	None	i. 12 hours ii. 3 working days iii. 7 working days	<i>University President Or Officer-in-Charge</i> Office of the University President
	3. Update client, update monitoring matrix, and file the document/s.		10 minutes	<i>Administrative Assistant III / Private Secretary I</i> Office of the University President
Total:		None	i. 12 hours and 17 minutes ii. 3 days and 17 minutes iii. 7 days, and 17 minutes	



3. Receiving of Documents (Occasionally Encountered Transaction e.g. Request Letter, Request to Schedule Appointment with the President, Invitation, Promotion, Request for Partnership, and Others)

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

Office or Division	Office of the University President (OUP)			
Classification	Simple – Complex			
Type of Transaction	G2B - Government to Business			
Who may avail?	All Affiliating clients of Cebu Normal University			
Checklist of Requirements			Where to secure	
1. Client document, 1 original copy			Office of the University President	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client/s will manually log document details in the google sheet document on the provided computer and review. 1.1. Ensure required documents are complete.	1. Guide the client to fill out the google sheet document in the computer.	None	5 minutes	<i>Receiving Staff</i> OR <i>Any OUP Staff available</i> Office of the University President
2. Submit the required documents to receiving staff for initial assessment and verification.	2. Receive and assess the completeness of the documents based on the type of concern	None	15 minutes	<i>Receiving Staff</i> OR <i>Any OUP Staff available</i> Office of the University President



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	<p>2.1. Lacking documents – Return to client for compliance (as required).</p> <p>2.2. Complete documents -</p> <p>2.2.1. Stamp receive the documents</p> <p>2.2.2. Forward the received documents to the Executive assistant III/secretary for further review and assessment.</p>	None		
	<p>3. Counter sign under the University President's name</p> <p>3.1. Endorse the document to the University President/ Officer-in-Charge (OIC) of the Office of the University President.</p>	None	7 minutes	<p><i>Executive Assistant III/ Private Secretary I</i></p> <p>Office of the University President</p>
	<p>4. Review documents for appropriate action, comments and suggestion</p> <p>4.1. Sign/Approve/ Disapprove documents</p> <p>i. Urgent</p> <p>ii. Priority</p> <p>iii. Regular</p> <p>4.2. Return document to Executive Assistant III/ Private Secretary I.</p>	None	<p>i. 12 hours</p> <p>ii. 3 working days</p> <p>iii. 7 working days</p>	<p><i>University President Or Officer-in-Charge</i></p> <p>Office of the University President</p>



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	5. Counter check the signed documents.	None	5 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	DISAPPROVED REQUEST – Forward to receiving clerk for return to client/s.	None	5 minutes	
	WITH ROUTING SLIP – Forward to concerned officials for appropriate action/review and evaluation/ comments/ recommendation/ for correction/ for dissemination/ for filing and others.	None	5 minutes	<i>Receiving/ Releasing Staff Or any OUP staff available</i> Office of the University President
	APPROVED REQUEST – 5.1. Stamp date and time when the document was signed 5.2. Forward the document to the receiving staff.	None	5 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	6. Record, scan, and photocopy signed document in preparation for release 6.1 Forward to releasing staff.		10 minutes	<i>Receiving/ Releasing Staff Or any OUP staff available</i> Office of the University President



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	7. Log documents for release. 7.1. Release or route signed document.	None	10 minutes	<i>Releasing Staff</i> OR <i>Any OUP Staff available</i> Office of the University President
	Total: i. Urgent: ii. Priority: iii. Regular:	None	i. 13 hours and 7 minutes ii. 3 days, 1 hour and 7 minutes iii. 7 days, 1 hour and 7 minutes <i>(depending on the submitted document/s)</i>	



Office of the University President

Internal Services



1. Receiving of Documents (Non-monetary/Regular Transaction e.g. Travel Authority-Local, Request letters, Daily Time Record (DTR), Accomplishment Report, Leave Form (Form 6), Vehicle request form, vehicle trip ticket, Certificate of Appearance, Itinerary/ Narrative Report, Certificate of Travel Completed, Liquidation Report)

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

Office or Division		Office of the University President (OUP)		
Classification		Simple – Complex		
Type of Transaction		G2C - Government to Government		
Who may avail?		All employees and students of the university		
Checklist of Requirements			Where to secure	
1. Client document, 1 original copy (as required) 2. Fully Accomplished checklist (Annex A-J) as required			Office of the University President (OUP)	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Hand – carried documents				
1. Client/s will manually log document details in the google sheet document on the provided computer and review the requirements based on the checklist. 1.1. Ensure required documents are complete.	1. Guide the client to fill out the google sheet document in the computer and hand-out the checklist.	None	5 minutes	Receiving Staff OR Any OUP Staff available Office of the University President
2. Submit the required documents to receiving staff for initial assessment and verification.	2. Receive and assess the completeness of the documents based on the type of concern	None	15 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.1. Lacking documents – Return to client for compliance. 2.2. Complete documents - 2.2.1. Receive and stamp the documents per page (<i>as required</i>) 2.2.2. Forward the received documents to the Executive assistant III/secretary for further review and assessment.	None		
	3. Counter sign under the University President's name 3.1 Endorse the document to the University President/ Officer-in-Charge (OIC) of the Office of the University President.	None	7 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	4. Review documents for appropriate action, comments and suggestion 4.1. Sign/Approve/ Disapprove documents i. Urgent ii. Priority iii. Regular 4.2. Return document to Executive Assistant III/ Private Secretary I.	None	i. 12 hours ii. 3 working days iii. 7 working days	<i>University President Or Officer-in-Charge</i> Office of the University President



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	5. Counter check the signed documents	None	5 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	DISAPPROVED REQUEST – Forward to receiving clerk for return to client/s.	None	5 minutes	
	APPROVED REQUEST – 5.1. Stamp date and time when the document was signed under the University President's name 5.2. Forward the document to the receiving staff.	None	7 mins	
	6. Record, scan, and photocopy signed document in preparation for release. 6.1. Forward to releasing staff.	None	5 minutes	<i>Releasing Staff OR Any OUP Staff available</i> Office of the University President
	7. Log documents for release. 7.1. Release or route signed document.	Non3	10 minutes	
Total: i. Urgent ii. Priority iii. Regular		None	i. 13 hours and 4 minutes ii. 3 days, 1 hour and 4 minutes iii. 7 days, 1 hour and 4 minutes <i>(depending on the submitted document/s)</i>	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Transactions				
1. Client/s will send DTR correction request, Leave Application, Official Business Request.	1. Review completeness of attachments 1.1. Approve i. Urgent ii. Priority iii. Regular 1.2. Disapprove 1.3. Return for correction and add remarks.	None	i. 12 hours ii. 3 working days iii. 7 working days	<i>Administrative Assistant III /Executive Assistant III/ Private Secretary I</i> Office of the University President
Total: i. Urgent ii. Priority iii. Regular		None	i. 12 hours ii. 3 working days iii. 7 working days <i>(depending on the submitted document/s)</i>	
2. Client/s will email their fully accomplished travel authority form (Memorandum Circular No. 43) for review and correction.	2. Acknowledge and review 2.1. For correction – Draft the correct ATT and forward to the client/s to confirm for printing.	None	7 minutes	<i>Administrative Assistant III /Executive Assistant III/ Private Secretary I</i> Office of the University President
Total:		None	7 minutes to 3 working days	



2. Receiving of Documents (Non-monetary/ Regular Transaction e.g. Request for Overtime/Compensatory Time-off/Service Credit and Special Order for OIC and Special Disbursing Officer)

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

Office or Division	Office of the University President (OUP)			
Classification	Simple – Complex			
Type of Transaction	G2C - Government to Government			
Who may avail?	All employees of the university			
Checklist of Requirements			Where to secure	
1. Client document, 1 original copy (as required) 2. Fully Accomplished checklist (Annex A-J) as required			Office of the University President (OUP)	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client/s will manually log document details in the google sheet document on the provided computer and review. 1.1. Ensure required documents are complete.	1. Guide the client to fill out the google sheet document in the computer and hand-out the checklist.	None	3 minutes	Receiving Staff OR Any OUP Staff available Office of the University President
2. Submit the required documents to receiving staff for initial assessment and verification.	2. Receive and assess the completeness of the documents based on the type of concern	None	10 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.1. Lacking documents – Return to client for compliance. 2.2. Complete documents - 2.2.1. Stamp receive the documents. 2.2.2. Forward the received documents to the Executive assistant III/secretary for further review and assessment.	None		
	OVERTIME/CTO/SERVICE CREDIT REQUEST i. Draft and print Office Order for Overtime/CTO/Service Credit. SPECIAL ORDER (OIC) AND SPECIAL DISBURSING OFFICER (SDO) ii. Draft and print Special Order for OIC per Office/Department Request and SDO.	None	20 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	3. Counter sign under the University President's name 3.1. Endorse the document to the University President/Officer-in-Charge (OIC) of the Office of University President.	None	7 minutes	
	4. Review documents for appropriate action, comments and suggestion 4.1. Sign/Approve/Disapprove documents and/or attach routing clip	None	i. 12 hours ii. 3 working days iii. 7 working days	<i>University President Or Officer-in-Charge</i> Office of the University President



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	i. Urgent ii. Priority iii. Regular 4.2. Return document to Executive Assistant/Private Secretary I.			
	5. Counter check the signed documents.	None	5 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	DISAPPROVED REQUEST – Forward to receiving clerk for return to client/s.	None	5 minutes	
	WITH ROUTING SLIP – Forward to concerned officials for appropriate action/review and evaluation/ comments/ recommendation/ for correction/ for dissemination/ for filing and others.	None	5 minutes	<i>Receiving/ Releasing Staff Or any OUP staff available</i> Office of the University President
	APPROVED REQUEST – 5.1. Stamp date and time when the document was signed 5.2. Forward the document to the receiving staff.	None	5 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	6. Record, scan, and photocopy signed document/s in preparation for release 6.1 Forward to releasing Staff.	None	10 minutes	<i>Receiving Staff</i> OR <i>Any OUP Staff available</i> Office of the University President
	7. Log document/s for release 7.1. Release or route signed document to client/s.	None	10 minutes	<i>Releasing Staff</i> OR <i>Any OUP Staff available</i> Office of the University President
Total: i. Urgent ii. Priority iii. Regular		None	i. 13 hours and 20 minutes ii. 3 working days, 1 hour and 20 minutes iii. 7 working days, 1 hour and 20 minutes <i>(depending on the submitted document/s)</i>	



3. Receiving of Documents (Non- Procurement Monetary/ Regular Transaction e.g. Disbursement Voucher (DV), Auto Debit Arrangement (ADA), Budget Utilization Request Status (BURS), Obligation Request Status (ORS), Checks, Check Advice, Check Duplicate)

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

Office or Division	Office of the University President (OUP)			
Classification	Simple – Complex			
Type of Transaction	G2C - Government to Government			
Who may avail?	All employees of the university			
Checklist of Requirements		Where to secure		
1. Client document, 1 original copy (as required) 2. Fully Accomplished checklist (<i>Checklist from Accounting</i>)		Financial Management Services Division Cash Unit		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Hand – carried documents				
1. Client/s will manually log document details in the google sheet document on the provided computer. 1.1. Ensure required documents are complete.	1. Guide the client to fill out the google sheet document in the computer.	None	3 minutes	Receiving Staff OR Any OUP Staff available Office of the University President
2. Submit the required documents to receiving staff for initial assessment and verification.	2. Receive and assess the completeness of the documents based on the type of concern 2.1. Lacking documents – Return to client for compliance	None	10 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.2. Complete documents - 2.2.1. Stamp receive the documents. 2.2.2. Forward the received documents to the Executive assistant III/secretary for further review and assessment.	None		
	3. Counter sign under the University President's name 3.1. Endorse the document to the University President/Officer-in-Charge (OIC) of the Office of University President.	None	7 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	4. Review documents for appropriate action, comments and suggestion 4.1. Sign/Approve/Disapprove documents and/or attach routing clip i. Urgent ii. Priority iii. Regular 4.2. Return document to Executive Assistant/Private Secretary I.	None	i. 12 hours ii. 3 working days iii. 7 working days	<i>University President Or Officer-in-Charge</i> Office of the University President
	5. Counter check the signed documents.	None	5 minutes	<i>Executive Assistant III/ Private Secretary I</i>
	DISAPPROVED REQUEST – Forward to receiving clerk for return to client/s.	None	5 minutes	Office of the University President



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	APPROVED REQUEST – 5.1. Stamp date and time when the document was signed 5.2. Forward the document to the receiving staff.	None	5 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	6. Record signed document/s in preparation for release. 6.1 Forward to releasing Staff.	None	10 minutes	<i>Receiving Staff OR Any OUP Staff available</i> Office of the University President
	7. Log document/s for release. 7.1. Release or route signed document to client/s.	None	10 minutes	<i>Releasing Staff OR Any OUP Staff available</i> Office of the University President
Total: i. Urgent ii. Priority iii. Regular		None	i. 13 hours and 59 minutes ii. 3 working days and 59 minutes iii. 7 working days and 59 minutes <i>(depending on the submitted document/s)</i>	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Transactions				
1. Client/s will send request for internal modification through E-Budget.	1. Log into E-Budget system. 1.1. Refer to the signed hard copy for internal modification approval.	None	5 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
Total:		None	5 minutes to 3 working days	



4. Receiving of Documents (Procurement Non-Monetary Transaction e.g. Notice of Award, Notice to Proceed, Bids and Awards Committee Resolution (BAC Reso), Purchase Order, Purchase Request, Project Procurement Management Plan (PPMP))

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

Office or Division	Office of the University President (OUP)			
Classification	Simple – Complex			
Type of Transaction	G2C - Government to Government			
Who may avail?	All employees of the university			
Checklist of Requirements		Where to secure		
1. Client document, 1 original copy		Procurement Office, Financial Management Services Division		
2. Fully Accomplished checklist (Checklist from Accounting)		Financial Management Services Division		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client/s will manually log document details in the google sheet document on the provided computer. 1.1. Ensure required documents are complete.	1. Guide the client to fill out the google sheet document in the computer.	None	3 minutes	Receiving Staff OR Any OUP Staff available Office of the University President
2. Submit the required documents to receiving staff for initial assessment and verification. 2.1. Secure the required documents.	2. Receive and assess the completeness of the documents based on the type of concern. 2.1. Stamp receive the documents.	None	10 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.2. Forward the received documents to the executive assistant/secretary for further review and assessment.	None		
	3. Counter sign under the University President's name 3.1. Endorse the document to the University President/Officer-in-Charge (OIC) of the Office of University President.	None	7 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	4. Review documents for appropriate action, comments and suggestion 4.1. Sign/Approve/Disapprove documents and/or attach routing clip i. Urgent ii. Priority iii. Regular 4.2. Return document to Executive Assistant/Private Secretary I.	None	i. 13 hours ii. 3 working days iii. 7 working days	<i>University President Or Officer-in-Charge</i> Office of the University President
	5. Counter check the signed documents.	None	5 minutes	<i>Executive Assistant III/ Private Secretary I</i>
	DISAPPROVED REQUEST – Forward to receiving clerk for return to client/s.	None	5 minutes	Office of the University President



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	WITH ROUTING SLIP – Forward to concerned officials for appropriate action/review and evaluation/ comments/ recommendation/ for correction/ for dissemination/ for filing and others.	None	5 minutes	<i>Receiving/Releasing Staff Or any OUP staff available</i> Office of the University President
	APPROVED REQUEST – 5.1. Stamp date and time when the document was signed. 5.2. Forward the document to the receiving staff.	None	5 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	6. Record, scan, and photocopy signed document/s in preparation for release. 6.1 Forward to releasing Staff.	None	10 minutes	<i>Receiving Staff OR Any OUP Staff available</i> Office of the University President
	7. Log document/s for release. 7.1. Release or route signed document to client/s.	None	10 minutes	<i>Releasing Staff OR Any OUP Staff available</i> Office of the University President
Total: i. Urgent ii. Priority iii. Regular		None	i. 13 hours and 15 minutes ii. 3 working days, 1 hour and 15 minutes	



		<p>iii. 7 working days, 1 hour and 15 minutes</p> <p><i>(depending on the submitted document/s)</i></p>	
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5. Receiving of Documents (Procurement Regular Transaction e.g. Disbursement Voucher (DV), Auto Debit Arrangement (ADA), Budget Utilization Request Status (BURS), Obligation Request Status (ORS), Check, Check Advice, Check Duplicate)

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

Office or Division	Office of the University President (OUP)			
Classification	Simple – Complex			
Type of Transaction	G2C - Government to Government			
Who may avail?	All employees of the university			
Checklist of Requirements			Where to secure	
1. Client document, 1 original copy 2. Fully Accomplished checklist (<i>Checklist from Accounting</i>)			Financial Management Services Division Cash Unit	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client/s will manually log document details in the google sheet document on the provided computer. 1.1. Ensure required documents are complete.	1. Guide the client to fill out the google sheet document in the computer.	None	3 minutes	Receiving Staff OR Any OUP Staff available Office of the University President
2. Submit the required documents to receiving staff for initial assessment and verification.	2. Receive and assess the completeness of the documents based on the type of concern. 2.1. Lacking documents – Return to client for compliance.	None	10 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.2. Complete documents - 2.2.1. Stamp receive the documents. 2.2.2. Forward the received documents to the Executive assistant III/secretary for further review and assessment.	None		
	3. Counter sign under the University President's name. 3.1. Endorse the document to the University President/Officer-in-Charge (OIC) of the Office of University President.	None	7 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	4. Review documents for appropriate action, comments and suggestion 4.1. Sign/Approve/Disapprove documents and/or attach routing clip i. Urgent ii. Priority iii. Regular 4.2. Return document to Executive Assistant/Private Secretary I.	None	i. 12 hours ii. 3 working days iii. 7 working days	<i>University President Or Officer-in-Charge</i> Office of the University President
	5. Counter check the signed documents.	None	5 minutes	<i>Executive Assistant III/ Private Secretary I</i>
	DISAPPROVED REQUEST – Forward to receiving clerk for return to client/s.	None	5 minutes	Office of the University President



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	APPROVED REQUEST – 5.1. Stamp date and time when the document was signed. 5.2. Forward the document to the receiving staff.	None	7 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	6. Record signed document/s in preparation for release. 6.1 Forward to releasing Staff.	None	10 minutes	<i>Receiving Staff OR Any OUP Staff available</i> Office of the University President
	7. Log document/s for release. 7.1. Release or route signed document to client/s.	None	10 minutes	<i>Releasing Staff OR Any OUP Staff available</i> Office of the University President
Total: i. Urgent ii. Priority iii. Regular		None	i. 12 hours and 57 minutes ii. 3 working days and 57 minutes iii. 7 working days and 57 minutes <i>(depending on the submitted document/s)</i>	



6. Receiving of Documents (Non-monetary/Regular transaction e.g. Travel Authority-Abroad, Contracts, Faculty Workload, Request Letter, Programs Activities and Projects (PAPs)/Concept Note, E-Budget Internal Modification Request, Certificates and Diploma, Change Status Form and Others)

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

Office or Division		Office of the University President (OUP)		
Classification		Simple – Complex		
Type of Transaction		G2C - Government to Government		
Who may avail?		All employees and students of the university		
Checklist of Requirements			Where to secure	
1. Client document, 1 original copy (as required) 2. Fully Accomplished checklist (Annex A-J) as required			Office of the University President (OUP)	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Hand – carried documents				
1. Client/s will manually log document details in the google sheet document on the provided computer and review the requirements based on the checklist. 1.1. Ensure required documents are complete.	1. Guide the client to fill out the google sheet document in the computer and hand-out the checklist.	None	3 minutes	Receiving Staff OR Any OUP Staff available Office of the University President
2. Submit the required documents to receiving staff for initial assessment and verification. 2.1. Secure the required documents.	2. Receive and assess the completeness of the documents based on the type of concern. 2.1. Stamp receive the documents.	None	15 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.2. Forward the received documents to the executive assistant/secretary for further review and assessment.	None		
	3. Counter sign under the University President's name 3.1 Endorse the document to the University President/ Officer-in-Charge (OIC) of the Office of the University President.	None	7 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	4. Review documents for appropriate action, comments and suggestion 4.1. Sign/Approve/ Disapprove documents and/or attach routing slip. i. Urgent ii. Priority iii. Regular 4.2. Return document to Executive Assistant III/ Private Secretary I.	None	i. 12 hours ii. 3 working days iii. 7 working days	<i>University President Or Officer-in-Charge</i> Office of the University President
	5. Counter check the signed documents	None	5 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	DISAPPROVED REQUEST – Forward to receiving clerk for return to client/s.	None	5 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	WITH ROUTING SLIP – Forward to concerned officials for appropriate action/review and evaluation/ comments/ recommendation/ for correction/ for dissemination/ for filing and others.	None	5 minutes	<i>Receiving/ Releasing Staff</i> <i>Or any OUP staff available</i> Office of the University President
	APPROVED REQUEST – 5.1. Stamp date and time when the document was signed under the University President's name 5.2. Forward the document to the receiving staff.	None	7 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	6. Record, scan, and photocopy signed document in preparation for release. 6.1. Forward to releasing staff.	None	5 minutes	<i>Receiving Staff</i> OR <i>Any OUP Staff available</i> Office of the University President
	7. Log documents for release. 7.1. Release or route signed document.	Non3	10 minutes	<i>Releasing Staff</i> OR <i>Any OUP Staff available</i> Office of the University President



Total:	None	i. 13 hours and 4 minutes	
i. Urgent		ii. 3 days, 1 hour and 4 minutes	
ii. Priority		iii. 7 days, 1 hour and 4 minutes	
iii. Regular		<i>(depending on the submitted document/s)</i>	



7. Receiving of Documents (Non-monetary/Regular transaction e.g. Travel Authority-Foreign, Contracts, Request Letter, Resignation, Retirement, Confidential Documents, Project Proposals, Feasibility Studies, Request to conduct motorcade, and others)

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

Office or Division		Office of the University President (OUP)		
Classification		Highly Technical		
Type of Transaction		G2C - Government to Government		
Who may avail?		All employees and students of the university		
Checklist of Requirements			Where to secure	
1. Client document, 1 original copy (as required) 2. Fully Accomplished checklist (Annex A-J) as required			Office of the University President (OUP)	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<i>Hand – carried documents with online transaction (as required)</i>				
1. Client/s will manually log document details in the google sheet document on the provided computer and review the requirements based on the checklist. 1.1. Ensure required documents are complete.	1. Guide the client to fill out the google sheet document in the computer and hand-out the checklist.	None	5 minutes	Receiving Staff OR Any OUP Staff available Office of the University President
2. Submit the required documents to receiving staff for initial assessment and verification.	2. Receive and assess the completeness of the documents based on the type of concern. 2.1. Lacking documents – Return to client for compliance	None	15 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	<p>2.2. Complete documents –</p> <p>2.2.1. Stamp receive the documents.</p> <p>2.2.2. Forward the received documents to the executive assistant/secretary for further review and assessment.</p>	None		
	<p>3. Counter sign under the University President's name</p> <p>3.1 Endorse the document to the University President/ Officer-in-Charge (OIC) of the Office of the University President.</p>	None	7 minutes	<p><i>Executive Assistant III/ Private Secretary I</i></p> <p>Office of the University President</p>
	<p>4. Review documents for appropriate action, comments and suggestion.</p> <p>4.1. Sign/Approve/ Disapprove documents</p> <p>i. Urgent</p> <p>ii. Priority</p> <p>iii. Regular</p> <p>4.2. Return document to Executive Assistant III/ Private Secretary I.</p>	None	<p>i. 12 hours</p> <p>ii. 3 working days</p> <p>iii. 7-10 working days</p>	<p><i>University President Or Officer-in-Charge</i></p> <p>Office of the University President</p>
	<p>WITH ROUTING SLIP – Forward to Board University Secretary (OBUS) for inclusion in the agenda of the Academic/Administrative Council/Board Meeting.</p>	None	5 minutes	<p><i>Executive Assistant III/ Private Secretary I</i></p> <p>Office of the University President</p>



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	5. Scan in preparation to email to the OBUS. 5.1. Send Scanned copy to the email of BUS V and carbon copy (cc) OBUS email 5.2. Forward document/s to receiving staff/releasing staff.	None	10 minutes	
	6. Photocopy document/s and record into the monitoring system.	None	10 minutes	<i>Receiving Staff</i> OR <i>Any OUP Staff available</i> Office of the University President
	7. Forward received copy to Office of the Board and University Secretary receiving staff.	None	5 minutes	<i>Releasing Staff</i> OR <i>Any OUP Staff available</i> Office of the University President
8. Office of the Board and University Secretary receiving staff will receive hard copy of the document/s.	8. File document/s and log in monitoring system.	None	10 minutes	<i>Releasing Staff</i> OR <i>Any OUP Staff available</i> Office of the University President



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
9. Client/s follow up document/s status.	9. Check monitoring system for status and inform client.	None	7 working days	<i>Releasing Staff</i> OR <i>Any OUP Staff available</i> Office of the University President
	APPROVED REQUEST - Forward the document to the University President with academic/admin/board resolution for appropriate action.	None	10 minutes	<i>Executive Assistant III/ Private Secretary I</i> Office of the University President
	DISAPPROVED REQUEST – Return files to client. With attached excerpts from OBUS.	None	10 minutes	<i>Releasing Staff</i> OR <i>Any OUP Staff available</i> Office of the University President
Total: i. Urgent ii. Priority iii. Regular		None	i. 17 days, 13 hours and 7 minutes ii. 20 days, 1 hour and 7 minutes iii. 24 days, 1 hour and 7 minutes <i>(depending on the schedule of Academic/Admin/ Board Meeting)</i>	



Republic of the Philippines
Cebu Normal University
Genelia Blvd., Cebu City, 6000, Philippines
Office of the University President
Telephone No.: (+63 32) 253 6211/253-9611
Email: pres@cnae.du.ph
Website: www.cnu.edu.ph



ANNEX A
Form 1

For Students/Organization within the university:

☐ Urgent ☐ Priority ☐ Regular

INTERNAL TRANSACTION CHECKLIST

- ☐ 2 copies of Letter of Intent
- Include request for entry (for Friday, Saturday, and/or Sunday) *if applicable*
- ☐ 2 copies of Program Flow *(if event)*
- ☐ Authority to Attend *if necessary*
- 3 copies of Memorandum Circular No. 43.
- ☐ Authority to Travel *(From External Campuses only)*
- ☐ Others: _____

Remarks/Opinions/Justifications:



Republic of the Philippines
Cebu Normal University
Genelia Blvd., Cebu City, 6000, Philippines
Office of the University President
Telephone No.: (+63 32) 253 6211/253-9611
Email: pres@cnae.du.ph
Website: www.cnu.edu.ph



ANNEX B
Form 2

From Students/Organization/Faculty for travels:

☐ Urgent ☐ Priority ☐ Regular

INTERNAL TRANSACTION CHECKLIST

- ☐ 2 copies of Letter of Intent
- ☐ 2 copies of Invitation Letter
- ☐ Authority to Travel
- 3 copies of Memorandum Circular No. 43.
- ☐ PAPs Executive Brief/Concept note with CAF and/or Earmark
- If no monetary expenses no need for CAF, just signed certificate of no funds earmarked.
- ☐ Planned off-campus activity
- ☐ Liability Waiver
- ☐ Parent's Permit
- ☐ Faculty Conformance
- ☐ Filled-out Vehicle Request Form and Trip Ticket *(once approved and signed) if necessary*
- ☐ Others: _____

Remarks/Opinions/Justifications:



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Office of the University President
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Email: pres@cnae.du.ph
Website: www.cnu.edu.ph



ANNEX C
Form 3

From Faculty/Admin for travels:

☐ Urgent ☐ Priority ☐ Regular

INTERNAL TRANSACTION CHECKLIST

- ☐ 2 copies of Letter of Intent
- ☐ 2 copies of Invitation Letter
- ☐ Authority to Travel
- 3 copies of Memorandum Circular No. 43.
- ☐ PAPs Executive Brief/Concept note with CAF and/or Earmark
- If no monetary expenses no need for CAF, just signed certificate of no funds earmarked.
- ☐ Approved Individual Development Plan (IDP): *For training, conferences, and seminars only.*
- ☐ Filled-out Vehicle Request Form and Trip Ticket *(once approved and signed) if necessary*
- ☐ Others: _____

Remarks/Opinions/Justifications:





Republic of the Philippines
Cebu Normal University
Genelia Blvd., Cebu City, 6000, Philippines
Office of the University President
Telephone No.: (+63 32) 253 6211/253-9611
Email: pro@cmuedu.ph
Website: www.cmuedu.ph



ANNEX D
Form 4

For Overtime/ Compensatory Time-Off/ Service Credit Request:

☐ Urgent ☐ Priority ☐ Regular

INTERNAL TRANSACTION CHECKLIST

- ☐ Submit approved request letter and overtime work plan **A WEEK BEFORE** the scheduled overtime dates. (Request must **NOT EXCEED 7 days**)
- Submission must always be within the presence of the University President.
- ☐ Others: _____

Remarks/Opinions/Justifications:



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Website: www.cmuedu.ph



ANNEX E
Form 5

For Special Order (Officer-in-Charge (OICs) and Special Disbursing Officer (SDO)):

☐ Urgent ☐ Priority ☐ Regular

INTERNAL TRANSACTION CHECKLIST

- ☐ Submit signed request letter **3 DAYS/ A DAY BEFORE** the desired date/s.
- Submission must always be within the presence of the University President.
- ☐ Others: _____

Remarks/Opinions/Justifications:



Republic of the Philippines
Cebu Normal University
Genelia Blvd., Cebu City, 6000, Philippines
Office of the University President
Telephone No.: (+63 32) 253 6211/253-9611
Email: pro@cmuedu.ph
Website: www.cmuedu.ph



ANNEX F
Form 6

For Special Order (Constitution, Designation, Duties and Function, Authority to Teach, and for other purposes):

☐ Urgent ☐ Priority ☐ Regular

INTERNAL TRANSACTION CHECKLIST

- ☐ Request Letter
- ☐ Others: _____

Remarks/Opinions/Justifications:





Republic of the Philippines
Cebu Normal University
Genelia Blvd., Cebu City, 6000, Philippines

Office of the University President

Telephone No.: (+63 32) 253 6211/253-9611
Email: pres@cmu.edu.ph
Website: www.cmu.edu.ph



**ANNEX G
Form 7**

For Faculty Load and Contracts:

☐ Urgent ☐ Priority ☐ Regular

INTERNAL TRANSACTION CHECKLIST

- ☐ Transmittal Letter
☐ 3 copies of Faculty Load
☐ Others: _____

Note: Please ensure all signatories are complete.

Remarks/Opinions/Justifications:



Republic of the Philippines
Cebu Normal University
Genelia Blvd., Cebu City, 6000, Philippines

Office of the University President

Telephone No.: (+63 32) 253 6211/253-9611
Email: pres@cmu.edu.ph
Website: www.cmu.edu.ph



**ANNEX H
Form 8**

For Certificate of Communication Allowance:

☐ Urgent ☐ Priority ☐ Regular

INTERNAL TRANSACTION CHECKLIST

- ☐ Signed Certificate of Communication Allowance
☐ Daily Time Record (DTR)
☐ Others: _____

Remarks/Opinions/Justifications:



Republic of the Philippines
Cebu Normal University
Genelia Blvd., Cebu City, 6000, Philippines

Office of the University President

Telephone No.: (+63 32) 253 6211/253-9611
Email: pres@cmu.edu.ph
Website: www.cmu.edu.ph



**ANNEX I
Form 9**

For Official Business:

☐ Urgent ☐ Priority ☐ Regular

INTERNAL TRANSACTION CHECKLIST

- ☐ Approved Authority to Travel
☐ Daily Time Record (DTR)
☐ Certificate of Appearance
☐ Others: _____

Remarks/Opinions/Justifications:





Republic of the Philippines
Cebu Normal University
Oscar A. Sindt, Cebu City, 6000, Philippines

Office of the University President

Telephone No.: (+63-32) 253-0211; 253-9611
Email: pres@csu.edu.ph
Website: www.csu.edu.ph



ANNEX J
Form 10

For Limited Practice:

☐ Urgent ☐ Priority ☐ Regular

INTERNAL TRANSACTION CHECKLIST

- ☐ 2024 Enhanced Form/Template for Application for Consultancy Services, Limited Practice of Profession and Authority/Permit to Teach
- 3 copies of Memorandum Order No. 27 s. 2024
- ☐ 3 copies of Mandatory Special Order for Consultancy Services, Limited Practice of Profession and Authority/Permit to Teach
- ☐ Medical Certificate
- ☐ Others: _____

Note: Please ensure all signatories are complete.

Remarks/Opinions/Justifications:



Department of Education
Division Office - Cebu

WURI

Waste Management
Unit





Planning, Foresight and Future's Thinking Unit

Internal Services



1. Issuance of Pertinent Planning, Foresight and Future's Thinking Unit Documents for Accreditation and Other Purposes

The Planning, Foresight and Future's Thinking Unit retains documents that are required for accreditation and other regulatory requirements.

Office or Division	Planning, Foresight and Future's Thinking Unit (PFFTU)				
Classification	Simple				
Type of Transaction	G2G - Government to Government				
Who may avail?	All employees of the university				
Checklist of Requirements			Where to secure		
1. Logbook of requests			Planning, Foresight and Future's Thinking Unit		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Approach the Planning, Foresight and Future's Thinking Unit staff and writes in the logbook the requested document.	1.1. Receives the logbook of request. 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.	None	15 minutes	PFFTU Staff Planning, Foresight and Future's Thinking Unit	
	1.4. Endorses the information to the Director of Planning, Foresight and Future's Thinking Unit.	None	3 minutes		



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.5 Reviews the request and the background information. 1.6 Approves or disapproves the request.	None	2 hours	<i>Director for PFFTU</i> Planning, Foresight and Future's Thinking Unit
	1.7. Process the request. 1.8. Retrieves the requested file.	None	2 working days	<i>PFFTU Staff</i> Planning, Foresight and Future's Thinking Unit
	1.9. Calls the requesting party once requested file is ready for pick up.	None	2 minutes	
2. Reports to Planning, Foresight and Future's Thinking Unit to claim the document.	2.1. Logs the release of the document .	None	5 minutes	
Total:		None	2 working days, 2 hours and 25 minutes	



2. Submission of Project Implementation Monitoring Reports from Concerned Units

The Planning, Foresight and Future's Thinking Unit 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	Planning, Foresight and Future's Thinking Unit (PFFTU)			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail?	All employees of the university			
Checklist of Requirements		Where to secure		
1. Memo requiring the submission, 1 photocopy 2. Report on the requirement, 1 copy		Planning, Foresight and Future's Thinking Unit Unit head		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Project implementers received the memo for submission of project reports and transmits such reports to the Planning, Foresight and Future's Thinking Unit.	1.1. Log the receipt of the particular Memo with the attached Form.	None	15 minutes	<i>PFFTU Staff</i> Planning, Foresight and Future's Thinking Unit
	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	10 minutes	<i>Director for PFFTU</i> Planning, Foresight and Future's Thinking Unit
	1.5. For minor concerns: Provide immediately the feedback/clarification, if necessary.	None	15 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.6. For complex concerns: Inform the client on the schedule for him to return for discussion of the report.	None	2 working days	
2. Return and provide additional reports and progress on the discussed concern(s)	2. Consolidate the Project Implementation Monitoring Reports and provide a copy to the President.	None	2 working days	<i>PFFTU Staff</i> Planning, Foresight and Future's Thinking Unit
Total:		None	4 working days and 45 minutes	



3. 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	Planning, Foresight and Future's Thinking Unit (PFFTU)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail?	All employees of the university			
Checklist of Requirements		Where to secure		
1. Memo requiring the submission, 1 photocopy 2. Report on the requirement, 1 copy		Planning, Foresight and Future's Thinking Unit 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 PFFTU.	1.1. Log the receipt of the particular Memo with the attached Form.	None	15 minutes	<i>PFFTU Staff</i> Planning, Foresight and Future's Thinking Unit
	1.2. Receive and log the submitted report from the client.	None		
	1.3. Review and analyze the submitted data and clarify as necessary.	None	20 minutes	
	1.4. Consolidate the submitted reports to finalize the University's Quarterly Physical Report of Operation.	None	1 working day	
	1.5. Print the system-generated form and secure approval from authorized signatories.	None	1 hour	
	1.6. Submit to authorized agency.	None	5 minutes	
Total:		None	1working day, 1 hour and 40 minutes	



4. 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	Planning, Foresight and Future's Thinking Unit (PFFTU)			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail?	All employees of the university			
Checklist of Requirements		Where to secure		
1. Memo requiring the submission, 1 photocopy 2. Report on the requirement, 1 copy		Planning, Foresight and Future's Thinking Unit 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.	None	15 minutes	Planning, Foresight and Future's Thinking Unit
	1.2. Remind participants on the scheduled review and planning activity.	None	15 minutes	
2. Attend the review and planning activity: 2.1. Bring necessary documents for the review.	2.1. Log the attendance.	None	10 minutes	
3. Participate in the workshop.	3.1. Facilitate the workshop. 3.2. Distribute the matrix for presentation.	None	4 hours	Director for PFFTU Planning, Foresight and Future's Thinking Unit



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. Incorporate the suggestions and comments of the facilitators.	5. Give instructions on the submission of outputs (5 days from completion of the workshop).	None	1 hour	<i>Director for PFFTU</i> Planning, Foresight and Future's Thinking Unit
6. Submit Final Output to Planning, Foresight and Future's Thinking Unit.	6. Consolidate outputs submitted by the various units and provide a copy of the consolidated output to Quality Assurance Office.	None	5 working days	
Total:		None	5 working days, 5 hours and 40 minutes	



Quality Assurance Unit

Internal Services



1. Customer Satisfaction Survey (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	Quality Assurance Unit (QAU)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail?	Unit heads or his/her representative			
Checklist of Requirements		Where to secure		
1. Letter request, 1 copy 2. Call or email request		Unit head or representative		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Unit head or representative seeks assistance from the Quality Assurance Unit.	1.1. Receives the request for assistance.	None	30 minutes	QA Staff
	1.2. Unit staff assess the need.			QA Unit
	1.3. Refers the need to the Director for QA for further review and guidance.			
	1.4. Assesses the required assistance.	None	30 minutes	Director
	1.5. Arranges with the representative or unit head the mentoring activity.			QA Unit
	1.6. Implements the mentoring activity.	None	3 working days	
	1.7. Collection of outputs on CSS implementation.	None	30 minutes	QA Staff
				QA Unit
Total:		None	3 working days, 1 hour and 30 minutes	



2. 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	Quality Assurance Unit (QAU)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail?	Unit head or his/her representative			
Checklist of Requirements			Where to secure	
1. Letter request, 1 copy 2. Call or email request 3. Audit report, 1 copy 4. Root cause analysis guide, 1 copy 5. Acceptance report and verification report, 1 copy			Unit head or representative Auditor QA Unit Internal auditor	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Auditee brings to the QA unit the audit report.	1. Discussion with the auditee of the audit findings.	None	1 hour	Auditor QA Unit
2. Seeks assistance in generating the root cause analysis.	2.1. Guides the auditee in analyzing the audit findings.	None	1 hour	
	2.2. Guides the auditee through the root cause analysis process by helping them clearly define the problem, gather relevant data, and apply structured tools such as the 5 Whys and Fishbone Diagram.		2 hours	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.3. Follows up the auditee plan of action through a verification process 2.3.1. Minor NCs: 15 days after audit. 2.3.2. Major NCs: within 30 days after audit.	None	4 hours	<i>Auditor</i> QA Unit
	2.4. Verifies audit report from Internal Auditor. 2.5. Close out audit.	None	1 hour	<i>Lead Auditor</i> QA Unit
	Total:	None	9 hours	



3. Guidance for Internal Auditor

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

Office or Division	Quality Assurance Unit (QAU)			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail?	Internal Auditor			
Checklist of Requirements		Where to secure		
1. Letter request, 1 copy 2. Call or email request 3. Audit report form, 1 copy 4. Unit core process, 1 copy		Internal Auditor QA Unit QA Unit		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Internal auditor seeks assistance from the QA Unit.	1.1. Lead auditor establishes concern of the internal auditor.	None	30 minutes	<i>Lead Auditor</i> QA Unit
	1.2. Explains the internal audit process and expected results.			
	1.3. Issues the explained audit checklist.			
	1.4. Internal Quality Lead Auditor provide guidance every step of the internal audit process and help the internal auditor in drafting the final audit report, ensuring that quality concerns, findings, and corrective actions are accurately reflected.	None	7 working days	
	1.5. Collection of internal audit results.	None	30 minutes	QA Staff QA Unit
Total:		None	7 working days 1 hour	



4. Processing of Request for Revision and New Documents

Processing of Request for Revision and New Documents is implemented for tracking and accounting of quality documents used in the implementation of the CNU Quality Management System.

Office or Division	Quality Assurance Unit (QAU)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail?	Unit head or his/her representative			
Checklist of Requirements		Where to secure		
1. Documented information, 1 original copy – Hard copy and electronic copy 2. Documented Information Registration Form 1 original copy 3. Standard Documented Information Cover page 1 original copy		Unit head or representative QA Unit		
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. Assess the completeness of the request and its supporting documents. 1.1. If incomplete, return to the requesting party for correction of entry. 1.2. If complete, process the request.	None	10 minutes	<i>Document Control Officer/ QA Director</i> QA Unit
	2. Reviews document history.	None	5 minutes	
	3. Reproduce document with document control code for review.	None	1 working day	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	4. Forward document to the QA Director for approval.	None	5 minutes	
	5. Forward document to the Office of the President for approval.		2 working days	<i>University President</i>
	6. Inform the requesting party of the approved document for utilization and filing.	None	5 minutes	<i>Document Control Officer</i> QA Unit
Total:		None	3 working days and 25 minutes	



OFFICES/UNITS UNDER THE VICE PRESIDENT FOR ADMINISTRATION, FINANCE AND EXTERNAL (VP-AFEA)



Alumni Relations and Affairs Unit

External Services



1. Issuance of Alumni Conformity Membership

Alumni conformity membership is offered by the Alumni Relations and Affairs Unit to facilitate tracking of the graduates of the university.

Office or Division	Alumni Relations and Affairs Unit			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Graduates of Cebu Normal University			
Checklist of Requirements			Where to secure	
1. Company ID 2. 2x2 Formal ID Picture, 1 copy 3. Proof of Membership from Federation of CNU Alumni Association Incorporated (FCNUAAI) 4. Tracer Study document, 1 copy 5. Alumni Conformity Form, 1 copy			Transacting Client Any Photo center FCNUAAI Alumni Relations and Affairs Unit Alumni Relations and Affairs Unit	
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 office staff will ask the client/alumni their company ID/alumni ID for identification.	None	2 minutes	Office Staff Alumni Relations and Affairs Unit
	1.2. Scan the company ID (if employed) If not, proceed by indicating the important information.	None	3 minutes	
	1.3. Assist on filling the Graduate tracer survey (<i>Online</i>) and hand over the Customer Satisfaction Survey (CSS) (<i>Online</i>).	None	10 minutes	
	1.4. Review the necessary and unnecessary portion of the form.	None	4 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.5. The head of the office will approve the conformity membership paper.	None	3 minutes	
	1.6. The office staff will issue the conformity membership paper.	None	1 minute	
Total:		None	18 minutes	



2. Online Issuance of Alumni Identification

Alumni conformity membership is offered by the Alumni Relations and Affairs Unit to facilitate tracking of the graduates of the university.

Office or Division	Alumni Relations and Affairs Unit			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Graduates of Cebu Normal University			
Checklist of Requirements		Where to secure		
1. Proof of Membership from Federation of CNU Alumni Association Incorporated (FCNUAAI) 2. Alumni Conformity Form, 1 original 3. Tracer Study document, 1 original 4. 2x2 Formal ID Picture		FCNUAAI Alumni Relations and Affairs Unit Alumni Relations and Affairs Unit Any Photo center		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Email the Alumni Relations and Affairs Unit for the submission of Alumni ID requirements.	1.1. The office staff will verify the submitted requirement.	None	2 minutes	Office Staff Alumni Relations and Affairs Unit
	1.2. Verifying the applicants' information.	None	3 minutes	
2. Process the payment.	2.1. Alumni Relations and Affairs Unit will forward the list of alumni applying for the issuance of the alumni ID to FCNUAAI identified in-charge either via online or F2F visit to the FCNUAAI office. <i>(Note: This has to be coordinated with the Office staff/head).</i>	Per assessment of fees	2 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.2. FCNUAAI ID Issuance payment in-charge shall be equipped with an official receipt to be presented and notified by the outsourced ID provider.	None	10 minutes	Office Staff Alumni Relations and Affairs Unit
	2.3. Accounting Office will forward the list of validated payments for Alumni ID to the CNU Information Communication and Technology Unit (ICTU).	None	5 working days	
	2.4. Office staff notifies the owners of the Alumni ID produced to claim their requested IDs either through e-mail or text message.	None	1 minutes	
3. Client claims the Alumni ID.	3.1. Office staff verifies the official receipt and the schedule of the ID release. Meanwhile, the requester checks the correctness of the information provided in the alumni membership ID.	None	1 minutes	
	3.2. Once verified, the office staff records the details of ID releases; and requires the owner to affix his/her signature in the record book.	None	1 minutes	
	3.3. Official release the alumni membership ID.	None	1 minutes	
Total:		As per assessment of fees	5 working days and 21 minutes	



3. Payment Process for the Issuance of Alumni Identification

Alumni conformity membership is offered by the Alumni Relations and Affairs Unit to facilitate tracking of the graduates of the university.

Office or Division	Alumni Relations and Affairs Unit			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Graduates of Cebu Normal University			
Checklist of Requirements		Where to secure		
1. Assessment of fees, 1 copy 2. Order of payment (OP), 1 copy		Office where client makes transaction Window 4 of accounting office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client processes the payment for Alumni Membership ID Issuance.	1.1 Alumni Relations and Affairs Unit will forward the list of alumni applying for the issuance of the alumni ID to FCNUAAI identified in-charge either via online or F2F visit to the FCNUAAI office. (Note: <i>This has to be coordinated with the ARAU staff or the head of the said office</i>).	None	2 minutes	Office Staff Alumni Relations and Affairs Unit, FCNUAAI ID Issuance In-charge
	1.2. FCNUAAI ID Issuance payment in-charge issues an official receipt to the applicant. This shall be presented to and notified by the outsourced ID provider. (Note: <i>ID production happens here through the outsourced provider.</i>)	As per assessment of fees	1 working day	Outsourced ID producer



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.3. FCNUAAI identified ID payment in-charge provides ARAU the list of attended requesters/applicants for Record purposes.	None	5 working days	
	1.4. The ID applicant(s) keeps his/her own record of the official receipt for future reference. Meanwhile, the office staff gets a photocopy of the same receipt for Record purposes.	None	1 minutes	
TOTAL		As per assessment of fees	6 working days and 3 minutes	



Financial Management Services Division

External Services



1. Request of Student Credentials and Other Requests

The process flow shows the client steps or procedure for request of order of payment for student credentials and related certifications and other requests onsite and online.

Office or Division	Financial Management Services Division (FMSD)				
Classification	Simple				
Type of Transaction	G2C – Government to Citizen				
Who may avail?	Guests with payment transaction				
Checklist of Requirements			Where to secure		
1. Assessment Form from concerned Responsibility Centers 2. Student ID			Responsibility Centers Concerned Registrar's Office		
Onsite Request of Student Credentials and other Requests					
Client Steps	Agency Action		Fees to be paid	Processing Time	Person Responsible
1. Client proceeds to window 3 or 4 and presents request for issuance of Order of Payment.	1.1.	Accounting Staff receives request and issues Order of Payment Number based on the request.	Depends on client's transactions category	15 minutes	FMSD Staff Financial Management Services Division
	1.2.	Accounting staff advise the client proceeds to Window 7 or 8 for payment.			
Total:			Depend on client category	15 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Request of Student Credentials and other Requests				
1. Clients request for payment on credentials and another request.	1.1. Accounting staff accesses email.	Depends on client's transactions category	15 minutes	<i>FMSD Staff</i> Financial Management Services Division
	1.2. Accounting Staff accesses SIS Portal, prepares Order of Payment and payment instruction through the LinkBiz Portal.		10 minutes	
	1.3. Accounting Staff sends Order of Payment and Payment Instruction to Student through email CC Cash Unit.		5 minutes	
Total:		Depend on client category	30 minutes	



Financial Management Services Division

Internal Services



1. Enrollment Assessment

The process flow shows the client steps or procedures for enrollment payment of tuition and other fees during onsite and online transactions.

Office or Division	Financial Management Services Division (FMSD)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	Students			
Checklist of Requirements		Where to secure		
1. Enrollment Assessment 2. Student ID 3. Enrollment Assessment Sent Registrar's Office via email to accountant@cnu.edu.ph		University Registrar's Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Onsite Enrollment Assessment				
1. Student secures from Registrar copy of the assessment and proceeds to window 3 or 4 for verification.	1.1. Accounting Staff accepts assessment and verifies assessment in the Student Information System (SIS).	Depends on client's transactions category	15 minutes	<i>FMSD Staff</i> Financial Management Services Division
	1.2. If the assessment is no longer valid, advise the client to go back to the Registrar for enrollment re-encoding.		15 minutes	
Total:		Depend on Client category	30 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Enrollment Assessment via Email				
1. Clients request for payment on SIS portal.	1.1. Accounting Staff receives email assessment from Registrar's Office.	Depends on client's transactions category	15 minutes	FMSD Staff Financial Management Services Division
	1.2. Accounting Staff reviews assessment in the SIS Portal and prepares Order of Payment.		10 minutes	
	1.3. Accounting Staff sends Order of Payment and Payment Instruction to Student through email CC Registrar's Office.		5 minutes	
Total:		Depend on Client category	30 minutes	



2. Settlement of Outstanding Balance

The process flow shows the client steps or procedure for settlement of outstanding balance of tuition and other fees onsite and online.

Office or Division		Financial Management Services Division (FMSD)		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail?		Students		
Checklist of Requirements		Where to secure		
1. Email Request		Transacting Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<i>Settlement of Outstanding Balance</i>				
1. Client proceeds to window 3 or 4 for inquiry of outstanding balance.	1.1. Accounting Staff retrieves student account and gives statement of account, if applicable.	Actual amount per Statement of Account (SOA)	15 minutes	<i>FMSD Staff</i> Financial Management Services Division
	1.2. Accounting Staff advise the client to proceed to Window 7 or 8 for payment.			
Total:		Actual amount per Statement of Account (SOA)	15 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Settlement of Outstanding Balance				
1. Client's request for payment on settlement of outstanding balance through SIS portal.	1.1. Accounting staff accesses email.	Actual amount per Statement of Account (SOA)	15 minutes	<i>FMSD Staff</i> Financial Management Services Division
	1.2. Accounting Staff accesses SIS Portal, prepares Order of Payment and payment instruction through the LinkBiz Portal.		10 minutes	
	1.3. Accounting Staff sends Order of Payment and Payment Instruction to Student through email CC Cash Unit.		5 minutes	
Total:		Actual amount per Statement of Account (SOA)	30 minutes	



3. Request of Student Credentials and Other Requests

The process flow shows the client steps or procedure for request of order of payment for student credentials and related certifications and other requests onsite and online.

Office or Division	Financial Management Services Division (FMSD)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail?	Students, Teaching and Non-Teaching Personnel; Guests with payment transaction			
Checklist of Requirements		Where to secure		
1. Assessment Form from concerned Responsibility Centers 2. Student ID		Responsibility Centers Concerned University Registrar's Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<i>Onsite Request of Student Credentials and other Requests</i>				
1. Client proceeds to window 3 or 4 and presents request for issuance of Order of Payment.	1.1. Accounting Staff receives request and issues Order of Payment Number based on the request.	Depends on client's transactions category	15 minutes	FMSD Staff Financial Management Services Division
	1.2. Accounting staff advise the client proceeds to Window 7 or 8 for payment.			
Total:		Depend on client category	15 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Request of Student Credentials and other Requests				
1. Clients request for payment on credentials and another request.	1.1. Accounting staff accesses email.	Depends on client's transactions category	15 minutes	<i>FMSD Staff</i> Financial Management Services Division
	1.2. Accounting Staff accesses SIS Portal, prepares Order of Payment and payment instruction through the LinkBiz Portal.		11 minutes	
	1.3. Accounting Staff sends Order of Payment and Payment Instruction to Student through email CC Cash Unit.		5 minutes	
Total:		Depend on client category	30 minutes	



4. Request for Refund of School Fees

The process flow shows the client steps or procedure for request of refund of school fees for onsite and online.

Office or Division	Financial Management Services Division (FMSD)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	Students, Teaching and Non-Teaching Personnel			
Checklist of Requirements			Where to secure	
1. Letter request (original/scanned/photo copy with signature) for refund. 2. Approved withdrawal form (subjects withdrawn) 3. Official endorsement from the responsibility center concerned/registrar's office for the validity of refund. 4. Official Receipt/deposit slip/interbank transaction slip. 5. Complete Bank Account Details where your refund be deposited			Responsibility Centers Concerned University Registrar's Office	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<i>Onsite Request for Refund of School Fees</i>				
1. Client proceeds to window 3 or 4 and submits request with complete supporting documents.	1.1. Accounting Staff receives request.	None	15 minutes	FMSD Staff Financial Management Services Division
	1.2. Accounting Staff validates claim for refund in the record thru SIS Student Ledger, prepares Disbursement Voucher with complete supporting documents.	None	1 working day	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.3. Accountant reviews transaction and certifies per Box c as to cash Availability, subject to Auto Debit Advice (ADA) when applicable, completeness of supporting documents and amount claimed proper.	None	1 working day	
	1.4. Accounting Staff logs Disbursement voucher for approval of Agency Head.	None	15 minutes	
Total:		None	2 working days and 30 minutes	
Online Request for Refund of School Fees				
1. Client will email accountant@cnu.edu.ph to request refund.	1.1. Accounting Staff access email.	Depends on client's transactions category	15 minutes	<i>FMSD Staff</i> Financial Management Services Division
	1.2. Accounting Staff validates claim for refund in the record thru SIS Student Ledger, prepares Disbursement Voucher with complete supporting documents.		1 working day	
	1.3. Accountant reviews transaction and certifies per Box c as to cash Availability, subject to Auto Debit Advice (ADA) when applicable, completeness of supporting documents and amount claimed proper.		1 working day	
	1.4. Accounting Staff logs Disbursement voucher for approval of Agency Head.		15 minutes	
Total:		Depend on client category	2 working days and 30 minutes	



5. Withdrawal and Dropping of Subjects

The process flow shows the client steps or procedure for processing of withdrawal and dropping of subjects onsite and online.

Office or Division		Financial Management Services Division (FMSD)		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail?		Students		
Checklist of Requirements			Where to secure	
1. Approved withdrawal, dropping, adding and changing form			University Registrar's Office	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Onsite Withdrawal and Dropping of Subjects				
1. Client proceeds to window 3 or 4 and submits the form.	1.1. Accounting Staff receives form.	Actual Amount of Refund	15 minutes	FMSD Staff Financial Management Services Division
	1.2. Accounting Staff accesses SIS Portal, and validates the withdrawal and dropping of subjects.		15 minutes	
	1.3. Accounting staff prepares credit memo for refund, if any in the SIS.		15 minutes	
	1.4. Accountant approves Credit Memo.		10 minutes	
	1.5. Accounting Staff prepares Order of Payment for applicable fees, if any.		10 minutes	
	1.6. Accounting staff advise the client proceeds to Window 7 or 8 for payment.		5 minutes	
Total:		Actual Amount of Refund	1 hour and 10 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Withdrawal and Dropping of Subjects				
1. Clients transactions for payment on withdrawal and dropping of subjects.	1.1. Accounting Staff receives form.	None	15 minutes	<i>FMSD Staff</i> Financial Management Services Division
	1.2. Accounting Staff accesses SIS Portal, and validates the withdrawal and dropping of subjects.		15 minutes	
	1.3. Accounting staff prepares credit memo for refund in the SIS, if any.	None	15 minutes	
	1.4. Accountant approves Credit Memo.		10 minutes	
	1.5. Accounting Staff accesses SIS Portal, prepares Order of Payment for applicable charges, if any and payment instruction through the LinkBiz Portal.		10 minutes	
	1.6. Accounting Staff sends Order of Payment and Payment Instruction to Student through email CC Cash Unit.	Actual Amount	5 minutes	
Total:		Actual Amount	1 hour and 10 minutes	



6. Adding and Changing of Subjects and Degree Program

The process flow shows the client steps or procedure for processing of adding and changing of subjects and degree Program onsite and online.

Office or Division	Financial Management Services Division (FMSD)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	Students			
Checklist of Requirements			Where to secure	
Approved adding and changing form from the registrar's office			Registrar's Office	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<i>Onsite Adding and Changing of Subjects and Degree Program</i>				
1. Client proceeds to window 3 or 4 and submits the form.	1.1. Accounting Staff receives form.	None	15 minutes	<i>FMSD Staff</i> Financial Management Services Division
	1.2. Accounting Staff accesses SIS Portal, and validates the adding and changing of subjects or degree program.		15 minutes	
	1.3. Accounting Staff prepares Order of Payment for applicable fees, if any.		15 minutes	
	1.4. Accounting staff advise the client proceeds to Window 7 or 8 for payment.	Actual Amount	10 minutes	
Total:		Actual Amount of Refund	55 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Adding and Changing of Subjects and Degree Program				
1. Client's transactions for payment on adding and changing of subjects and degree program.	1.1. Accounting Staff access email.	None	15 minutes	FMSD Staff Financial Management Services Division
	1.2. Accounting Staff accesses SIS Portal, and validates the adding and changing of subjects or degree program.		15 minutes	
	1.3. Accounting Staff accesses SIS Portal, prepares Order of Payment for applicable charges, if any and payment instruction through the LinkBiz Portal.		10 minutes	
	1.4. Accounting Staff sends Order of Payment and Payment Instruction to Student through email CC Cash Unit.	Actual Amount	5 minutes	
Total:		Actual Amount of Refund	45 minutes	



General Services Unit

Internal Services



1. 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		General Services Unit (GSU)		
Classification		Highly Technical		
Type of Transaction		G2G - Government to Government		
Who may avail?		Unit heads and his/her representative		
Checklist of Requirements			Where to secure	
1. Job request form, 1 copy 2. Request form for supplies and materials, 1 copy			General Services Unit Property Supply and Management Unit	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fills up job request form and submits such to the GSU staff.	1.1. Receives the duly filled out job request form. 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. Records the transaction. 1.4. Forwards request to the Engineer.	None	10 minutes	GSU Staff General Services Unit
	1.5. Assigns maintenance personnel to the job. 1.6. Gives instructions on requested job assessment.	None	5 minutes	Engineer General Services Unit



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.7. Maintenance personnel perform an assessment on the requested job.	None	1 working day	Maintenance Personnel General Services Unit
	1.8. Requests for needed supplies and materials			
	1.9. Proceeds to site for implementation of required works.	None	15 working days	
2. Accepts accomplished job request.	2. Request the client to check the finished work and to fill up the Client Satisfaction Measurement Form.	None	10 minutes	
Total:		None	16 working days and 25 minutes	



Human Resource Management Unit

External Services



1. Receiving of Incoming Applications for Published Vacant Positions

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

Office or Division	Human Resource Management Unit (HRMU)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail?	Clients submitting application documents			
Checklist of Requirements		Where to secure		
1. Application documents 2. Application letter, 1 copy original 3. 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 Unit or send online via email. 2. Answer the client satisfaction survey form and drop in the CSS box in each office where the transaction occurred.	1.1. Receives the application Documents.	None	5 minutes	<i>HR Receiving Staff</i> Human Resource Management Unit
	1.2. Records the received documents in the documents received logbook.			
	1.3. Scans document for back up.	None	5 minutes	
	1.4. Encodes the received document in the system for tracking and proper ID.			
	1.5. Forwards the received application document to the Office of the University President for notations by the President.	None	1 working day	
	1.6. Receive the returned application documents from the Office of the University President.	None	5 minutes	<i>HR Receiving Staff</i> Human Resource Management Unit
	1.7. Forwards the annotated application to the HR Recruitment for personnel pooling.	None	5 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.8. Personnel pooling and short listing for consideration by the Personnel Selection Board (PSB).	None	1 working day	<i>HR Recruitment Staff</i> Human Resource Management Unit
Total:		None	2 working days and 22 minutes	



Human Resource Management Unit

Internal Services



1. Manpower Request

Unit heads request the Human Resource Management Unit for manpower complement for office/project requirement.

Office or Division	Human Resource Management Unit (HRMU)			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail?	Unit Heads			
Checklist of Requirements		Where to secure		
1. Request for manpower complement, 1 copy 2. Personnel request form, 1 copy		Unit head HRM Unit		
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 VP-AFEA, VP-AA, CAO- Accounting and University President.	1.1 HRMU receives duly approve letter request and Personnel Request from signed by the authorized signatories (Unit/Division/College Head, VP-AFEA or VP-AA, CAO Accounting and University President.	None	2 working days	HR Staff Human Resource Management Unit
	1.2 HRMU Staff record in the incoming logbook the duly received documents.	None	5 minutes	
	1.3 Scans document for back up.	None	5 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.4 HRMU Staff forward the duly received documents to HRMU Head for further instructions.	None	5 minutes	<i>HR Staff</i> Human Resource Management Unit
	1.5 HRMU Head affix notation on the document for HRMU Recruitment Staff to perform.	None	5 minutes	<i>HR Head</i> Human Resource Management Unit
	1.6 HRMU Recruitment Staff reads the notation and if favorable starts the hiring process.	None	3 working days	<i>Recruitment staff</i> Human Resource Management Unit
	1.7 HRMU Recruitment Staff informs the requesting Unit/Division/College on the progress of the request.	None	5 minutes	
2. Answer the client satisfaction survey form and drop in the CSS box in each office where the transaction occurred.		None	Client Control	
Total:		None	5 working days and 30 minutes	



2. Back up and safekeeping of documents

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

Office or Division	Human Resource Management Unit (HRMU)			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail?	All employees of the University			
Checklist of Requirements		Where to secure		
1. Incoming documents, 1 copy		Transacting client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Endorses documents to the HR Unit.	1.1. Receives and Check the documents from client.	None	2 minutes	HR Staff Human Resource Management Unit
	1.2. Records the received documents in the incoming monitoring logbook.	None	3 minutes	
	1.3. Encodes the received document in the system.	None	3 minutes	
	1.4. Scans documents 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 minutes	



3. 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	Human Resource Management Unit (HRMU)				
Classification	Simple				
Type of Transaction	G2G – Government to Government				
Who may avail?	All employees of the University				
Checklist of Requirements			Where to secure		
1. Document request form, 1 original copy 2. Official receipt of payment, 1 original copy			HR Unit Cash Unit		
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	5 minutes	<i>HR Staff</i> Human Resource Management Unit	
2. Client proceeds to the Cash unit to pay the document requested.	2.1. Receives payment. 2.2. Issues official receipt of payment	Php 80.00	Based on Cash Unit response time	<i>Cashier</i> Cash Unit	
3. Return to HR and endorses official receipt of payment.	3.1. Initiates generation of certificate of employment.	None	5 minutes	<i>HR Staff</i> Human Resource Management Unit	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3.2. Prints the certificate of employment. 3.3. HRMU staff checks and countersign the printed certificate of employment for completeness and validity of entries. 3.4. Signs the certificate of employment. 3.5. Releases the certificate of employment	None	5 minutes	<i>HR Staff and HR Head</i> Human Resource Management Unit
4. Answer the client satisfaction survey form and drop in the CSS box in each office where the transaction occurred.		None	Client control	<i>HR Staff</i> Human Resource Management Unit
Total:		Php 80.00	23 minutes	



4. Request for Issuance of Service Record

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

Office or Division	Human Resource Management Unit (HRMU)			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail?	Permanent and Casual Plantilla employees of the University			
Checklist of Requirements		Where to secure		
1. Document request form, 1 original copy 2. Official receipt of payment, 1 original copy		HR Unit Cash Unit		
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	5 minutes	<i>HR Staff</i> Human Resource Management Unit
2. Pays to the cashier	2.1. Receives payment. 2.2. Issues official receipt of payment.	Php 50.00	Based on Cash Unit response time	<i>Cashier Staff</i> Cash Unit
3. Return to HR and endorses official receipt of payment	3.1. Initiates generation of certificate of employment. 3.2. Prints the certificate of employment.	None	5 minutes	<i>HR Staff</i> Human Resource Management Unit



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3.3. HRMO staff checks and countersign the printed certificate of employment for completeness and validity of entries. 3.4. Signs the certificate of employment. 3.5. Releases the certificate of Employment.	None	5 minutes	<i>HR Staff and HR Head</i> Human Resource Management Unit
4. Get client feedback.	2.1 Allow clients to fill out the CSS google form or CSS form.	None	3 minutes	<i>HR staff</i> Human Resource Management Unit
Total:		Php 50.00	18 minutes	



5. Submissions of Pre – employment Requirements

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

Office or Division	Human Resource Management Unit (HRMU)			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail?	Clients considered for the vacant position in CNU			
Checklist of Requirements		Where to secure		
1. Pre – employment requirements, 1 copy 2. Document checklist form, 1 copy 3. Appointment, Plantilla (Casual), Position Description Form (PDF) 4. Assumption of Duty, Oath of Office, 1 copy 5. Personal Data Sheet, 1 copy		Transacting client HR Unit HR – recruitment officer		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client submits the requirements together the document checklist form.	1.1. Receives the submission.	None	5 minutes	<i>HR Staff</i> Human Resource Management Unit
	1.2. Checks completeness of the submission against the document checklist.			
	1.3. Releases certificate of employment for bank account application use.		3 minutes	
	1.4. If with complete requirements, endorses such to the HR – recruitment officer.	None	3 minutes	
	1.5. Issuance of Appointment, Plantilla (Casual), Position Description Form (PDF), Assumption of Duty, Oath of Office.	None	2 working days	<i>HR Recruitment</i> Human Resource Management Unit



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. Fills out and signs the issued Documents.	3.1. Receives the duly filled out and signed documents.	None	5 minutes	HR Recruitment
	3.2. Endorses the documents to the HRMU head.	None	5 minutes	Human Resource Management Unit
	3.3. Encodes personnel data into the HRIS.	None	5 minutes	
	3.4. Registers newly – hired personnel into the biometrics system.			
	3.5. HRMU head verifies the completeness of the documents.	None	2 working days	HRMU Head Human Resource Management Unit
	3.6. Sign the documents.			
	3.7. Endorses the signed documents to the office of the university president for signature.			
	3.8. Endorses the signed documents to Civil Service Commission for validation.	None	1 working day	
Total:		None	5 working days and 26 minutes	



6. Leave Application Using Form 6 (Hard Copy) for Monetization

For some personnel's who want to monetize the leave credits, leave application (hard copy) had to be initiated and submitted for approval to the HR Unit.

Office or Division	Human Resource Management Unit (HRMU)			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail?	Personnel who want to monetize their leave credits			
Checklist of Requirements			Where to secure	
1. CSC Leave Form 6, all freshly inked signed, 2 copies			HR Unit	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Employee print Leave application form 6 from HRIS. <i>Note: leave forms had to be approved and signed by the immediate head.</i>	1.1. Receives the duly filled out leave application form.	None	2 minutes	<i>HR staff</i> Human Resource Management Unit
	1.2. Reviews the leave form and record in the logbook.	None	10 minutes	
	1.3. Computes for verification of personnel's leave balance.	None	5 minutes	
	1.4. Secure signature of the HR head.	None	1 working day	
	1.5. Secure signature of the SUC President III.	None	1 working day	
	1.6. Retains one approved copy of the leave form for payroll computation.	None	2 minutes	
2. Get client feedback.	2. Clients will fill out the CSS google form or CSS form.	None	1 minutes	
Total:		None	5 working days and 21 minutes	



7. Leave Application Through the HRIS

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

Office or Division	Human Resource Management Unit (HRMU)			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail?	Personnel applying for leave of absence			
Checklist of Requirements			Where to secure	
1. Two (2) copies of CSC Leave Form 6, all freshly inked signed 2. HRIS portal 3. Supporting documents for sick leave, 1 original copy			HR Unit 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. <i>Note: upload supporting documents for sick leave</i>	1.1. Immediate head approves the online application.	None	5 minutes	<i>Immediate head of the concerned Personnel</i>
	1.2. Online approval by the HR Head.	None	1 working day	<i>HR Head</i> Human Resource Management Unit
	1.3. Approval by the SUC President III.	None	Based on SUC President III response time	<i>SUC President III</i> Office of the University President
2. Review approval of online leave application and print approved leave application as supporting document for DTR.	No agency action yet.	None	1 hour	
Total:		None	1 working day, 1 hour and 5 minutes	



8. 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		Human Resource Management Unit (HRMU)		
Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who may avail?		Personnel requesting copies of documents from his/her 201 files		
Checklist of Requirements			Where to secure	
1. Document request form, 1 original copy			HR Unit	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fills out the document request form and submits to HR staff.	1.1. Receives the duly accomplished document request form.	None	8 minutes	HR Staff Human Resource Management Unit
	1.2. Checks for the completeness of the required information.			
	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 Human Resource Management Unit
	1.5. Release the approved request form to the HR 201 file in-charge.			
	1.6. Retrieves the requesting clients 201 file.	None	1 working day	HR 201 file in - Charge
	1.7. Reproduce the requested document (s).			
	1.8 Calls the client once document(s) requested are ready for pick up.	None	5 minutes	Human Resource Management Unit



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Returns to HR to claim the requested document.	2. Release the requested document.	None	5 minutes	HR 201 file in - Charge Human Resource Management Unit
3. Get client feedback.	3. Clients will fill out the CSS google form or CSS form.	None	2 minutes	
Total:		None	2 working days and 20 minutes	



9. Receiving of Incoming Applications for Published Vacant Positions

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

Office or Division	Human Resource Management Unit (HRMU)			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail?	Clients submitting application documents			
Checklist of Requirements		Where to secure		
1. Application documents 2. Application letter, 1. copy 3. Resume, 1 copy		Transacting client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Hands in the application document to the HR Unit or send online via email.	1.1. Receives the application documents.	None	5 minutes	HR Staff Human Resource Management Unit
	1.2. Records the received documents in the documents received logbook.			
	1.3. Scans document for back up.			
2. Endorses documents to the Personnel Selection Board (PSB) and University President.	2.1. Encodes the received document in the system for tracking and ID.	None	5 minutes	
	2.2. Forwards the received application document to the Office of the University President for notations by the President.	None	1 working day	
	2.3. Receive the returned application documents from the Office of the University President.	None	5 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.4. Forwards the annotated application document to the HR Recruitment for personnel pooling.	None	5 minutes	<i>HR Staff</i> Human Resource Management Unit
	2.5. Personnel pooling and short listing for consideration by the Personnel Selection Board (PSB).	None	1 working day	<i>HR Recruitment Staff</i> Human Resource Management Unit
Total:		None	2 working days and 22 minutes	



10. 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	Human Resource Management Unit (HRMU)			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail?	Clients submitting application documents			
Checklist of Requirements			Where to secure	
1. Pre – employment requirements, 1 original copy 2. Service contracts, plantilla and other necessary documents, 1 copy 3. Document checklist, 1 original copy			Newly hired personnel HR Unit	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits pre – employment requirements.	1. Checks the completeness of the requirements against the document checklist.	None	8 minutes	<i>Receiving Officer</i> HR Unit
2. Endorses and Prepare the necessary documents.	2.1. Endorses submission to the recruitment officer. 2.2. Prepares Service Contracts, plantilla and other necessary documents. 2.3. Hands document to client for filling up and signature.	None	20 minutes	<i>HR Recruitment Staff</i> Human Resource Management Unit
3. Fills out and signs the documents after careful reading and inspection.	3.1. Receives the duly accomplished documents 3.2. Checks for completeness and legibility.	None	5 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3.3. Forwards the accomplished document to the personnel's immediate head for signature. 3.4. Secures the signature of the HR Head. 3.5. Secures the signature of the University President. 3.6. Calls the newly hired personnel and return the contract for notarization.	None	4 working days	
4. Return to the HR Unit to claim the signed contract and procure notarial services.	4. No agency action yet.	Client control	Client control	Client control
5. Return to HR and submits the notarized contract.	5.1. Checks the completeness of the Requirements. 5.2. Schedules the orientation.	None	5 minutes	HR Recruitment Staff
	5.3. Conducts the orientation with the newly – hired personnel by batch.	None	7 hours	Human Resource Management Unit
	5.4. Endorses newly – hired personnel to the designated office of assignment.	None	20 minutes	
Total:		Client control	4 working days, 7 hours and 58 minutes	



11. 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	Human Resource Management Unit (HRMU)			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail?	Job Order personnel			
Checklist of Requirements			Where to secure	
1. Performance appraisal sheet, 1 copy 2. Recommendation letter, 1 copy			HR Unit 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 the following: <ul style="list-style-type: none"> a recommendation letter from his/her immediate head performance; appraisal form from the HR Unit for evaluation by the immediate head; submits duly accomplished documents to the HR Unit. 	1.1. Receives the duly accomplished documents.	None	5 minutes	<i>HR Recruitment Staff</i>
	1.2. Checks for the completeness of Performance rating.			Human Resource Management Unit
	1.3. Endorses the performance to the HR head for approval.			
	1.4. Review and approval of the submitted documents.	None	1 working day	<i>HR Head</i>
	1.5. Secure approval from the VP-AFEA.	None	1 working day	<i>HR Recruitment Staff</i>
				Human Resource Management Unit



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	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 minutes	
	1.9. Prepares new service contract and plantilla. 1.10. Gives new document to client for processing.	None	5 minutes	
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 minutes	<i>HR Recruitment Staff</i> Human Resource Management Unit
	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	
	2.5. Return the approved contract of service to the employee for notarization.	None	5 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. Procures notarial services for the approved contract and submits notarized contract to the HR.	3.1. Receive notarized contract.	None	30 minutes	<i>HR Recruitment Staff</i>
	3.2. Schedules a mini orientation.			
	3.3. Endorses renewed JO employee to the designated office of assignment.	None	5 minutes	Human Resource Management Unit
Total:		None	4 working days, 1 hour and 25 minutes	



Medical and Dental Services Office

Internal Services



1. Medical Consultation, Management and Health Counselling

Medical consultation services are offered to all CNU community to ensure health in the university.

Office or Division	Medical and Dental Services Office			
Classification	Simple			
Type of Transaction	G2C - Government to Government			
Who may avail?	All members of the CNU Community			
Checklist of Requirements			Where to secure	
1. Medical Record, 1 copy			University Clinic or Transacting client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client comes to the clinic for consultation and logs to the logbook.	1. Retrieval of client's record. A.1.a. New Client. A.2.b. Old Client.	None	3 – 5 minutes	Nurse on Duty University Clinic
2. Client approaches available Nurse- on- duty for vital signs taking.	2. Vital signs taking and nurse interviews the client for chief complaints.	None	15 minutes	
3. Client is referred to the University Physician for consultation.	3.1. Physician do review of medical history. 3.2. Physician do physical examination. 3.3. Initial treatment of the condition pending laboratory results. 3.4. Issuance of prescription to manage the condition.	None	5 minutes	University Physician University Clinic
4. Client goes back to the Nurse- on- duty for further health reinforcement and discharge instructions.	4. Advice on follow-up care / next scheduled clinic visit.	None	8 minutes	Nurse on Duty University Clinic
Total:		None	31 – 33 minutes	



2. Issuance of Medical Certificate/Clearance

Medical certificate/clearance is issued as part of the student requirements 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	Medical and Dental Services Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	All CNU Students			
Checklist of Requirements			Where to secure	
1. Medical Record; Medical Examination Report, 1 copy 2. Official Receipt, 1 copy 3. Medical Certificate, 1 copy			University Clinic or Transacting client CNU Cashier University Physician	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client comes to the clinic and signs the logbook and present laboratory results, if applicable.	1.1. Nurse on duty checks client's name in the list of qualifiers for students (Freshmen/ GS). 1.2. Students for OJT/ Practicum: Clinic staff checks client's name in the official masterlist submitted by the Coordinator. 1.3. Checks HR checklist for NEW EMPLOYEES. 1.4. Application for re-instatement.	None	10 minutes	<i>Nurse on Duty</i> University Clinic



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Client hands over laboratory results.	2.1. Nurse on duty receives and reviews laboratory results (official qualifiers: Freshmen/ GS/ OJT/ ST/ re-instatement). 2.2. Vital signs taking, height and weight measurements. <i>Note: NEW STUDENTS/ STAFF : No record yet of consultation.</i>	None		<i>Nurse on Duty</i> University Clinic
3. Client enters the consultation room for assessment.	3. Review medical history and laboratory results presented and physical examination is performed.	None	10 minutes	<i>University Physician</i> University Clinic
4. Client receives the issued medical certificate/ clearance.	4. Issuance of medical certificate/clearance after management of abnormal findings or if no abnormality noted.	None		
Total:		None	20 minutes	
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.	None	3 minutes	<i>Nurse on Duty</i> University Clinic
2. Go to the cashier for payment.	2.1. Receive payment. 2.2. Issue official receipt (OR).	Php 80.00	10 minutes	<i>Cashier</i> Cash Unit
3. Return to the clinic and hand to the nurse the official receipt (OR).	3.1. Receives the official receipt (OR). 3.2. Release copy of the medical certificate.	None	5 minutes	<i>Nurse on Duty</i> University Clinic
Total:		Php 80.00	18 minutes	



3. Annual Physical examination and Dental Check-up of Students, Faculty and Non-teaching staff

This is made to ensure an updated well- being of the entire CNU population as well as part of the student requirements 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	Medical and Dental Services Office			
Classification	Simple			
Type of Transaction	G2C - Government to Government			
Who may avail?	All CNU Students			
Checklist of Requirements			Where to secure	
1. Medical Examination Report, 1 copy 2. Laboratory Results (done outside CNU)			University Clinic or Transacting client University Physician	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client brings-in laboratory results to the clinic.	1. Retrieval of client's records and hands-in new laboratory results from HMO.	None	5 minutes	<i>Nurse on Duty</i> University Clinic
2. Client enters the University physician's room with laboratory results.	2.1. University physician reviews submitted/ transmitted laboratory results. 2.2. If abnormal findings are determined, the University physician. 2.2.1. issues referral for further management. 2.2.2. Prescribes medication to manage condition.	None	10 minutes	<i>University Physician</i> University Clinic



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. Client returns back to the reception area.	3. Reinforce discharge health instructions including follow-up of condition as scheduled.	None	5 minutes	<i>Nurse on Duty</i> University Clinic
Total:		None	20 minutes	



4. 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		Simple		
Type of Transaction		G2G - Government to Government		
Who may avail?		All members of the CNU Community		
Checklist of Requirements			Where to secure	
1. Dental chart, 1 copy			University Clinic	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Face- To- Face/ Physical				
1. Register in the dental logbook <i>Note: new client, fill out dental chart.</i>	1.1. Retrieval of Patient's Record. 1.2. Reviews completeness of required data. 1.3. History taking / Assessment.	None	5 minutes	<i>Dental Aide / Nurse on duty</i> University Clinic
2. Client endorses to the University Dentist.	2. University dentist performs dental assessment, records and updates client's dental chart.	None	10 minutes	<i>University Dentist</i> University Clinic
Total:		None	15 minutes	
ONLINE CONSULTATION				
1. Client opt for Online Teleconsult.	1.1. Dentist answers online consultation.	None	20 minutes	<i>University Dentist</i> University Clinic



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.2. Dentist may require additional requirement to aid in the accuracy of diagnosis. 1.3. Dentist checks additional requirements submitted.			
Total:		None	20 minutes	
<i>Dental Management</i>				
1. Client submits for dental procedure/s.	1. Perform any or combination of the following <ul style="list-style-type: none"> • Oral prophylaxis • Extraction • Restoration • Canker Restoration • Request Dental Radiograph/ Issue Referrals (if needed) • Prescription and Dispensation of Medicines 	None	5 – 15 minutes / case <i>Note: may vary on client's current oral health status</i>	<i>University Dentist</i> University Clinic
Total:		None	5 – 15 minutes	



Property and Supply Management Unit

External Services



1. Delivery and Acceptance of Goods – Common Supplies (Office, Cleaning, Accountable and Construction Supplies among others)

To facilitate the Timely Delivery and Acceptance of Goods – Common Supplies.

Office or Division	Property and Supply Management Unit (PSMU)			
Classification	Simple			
Type of Transaction	G2B - Government to Business			
Who may avail?	Suppliers			
Checklist of Requirements			Where to secure	
1. Copy of Purchase Order, 1 photocopy 2. Delivery Receipt, 1 copy 3. Inspection Report, 1 photocopy			Procurement Unit Suppliers End User / Technical Working Group	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Supplier delivers the Goods – Common Supplies.	1.1. The receiving personnel shall call the inspectorate committee to conduct the inspection of delivered Goods, Supplies and Materials against the specification and sign the inspection report.	None	20 mins	Storekeeper / Office Staff Property and Supply Management Unit
	1.2. The Supply Office Personnel/Staff receives the delivered goods, supplies and materials after inspection.	None	20 mins	
	1.3. The Receiving Supply Office Personnel/Staff shall turn over the received goods supplies and materials to the Storekeeper.	None	1 hour	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.4. The storekeeper shall receive the turned over goods, supplies and materials, identify those considered for immediate release and distribution and transfer those identified for storage and future release upon withdrawal by the end user unit or office.	None	15 mins	<i>Storekeeper / Office Staff</i> Property and Supply Management Unit
Total:		None	1 hour and 55 mins	



2. Disposal of Unserviceable Properties (Office, Cleaning, Accountable, Equipment and Construction Supplies among others)

To facilitate the Timely Disposal following Government Accounting Rules and Regulations of Unserviceable Properties.

Office or Division	Property and Supply Management Unit (PSMU)			
Classification	G2C - Government to Citizen G2B - Government to Business			
Type of Transaction	Highly Technical transaction			
Who may avail?	Interested Party (Private Individual Bidders or Private Institution Bidders)			
Checklist of Requirements			Where to secure	
1. Letter of Interest or Request Quotation, 1 photocopy 2. Inventory Report of Unserviceable Property, 1 copy			Interested Private or Government Organization Property Custodian or PSMU Staff	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Clients submit Letter of Interest or Request in relation to the Disposal of Unserviceable Properties.	1.1. The Supply Officer/Property Custodian shall prepare the list of unserviceable properties using the prescribed form.	None	8 working days	<i>Property Custodian</i> Property and Supply Management Unit
	1.2. The inventory staff/personnel shall accomplish the COA prescribed form for the disposal of unserviceable property.	None	5 working days	<i>Supply Officer / Property Custodian</i> Property and Supply Management Unit



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.3. Endorse and present the list to the Disposal Committee the items for Disposal duly concurred by COA.	None	2 working days	Office Staff / Disposal Committee
	1.4. Set the final appraised value of all disposable items.	None	2 working days	Property and Supply Management Unit
2. The Interested Private Buyer or the Government institution will check/inspect the items for disposal.	2.1. Coordinate with the Interested Private Buyer or Government Institution to schedule a time for them to inspect the items.		1 working day	Interested Party
	2.2. CNU through PSMU to provide any relevant information or documentation about the items for disposal to assist with the inspection process.		1 working day	Supply Officer / Property Custodian Property and Supply Management Unit
3. The Interested Private Buyer will send a Quotation or the Government institution will proceed with the Deed of Donation process.	3.1. Interested Private Buyer sends a Quotation, the agency would need to review it, negotiate if necessary, and potentially proceed with the sale process following the COA rules and regulations.	None	1 working day	Interested Party
	3.2. CNU through PSMU would need to provide them with the necessary documentation and guide them through the donation process if the Government Institution opts for the Deed of Donation.	None	1 working day	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3.3. Draft the Deed of Donation for the interested government institution, and ensuring all legal requirements are met.	None	1 working day	<i>Supply Officer / Property Custodian</i> Property and Supply Management Unit
Total:		None	23 working days	



Property and Supply Management Unit

Internal Services



1. Disposal of Unserviceable Properties (Office, Cleaning, Accountable, Equipment and Construction Supplies among others)

To facilitate the Timely Disposal following Government Accounting Rules and Regulations of Unserviceable Properties.

Office or Division	Property and Supply Management Unit (PSMU)			
Classification	G2C - Government to Government			
Type of Transaction	Highly Technical transaction			
Who may avail?	Government Institution			
Checklist of Requirements			Where to secure	
1. Letter of Interest or Request Quotation, 1 photocopy 2. Inventory Report of Unserviceable Property, 1 copy			Interested Private or Government Organization Property Custodian or PSMU Staff	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Clients submit Letter of Interest or Request in relation to the Disposal of Unserviceable Properties.	1.1. The Supply Officer/Property Custodian shall prepare the list of unserviceable properties using the prescribed form.	None	8 working days	<i>Property Custodian</i> Property and Supply Management Unit
	1.2. The inventory staff/personnel shall accomplish the COA prescribed form for the disposal of unserviceable property.	None	5 working days	<i>Supply Officer / Property Custodian</i> Property and Supply Management Unit



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.4. Endorse and present the list to the Disposal Committee the items for Disposal duly concurred by COA.	None	2 working days	Office Staff / Disposal Committee
	1.4. Set the final appraised value of all disposable items.	None	2 working days	Property and Supply Management Unit
2. The Interested Private Buyer or the Government institution will check/inspect the items for disposal.	2.1. Coordinate with the Interested Private Buyer or Government Institution to schedule a time for them to inspect the items.		1 working day	Interested Party
	2.2. CNU through PSMU to provide any relevant information or documentation about the items for disposal to assist with the inspection process.		1 working day	Supply Officer / Property Custodian Property and Supply Management Unit
3. The Interested Private Buyer will send a Quotation or the Government institution will proceed with the Deed of Donation process.	3.1. Interested Private Buyer sends a Quotation, the agency would need to review it, negotiate if necessary, and potentially proceed with the sale process following the COA rules and regulations.	None	1 working day	Interested Party
	3.2. CNU through PSMU would need to provide them with the necessary documentation and guide them through the donation process if the Government Institution opts for the Deed of Donation.	None	1 working day	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3.3. Draft the Deed of Donation for the interested government institution, and ensuring all legal requirements are met.	None	1 working day	<i>Supply Officer / Property Custodian</i> Property Supply and Management Unit
Total:		None	23 working days	



Records Management Unit

External Services



1. Request for Records/Documents

This process facilitates the acquisition of specific records or documents by internal or external clients from the Records Management Office. It ensures efficient access to requested materials while maintaining proper documentation and authentication procedures when necessary. The steps include requesting the document, checking availability, retrieval, photocopying (if required), authentication for Certified True Copies, and serving the requested documents.

Office or Division	Records Management Unit (RMU)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	Interested Parties			
Checklist of Requirements		Where to secure		
1. Records document request form, 1 copy		Records Management Unit		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client inquires if the desired documents can be requested	1. Records Management Office Personnel gives the Records/Document Request Form.	None	5 minutes	RMU Personnel Records Unit Staff
2. Client fills-out the request form.	2.1. Records Management Office Personnel checks in the Inventory Lists or Transmittal Lists if the desired document/s to be requested is available or not. <ul style="list-style-type: none"> If available, Records Management Office Personnel docket in the logbook the location/box number and pull-out the box from the open shelves, searches and retrieves the records or documents requested. 	None	30 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.2. Records Management Office Personnel photocopy the document/s.	None	5 minutes	RMU Personnel Records Unit Staff
3. Client informs if a Certified True Copy of the document will be requested.	3. Records Officer authenticates the document with the CNU official seal.	Certification: Php 25.00/document Documentary stamp Php 15.00/document <i>(Pay the necessary fees to the CNU cashier Present the official receipt to the Records Management Office Personnel.)</i>	5 minutes	
4. Client receives the document requested.	4. Records Management Office Personnel serves the Certified True Copy of the documents to the requesting party.	None	5 minutes	
Total:		Depend on category	50 minutes	



Records Management Unit

Internal Services



1. Records Disposition

This process involves the systematic evaluation, segregation, and disposal of records according to established guidelines and schedules. It ensures that records are appropriately managed throughout their lifecycle, from creation to final disposition. The steps include appraisal and evaluation of records based on the National Archives of the Philippines General Records Disposition Schedule, segregation of records according to their value and retention periods, listing valueless records/documents in the Request for Authority to Dispose of Records (NAP Form), and transmitting the request for evaluation and approval.

Office or Division	Records Management Unit (RMU)			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail?	Various Units or Office of the University			
Checklist of Requirements			Where to secure	
1. National Archives of the Philippines (NAP) Form no. 1 – Records Inventory and Appraisal			Records Management Unit	
2. National Archives of the Philippines (NAP) Form no. 2 – Records Disposition Schedule			Records Management Unit	
3. National Archives of the Philippines (NAP) Form no. 3 – Request for Authority to Dispose Records			Records Management Unit	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Internal client prepares and submits the transmittal lists of documents/records that are deemed valueless.	1.1. Appraisal/Evaluation of Records per National Archives of the Philippines General Records Disposition Schedule.	None	6 – 8 months	<i>RMU Personnel</i> Records Unit Staff
	1.2. Segregation of records according to value and retention periods.	None		



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.3. Listing of Records/Documents deemed valueless in the Request for Authority to Dispose of Records with corresponding period covered (NAP Form).	None		<i>RMU Personnel</i> Records Unit <i>Staff</i>
	1.4. Transmitting the Request for Authority to Dispose of Records to the CNU Records Management Improvement Committee (RMIC) for evaluation and approval	None	3 working days	
	1.5. Submission of the Request for Authority to Dispose of Records to the National Archives of the Philippine for issuance of Authority to Dispose.	None	3 working days	
	1.6. Receipt of Notice issued by the National Archives of the Philippines re: Authority to Dispose of Records.	None	3 working days	
	1.7. Actual Disposal of Valueless Records (by sale by burying).	None	1 working day (as scheduled)	
Total:		None	6-8 months and 10 working days	



2. Transfer/Deposit of Records

This process involves the orderly transfer and deposit of records from one office or department to the RMU. It ensures that records are appropriately documented, checked, processed, and stored for future retrieval. The steps include logging the transfer details, verifying records against a transmittal list, processing records for archival storage, labeling boxes, assigning box numbers, filing records on open shelves, and creating a database for efficient retrieval. This meticulous process is managed by dedicated Records Management Unit Personnel who oversee the entire transfer and deposit procedure, ensuring accuracy and efficiency in record keeping.

Office or Division	Records Management Unit (RMU)			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail?	Various Units or Office of the University			
Checklist of Requirements			Where to secure	
1. Transmittal letter, 1 copy 2. List of Records for Transfer, 1 copy			Transacting Client Transacting Client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Internal client prepares and submits the transmittal lists of documents/records for transfer or deposit to the Records Management Unit.	1.1. RMU Personnel docket the name of the transferring office, name of documents and its volume in the logbook for Records Transfer.	None	30 minutes	RMU Personnel Records Unit Staff
	1.2. Check the records in accordance with the transmittal list (in the presence of the representative of the transferring office).	None	2 – 4 hours	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.3. RMU Personnel process the transferred records by placing the records in the archives box, labelling the box and assigning box numbers in the Transmittal List. and file in the open shelves	None	5 – 10 working days	<i>RMU Personnel</i> Records Unit <i>Staff</i>
	1.4. Create a database of the document/records transferred for easy retrieval.	None	1 - 2working days	
Total:		None	6 – 12 working days, 2- 4 hours and 30 minutes	



3. Borrowing/Returning of Records/Documents

This process involves the systematic borrowing and returning of records or documents by internal or external clients from the Records Management Office. It ensures that requested records are properly documented, retrieved, and returned in a timely manner. The steps include logging borrowing details in the Borrowing/Returning of Records logbook, checking availability of requested documents, retrieving documents if available, serving documents to the requesting party, receiving returned documents, and updating records upon return.

Office or Division	Records Management Unit (RMU)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail?	Faculty and Staff of the University			
Checklist of Requirements			Where to secure	
1. Logbook for Borrowing / Returning of Records, 1 copy			Records Management Unit	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client docket the details of the borrower and the documents to be borrowed in the logbook for Borrowing/ Returning of Records.	1.1. RMU Personnel checks in the Inventory Lists or Transmittal Lists if the desired document/s to be borrowed is available or not.	None	5 minutes	<i>RMU Personnel</i> Records Unit Staff
	1.2. If available, RMU Personnel docket the location/box number and pull-out the box from the open shelves.	None	5 minutes	
	1.3. RMU Personnel searches and retrieves the records or documents to be borrowed.	None	10 minutes	



2. Client receives the borrowed records or documents.	2. RMU Personnel serves the records or documents to the requesting party.	None	5 minutes	
3. Client returns the borrowed documents or records.	3. RMU Personnel receives the returned documents.	None	5 minutes	
4. Client logs the date of return of the documents borrowed and signs in the logbook.	4. RMU Personnel checks the documents returned and refers to the logbook (for its details and location) and returns/refiles the documents.	None	5 minutes	
Total:		None	35 minutes	



4. Request for Records/Documents

This process facilitates the acquisition of specific records or documents by internal or external clients from the Records Management Office. It ensures efficient access to requested materials while maintaining proper documentation and authentication procedures when necessary. The steps include requesting the document, checking availability, retrieval, photocopying (if required), authentication for Certified True Copies, and serving the requested documents.

Office or Division	Records Management Unit (RMU)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail?	Faculty & Staff of the University			
Checklist of Requirements			Where to secure	
Records document request form, 1 copy			Records Management Unit	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client inquires if the desired documents can be requested	1. Records Management Office Personnel gives the Records/Document Request Form.	None	5 minutes	RMU Personnel Records Unit Staff
2. Client fills-out the request form.	2.1. Records Management Office Personnel checks in the Inventory Lists or Transmittal Lists if the desired document/s to be requested is available or not. <ul style="list-style-type: none"> If available, Records Management Office Personnel docket in the logbook the location/box number and pull-out the box from the open shelves, searches and retrieves the records or documents requested. 	None	30 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.2. Records Management Office Personnel photocopy the document/s.	None	5 minutes	RMU Personnel Records Unit Staff
3. Client informs if a Certified True Copy of the document will be requested.	3. Records Officer authenticates the document with the CNU official seal.	Certification: Php 25.00/document Documentary stamp Php 15.00/document <i>(Pay the necessary fees to the CNU cashier Present the official receipt to the Records Management Office Personnel.)</i>	5 minutes	
4. Client receives the document requested.	4. Records Management Office Personnel serves the Certified True Copy of the documents to the requesting party.	None	5 minutes	
Total:		Depend on category	50 minutes	



5. Receipt/Routing and Claiming of mails

This process facilitates the receipt and distribution of mail within the university by the Records Management Unit (RMU). It ensures efficient handling of incoming mail for faculty and staff, maintaining accurate records and signatures for accountability. The steps include receiving mail from external couriers, logging details, delivering or routing mail to respective recipients, posting undelivered mail on the RMU bulletin board and sending emails to the respective recipients, and facilitating mail retrieval by internal clients.

Office or Division	Records Management Unit (RMU)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail?	Faculty & Staff of the University			
Checklist of Requirements		Where to secure		
1. Logbook for Mails		Records Management Unit		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. External Client (Postman/Private Couriers) delivers mails to the RMU.	1. RMU Personnel receives mails from the Postman of the Philippine Postal Corporation and other Private Couriers and logs the mails in the logbook with details.	None	10 minutes	RMU Personnel Records Unit
2. Client receives the mails delivered to them by the RMU staff and signs the logbook.	2. RMU Personnel routes the mails to the offices/addressees and let the recipient sign in the logbook.	None	1 working day	
2.1. Client may check the list of mails posted in the RMU bulletin board.	2.1. For undelivered mails, RMU Personnel sends email to the respective recipient and post the list of unclaimed mails at the RMU bulletin board.	None	1 working day	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2.2. Client claims the mail in the RMU	2.2. RMU Personnel asks the details from the Client, refers to the recorded mails in the Logbook and searches/retrieves her/his mail.	None	10 minutes	
2.3. Client signs in the logbook for mails.	2.3. RMU Personnel gives the mail and let the recipient sign in the Logbook.	None	5 minutes	
Total:		None	2 working days & 25 minutes	



6. Messengerial (Liaison) Services

This service facilitates the delivery and retrieval of official documents to and from the University for both internal and external clients. It ensures swift and secure transfer of documents while maintaining proper documentation and tracking. The steps include client request, logging details of documents, coordinating with other agencies, arranging transportation, delivering documents, and obtaining signatures for confirmation of receipt.

Office or Division	Records Management Unit (RMU)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail?	Faculty & Staff of the University			
Checklist of Requirements			Where to secure	
1. Logbook for Documents to be Delivered to other Government Agency			Records Management Unit	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client request to deliver/claim official documents from/to the University.	1. RMU Personnel logs the details of the document to be delivered (to other government agency) .	None	5 minutes	RMU Personnel Records Unit
1.1. External Client (DBM) calls the Records Officer to pick-up document/s for Cebu Normal University.	1.1. RMU Personnel receives the call from the external client	None	5 minutes	
	1.2. RMU Personnel requests to be included in the itinerary of the university vehicle.	None	5 minutes	
	1.3. RMU Personnel docket in the logbook and delivers/pick-up the document to/from other government agency.	None	1 – 2 hours	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Client receives the document and signs in the logbook.	2. RMU Personnel delivers to the addressee office/ official of the university and let the recipient sign in the logbook.	None	10 minutes	<i>RMU Personnel</i> Records Unit
Total:		None	1 – 2 hours and 25 minutes	



Security and Safety Unit

External Services



1. Procurement of Car Sticker

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

Office or Division	Security and Safety Unit (SASU)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2B – Government to Business			
Who may avail?	Tenants and Concessionaires			
Checklist of Requirements		Where to secure		
1. Letter of intent to procure the car sticker, 1 copy		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 Head of the Security and Safety Unit.	1.1. Reviews the intent of the transacting client.	None	1 working day	Security and Safety Unit Staff
	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 minutes	Security and Safety Unit
2. Pays the stipulated amount to the accounting office.	2.1. Receives the payment. 2.2. Issues official receipt.	As stipulated	5 minutes	Cashier
				Cash Unit
3. Presents official receipt to Security and Safety Unit.	3.1. Notes the Official Receipt number. 3.2. Issues car sticker.	None	5 minutes	Security and Safety Unit Staff
				Security and Safety Unit
Total:		Php 150.00	1 working day and 15 minutes	



2. Parking Assistance within the Campus

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

Office or Division	Security and Safety Unit (SASU)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2B – Government to Business			
Who may avail?	Tenants and 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	10 minutes	Security and Safety Unit Staff
	1.2. Transmits instruction to the roving guard on duty.			
	1.3. Facilitates parking of the requesting party.	None	5 minutes	Roving Guard on Duty
2. Parks at the designated slot.	End of process	None	5 minutes	CNU Security Force
Total:		None	20 minutes	



Security and Safety Unit

Internal Services



1. 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	Security and Safety Unit (SASU)				
Classification	Simple transaction				
Type of Transaction	G2G – Government to Government				
Who may avail?	Members of the CNU Community				
Checklist of Requirements			Where to secure		
1. Application letter, 1 copy			Transacting client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Client submits letter of application to the Head of the Security and Safety Unit.	1.1. Evaluates the request	None	30 minutes	Security and Safety Unit Staff	
	1.2. Checks number of car sticker issuances				
	1.3. Instruct transacting client to pay sticker fee to the cashier	None	5 minutes	Security and Safety Unit	
2. Proceed to the accounting office for payment.	2.1. Receives payment		10 minutes	Cashier	
	2.2. Issues Official Receipt			Cash Unit	
3. Return to Security and Safety Unit and endorses official receipt of payment.	3.1. Logs the transaction in the SASU logbook	None	10 minutes	Security and Safety Unit Staff	
	3.2. Releases the requested sticker			Security and Safety Unit	
Total:		None	55 minutes		



2. Assistance for Safety within the Campus

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

Office or Division	Security and Safety Unit (SASU)			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail?	Members of the CNU Community			
Checklist of Requirements		Where to secure		
1. Letter request for assistance, 1 copy		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 working day	<i>Head of the Security and Safety Unit Staff</i> Security and Safety Unit
	1.2. Conference with the requesting party.	None	1 working day	
	1.3. Lay out of safety procedure mechanism.			
	1.4. Assignment of a security officer to the requesting client.	None	1 working day	
Total:		None	3 working days	



3. 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	Security and Safety Unit			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
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 minutes	<i>Head of the Security and Safety Unit Staff</i> Security and Safety Unit
	1.2. Reservation of parking space.	None	5 minutes	<i>Guard on Duty</i>
	1.3. Parking assistance when the guest/invitee arrives.	None	5 minutes	Cebu Normal University Grounds
Total:		None	40 minutes	



Vice President for Administration, Finance and External Affairs (VP-AFEA)

External Services



1. Accommodating a Client and Endorsing to another Office

Assisting clients by addressing their concerns and endorsing them to the appropriate office for resolution, ensuring a smooth and efficient process.

Office or Division	Office of the Vice-President for Administration, Finance and External Affairs			
Classification	Simple			
Type of Transaction	G2G - Government to Citizens			
Who may avail?	All Affiliating clients of Cebu Normal University and/or any individual seeking assistance or services			
Checklist of Requirements			Where to secure	
1. Personal Identification (e.g., valid ID) 2. Request Letter or Form (if applicable) 3. Supporting Documents related to the concern (if necessary) 4. Authorization Letter (if representing another person or entity)			Transacting Client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. The client approaches the service office and states their concern or request.	1.1. Greet the client warmly and professionally upon arrival. 1.2. Politely ask about the purpose of their visit to determine their needs. 1.3. Provide initial assistance and clarify any documents or requirements related to their concern.	None	5 - 10 minutes	<i>VP-AFEA Staff</i> Vice President for Administration, Finance and External Affairs
	2.1. Verify if the matter falls under the office's jurisdiction. 2.2. If the concern needs to be handled by another office, politely inform the client and explain why it needs to be endorsed.	None	10 – 15 minutes	<i>VP-AFEA Staff</i> Vice President for Administration, Finance and External Affairs



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.3. Provide clear instructions to the client about the next steps. 2.4. Accompany the client to the correct office or contact the relevant personnel to facilitate a smooth handover.	None	5 – 10 minutes	<i>VP-AFEA Staff</i> Vice President for Administration, Finance and External Affairs
Total:		None	20 – 30 minutes	



Vice President for Administration, Finance and External Affairs (VP-AFEA)

Internal Services



1. Receiving, Recommending Approval and Releasing of Documents

Documents from internal clients are received by the Office of the Vice-President for Administration, Finance and External Affairs for his/her recommendations.

Office or Division	Office of the Vice-President for Administration, Finance and External Affairs			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail?	All Affiliating clients of Cebu Normal University			
Checklist of Requirements			Where to secure	
<ul style="list-style-type: none"> Client document, 1 document for Recommendation original (depends of the document needs the VP-AFEA to be recommended) Attachments to support the document as needed 			Transacting Client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1 The client submits their document/s to the Office of the Vice President for Administration, Finance and External Affairs. 1.1 The Client forwards the document/s to the VP-AFEA Office in person. 1.2. The client let the VPAFEA Staff signs the logbook to record the transaction if they have the records.	1. VP-AFEA Staff receives the document/s (checked for compliance of necessary requirements if there are discrepancies/ errors it will be return back to the person who deliver the document & explain the error/s seen). 1.1. VP-AFEA Staff records document/s received (logbook). 1.2. VP-AFEA Staff forwards the documents to the VP-AFEA Head for action.	None	10 minutes	<i>VP-AFEA Staff</i> Vice President for Administration, Finance and External Affairs



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	<p>2. The VP-AFEA Head reviews and acts on the document/s:</p> <p>2.1. if there are no questions or errors the VP-AFEA Head will sign document/s.</p> <p>2.2. if there are discrepancies the head will indicate a note or inform the staff or concern office of the error/s seen.</p> <p>2.3 if there is a need for the opinions to other office/s the VP-AFEA Head notes the following personnel for their comments/suggestions.</p>	None	1 working day	<p><i>VP-AFEA Head</i></p> <p>Vice President for Administration, Finance and External Affairs</p>
	<p>3. VP-AFEA Staff checks if the VP Head signs the needed area/s in the document, photocopy the document/s that needs a copy to maintain in the office and release.</p> <p>3.1 return the document/s that has error for correction with the VP-AFEA note or instruction to the office where the document is originated.</p> <p>3.2 forward to the concern office/s indicated at the VP-AFEA note for comments/ suggestions.</p>	None	10 minutes	<p><i>VP-AFEA Staff</i></p> <p>Vice President for Administration, Finance and External Affairs</p>



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. The receiving person will sign the logbook also the photocopy document/s to signify he/she received the document/s.	4. VP-AFEA Staff will let the receiving person sign the logbook and the photocopy letter to signify he/she received the document/s.	None	5 minutes	<i>VP-AFEA Staff</i> Vice President for Administration, Finance and External Affairs
Total:		None	1 working day and 25 minutes	



OFFICES/UNITS UNDER THE VICE PRESIDENT FOR ACADEMIC AFFAIRS (VP-AA)



Cebu Heritage Museum

External Services



1. Museum Visitation

Experience and explore the rich cultural heritage through guided museum visits. Discover historical artifacts, traditional artworks, and significant exhibits that showcase the unique history and traditions of the region. Perfect for students, researchers, and culture enthusiasts.

Office or Division		Cebu Heritage Museum		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail?		All Affiliating clients of Cebu Normal University		
Checklist of Requirements			Where to secure	
1. Letter of intent for the exact date and purpose of the visit			Transacting Client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client shall booked through phone calls or letter of intent for the exact date and purpose of the visit.	1. Review and approval by the museum curator.	None	3 – 5 minutes	<i>Museum Staff / Museum Director</i> Cebu Heritage Museum
2. Before the visitors are allowed to enter the museum, the leader of the group or any representative shall secure an official receipt of payment from the Accounting Office for the entrance fees.	2. Receiving of payment and issuance of the official receipt.	a. Students (External Clients) - P15.00 b. Adults/Professionals - P 25.00 c. Foreign Nationals - P100.00 d. CNU Students, Out of School Youth, Special Children, PWDs and Senior Citizens (in group) - FREE	Based on Cash Unit response time	<i>Cashier</i> Cash Unit



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. The visitors hand over the official receipt and registers.	3. Received and registers the official receipt.	None	2 – 5 minutes	<i>Museum Staff</i> Cebu Heritage Museum
4. Visitors enter the museum.	4. Start the tour.	None	15 – 20 minutes per Batch (depends on the numbers of museum visitors)	<i>Museum Staff / Museum Director</i> Cebu Heritage Museum
Total:		P15.00 per Student (External Client) P25.00 per Adult/Professional P100.00 per Foreign National	20 – 25 minutes per Batch (depends on the numbers of museum visitors)	



College of Computing, Artificial Intelligence and Sciences

External Services



1. Application for Incoming First Year Undergraduate Applicants

The College of Computing, Artificial Intelligence and Sciences, yearly, is accepting 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 Computing, Artificial Intelligence and Sciences					
Classification	Simple					
Type of Transaction	G2C - Government to Citizen					
Who may avail?	Applicants of the different program offerings and his/her representative					
Checklist of Requirements			Where to secure			
1. Scanned/Certified true copy of Senior High School Report Card showing a GPA (whichever is available i.e. Grade 11 or Grade 12), LRN, and Strand with school seal should be visible, 1 copy			School where the applicant studied his/her Senior High School			
2. Scanned/Certified true copy of Certificate of Good Moral Character (present the original), 1 copy			School where the applicant studied his/her Senior High School			
3. Scanned/Photocopy of PSA issued Birth Certificate, 1 copy			Philippine Statistics Authority (PSA)			
4. 2x2 decent colored ID picture with name tag and white background			Any Photo center			
5. Scanned/Certified true copy Certificate of Enrollment in Grade 12 from the Principal or School Administrator			School where the applicant studied his/her Senior High School			
6. Accomplished Application Form (for the college reference) and Admission Form (for TAGCS Unit reference)			Cebu Normal University website			
Client Steps		Agency Action		Fees to be paid	Processing Time	Person Responsible
Onsite/Walk-in Application						
1. Applicant logs his/her details at the front gate logbook.		1. Guard-on-duty issues priority number to the applicant.		None	15 minutes	Guard on Duty CNU Security Force



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Applicant submits the admission requirements to the College Dean's Office once the priority number is called.	2.1. Office staff collects the priority number. 2.2. Office staff receives and evaluates the authenticity and completeness of the submitted admission requirements. 2.3. Office staff provides the College Admission form and College Applicant Profile Sheet.	None	20 minutes	<i>Dean's office staff</i> College Dean's Office
3. Applicant fills out the Applicant's Logbook, College Admission Form and College Applicant Profile Sheet.	3.1. Office Staff evaluates the completeness of information on the forms. 3.2. Office staff signs the College Admission Form. 3.3. Office staff returns the signed CAF to the applicant and gives instructions to proceed to the Testing Unit.	None	30 minutes	
4. Applicant proceeds to the Testing Unit for the entrance exam scheduling.	4. End of Process	None	Based on Testing Unit response time	<i>TAGCS Unit Staff</i> TAGCS Unit
Total		None	1 hour and 5 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Application				
1. The Applicant will accomplish the Google Form for the College/Department/Campus applied (Google form from the colleges).	1. Office staff evaluates the requirements. <ul style="list-style-type: none"> • Applicants with lacking requirements: The office staff will send an email to the applicants. • Applicants with complete requirements: The office staff will forward the application to the TAGCS Unit (testing@cnu.edu.ph) along with a carbon copy of the applicant (cc the applicant). Forwarding of Applications of applicants from the Colleges and/or Campuses to the TAGCS Unit will be two (2) days after the application of an applicant or earlier. So that the applicant will be given a testing schedule the soonest time possible. 	None	2 working days	<i>Dean's office staff</i> College Dean's office
Total:		None	2 working days	



2. Application for Transferee Undergraduate Applicants

The College of Computing, Artificial Intelligence and Sciences, yearly, is accepting 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 Computing, Artificial Intelligence and Sciences				
Classification	Simple				
Type of Transaction	G2C - Government to Citizen				
Who may avail?	Applicants to the different program offerings and hi/her representative				
Checklist of Requirements			Where to secure		
1. Scanned/Certified true copy of Senior High School Report Card showing a GPA (whichever is available i.e. Grade 11 or Grade 12), LRN, and Strand with school seal should be visible, 1 copy			School where the applicant studied his/her Senior High School		
2. Scanned/Certified true copy of Certificate of Good Moral Character (present the original), 1 copy			School where the applicant studied his/her Senior High School		
3. Scanned/Photocopy of PSA issued Birth Certificate, 1 copy			Philippine Statistics Authority (PSA)		
4. 2x2 decent colored ID picture with name tag and white background			Any Photo center		
5. Scanned/Certified true copy Certificate of Enrollment in Grade 12 from the Principal or School Administrator			School where the applicant studied his/her Senior High School		
6. Accomplished Application Form (for the college reference) and Admission Form (for TAGCS Unit reference)			Cebu Normal University website		
Client Steps	Agency Action		Fees to be paid	Processing Time	Person Responsible
1. Applicant logs his/her details at the front gate logbook.	1. Guard-on-duty issues priority number to the applicant.		None	15 minutes	<i>Guard on Duty</i> CNU Security Force



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Applicant submits the admission requirements to the College Dean's Office once the priority number is called.	2.1. Office staff collects the priority number. 2.2. Office staff receives and evaluates the authenticity and completeness of the submitted admission requirements. 2.3. Office staff provides the College Admission form and College Applicant Profile Sheet.	None	20 minutes	<i>Dean's office staff</i> College Dean's Office
3. Applicant fills out the Applicant's Logbook, College Admission Form and College Applicant Profile Sheet.	3.1. Office Staff evaluates the completeness of information on the forms. 3.2. Office staff signs the College Admission Form. 3.3. Office staff returns the signed CAF to the applicant and gives instructions to proceed to the Testing Center.	None	30 minutes	
4. Applicant proceeds to the Testing Center for the entrance exam scheduling.	4. End of Process	None	Based on Testing Center response time	<i>TAGCS Unit Staff</i> TAGCS Unit
Total		None	1 hour and 5 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Application				
1. The Applicant will accomplish the Google Form for the College/Department/Campus applied (Google form from the colleges).	1. Office staff evaluates the requirements. <ul style="list-style-type: none"> • Applicants with lacking requirements: The office staff will send an email to the applicants. • Applicants with complete requirements: The office staff will forward the application to the TAGCS Unit (testing@cnu.edu.ph) along with a carbon copy of the applicant (cc the applicant). Forwarding of Applications of applicants from the Colleges and/or Campuses to the TAGCS Unit will be two (2) days after the application of an applicant or earlier. So that the applicant will be given a testing schedule the soonest time possible. 	None	2 working days	<i>Dean's office staff</i> College Dean's office
Total:		None	2 working days	



3. Application for Admission of Graduate Studies (GS)

The College of Computing, Artificial Intelligence and Sciences, every semester, is accepting for its different Graduate Studies 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 Computing, Artificial Intelligence and Sciences			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	Applicants to the different Graduate Studies program offerings and his/her representative			
Checklist of Requirements		Where to secure		
1. Scanned/Photocopy of Transcript of Records, 1 copy 2. 2x2 decent colored ID picture with name tag and white 3. Graduate Studies Applicant Profile Sheet 4. GS Testing Admission Form with 2x2 colored picture with name tag and signature		School where the applicant graduated Any Photo center Cebu Normal University website		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Applicant logs his/her details at the front gate logbook.	1. Guard-on-duty gives direction where the CCAIS Dean's Office is located.	None	10 minutes	<i>Guard on Duty</i> CNU Security Force
2. Applicant submits the admission requirements to the College Dean's Office.	2.1. Office staff receives and evaluates the authenticity and completeness of the submitted admission requirements. 2.2. Office staff provides the College Admission form and College Applicant Profile Sheet.	None	15 minutes	<i>Dean's office staff</i> College Dean's Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. Applicant fills out the Applicant's Logbook, College Admission Form and College Applicant Profile Sheet.	3.1. Office Staff evaluates the completeness of information on the forms. 3.2. Office staff signs the College Admission Form. 3.3. Office staff issues assessment form for the Testing fee payment. 3.4. Office staff returns the signed CAF to the applicant and gives instructions to proceed to the Testing Center.	None	20 minutes	<i>Dean's office staff</i> College Dean's Office
4. Applicant proceeds to the CNU Cashier to pay for the Testing fee.		Php 400.00	Based on Cashier Unit response time	<i>Cashier</i> Cash Unit
5. Applicant proceeds to the Testing Center for the entrance exam scheduling.	5. End of Process	None	Based on Testing Center response time	<i>TAGCS Unit Staff</i> TAGCS Unit
Total		Php 400.00	45 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Application				
1. The Applicant will accomplish the Google Form for the Graduate Studies/Diploma For Professional Education Application.	1. Office staff evaluates the requirements. <ul style="list-style-type: none"> <i>If an applicant does not qualify for the program applied, the College will notify the applicant via email that his/her application has been declined.</i> For applicants with complete requirements, College Dean or authorized representative will sign the GS/DPE Testing Admission Form and forwards them to the TAGCS Unit. 	None	2 working days	<i>Dean's office staff</i> College Dean's office
Total:		None	2 working days	



4. Application for Comprehensive Examination

Masterands and Doctorands who have completed their program's academic requirement can take the Comprehensive Examination as one of the requirements for Thesis and Dissertation Writing.

Office or Division	College of Computing, Artificial Intelligence and Sciences				
Classification	G2C (Government to Citizen)				
Type of Transaction	Simple transaction				
Who may avail?	Masterands and Doctorands who have completed the Academic Requirement				
Checklist of Requirements			Where to secure		
1. Graduate Studies Clearance, 1 copy 2. Application Letter for Comprehensive Examination, 1 copy 3. Photocopy of the Transcript of Records (TOR) or certification of subjects taken by semester duly signed by the CNU Registrar, 1 copy 4. Evaluation of subjects taken and passed both in the Foundation and Major subjects (Copy from the Dean's Office – Graduate Studies) 5. One (1) pc long folder with plastic cover 6. One (1) pc brown envelope with plastic cover 7. Official Receipt			Students Affairs and Development Office CCAS Dean's Office or CNU website CNU Registrar's Office CCAS Dean's Office or CNU website Any Office/Educational Materials Store Any Office/Educational Materials Store CNU Cashier Unit		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Client submits the Comprehensive Exam requirements at the CCAIS Dean's Office.	1.1 Office staff receives and evaluates the completeness of the submitted requirements. 1.2. Office staff instructs client for further reminders about the Comprehensive Examination.	None	25 minutes	<i>Dean's office staff</i> College Dean's office	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.3. Office Staff fills out the Request Form (assessment) and instructs the client to pay for the Comprehensive Exam Fee and submits a photocopy of the Official Receipt.	None	10 minutes	<i>Dean's office staff</i> College Dean's office
2. Client proceeds to the CNU Cashier to pay for the Comprehensive Exam Fee.	2. CNU Cashier receives the payment and issues and Official Receipt.	Php 1,200.00	Based on Cashier Unit response time	<i>Cashier</i> Cash Unit
3. Client goes back to CCAS Dean's Office and submits a photocopy of the Official Receipt.	3.1. Office Staff receives the photocopy of the official receipt and staples it with other requirements. 3.2. Office Staff endorses the submitted documents to the CCAS Dean for approval.	None	15 minutes	<i>Dean's office staff</i> College Dean's office
Total		Php 1,200.00	50 minutes	



5. Process for Requisition of Course Outline

Course Outline is a document released by the College of Computing, Artificial Intelligence and Sciences 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	College of Computing, Artificial Intelligence and Sciences			
Classification	G2C (Government to Citizen)			
Type of Transaction	Highly Technical transaction			
Who may avail?	Graduates of the program or his/her representative			
Checklist of Requirements		Where to secure		
<ul style="list-style-type: none"> Request Letter of the required scholastic record, 1 copy Photocopy of the Transcript of Record 		Graduate of the Program College Registrar		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client submits the Request Letter and Transcript of Records to the CCAIS Dean's Office or email at ccais@cnu.edu.ph.	1.1 Office staff receives and check the Request Letter and Transcript of Records.	None	30 minutes	Dean's office staff College Dean's Office
	1.2. Office staff gives instruction for follow up on the requested document/s.			
	1.3. Office Staff forwards the Request Letter to the CCAIS Dean for approval.	None	4 hours	
	1.4. Office Staff retrieves the syllabi from the archive.	None	7 working days	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.5. Office Staff copies and encodes the information from the syllabus to the standard Course Outline format.	None	7 working days	
	1.6. Office Staff forwards the Course Outlines to the Respective Department Chair/s where the course/subject belongs for signature.	None	1 working day	
	1.7. Office Staff forwards the Course Outlines to the CCAIS Dean for signature.	None	1 working day	Dean's office staff
	1.8. Office Staff makes a transmittal for the Course Outlines and forwards the requested document/s to the Registrar's Office for document stamp and payment assessment.	None	4 hours	College Dean's Office
2. Client makes a follow up of the requested Course.	End of Process.	None	Based on Registrar's Office response time	University Registrar Staff Registrar Office
Total		None	16 working days, 8 hours and 30 minutes	



College of Computing, Artificial Intelligence and Sciences

Internal Services



1. Requisition of Documents

Documents such as course syllabi are released by the College of Computing, Artificial Intelligence and Sciences upon the request of the of faculty or other offices in Cebu Normal University.

Office or Division	College of Computing, Artificial Intelligence and Sciences				
Classification	Simple				
Type of Transaction	G2G - Government to Government Employee				
Who may avail?	Teaching and Non-Teaching Employees of CNU				
Checklist of Requirements			Where to secure		
1. Document Request Form, 1 copy			College Dean's Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Client goes to the CCAIS Dean's Office to secure the Document Request Form.	1. Office staff provides Document Request Form to be duly filled out.	None	5 minutes	Dean's office staff College Dean's Office	
2. Client fills out the Document Request Form and submits it to the CCAIS Dean's Office, duly signed by the Immediate Head.	2.1. Office Staff receives the duly accomplished Document Request Form.	None	20 minutes		
	2.2. Office Staff checks the completeness of the form.				
	2.3. Office Staff gives instructions for follow up of the requested document/s.				
	2.4. Office Staff forwards the Document Request Form for the CCAIS Dean's Approval.	None	4 hours		



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.5. Office Staff retrieves the requested document/s from the archive.	None	3 working days	Dean's office staff
	2.6. Office Staff photocopies the requested document/s.	None	15 mins	College Dean's Office
	2.7. Office Staff feedbacks clients on the status of the requested document/s.	None	5 mins	
3. Client returns to the CCAIS Dean's Office to claim the requested document/s.	3.1. Office Staff releases the requested document/s.	None	3 mins	
	3.2. Office Staff requests the client to sign and receive on the Document Request Form and logbook.			
Total:		None	3 working days, 4 hours and 48 minutes	



2. Requisition of Risograph of Document

The College of Computing, Artificial Intelligence and Sciences reproduces document/s such Test Questionnaires, forms, etc.

Office or Division	College of Computing, Artificial Intelligence and Sciences			
Classification	Simple			
Type of Transaction	G2G - Government to Government Employee			
Who may avail?	Teaching Personnel of the College of Culture, Arts, and Sports			
Checklist of Requirements		Where to secure		
1. Request for Risograph Print Reproduction Form, 1 copy 2. Document/s to be reproduced, 1 copy		College Dean's Office Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client goes to the CCAIS Dean's Office to secure the Request for Risograph Print Reproduction Form.	1. Guard-on-duty issues priority number to the applicant.	None	5 minutes	Dean's office staff College Dean's Office
2. Client fills out the Request for Risograph Print Reproduction Form and submits it to the CCAIS Dean's Office, duly signed by the Immediate Head and the original document to be reproduced.	2.1. Office staff collects the priority number.	None	5 minutes	
	2.2. Office Staff gives instructions for follow up of the requested document/s for.			
	2.3. Office Staff forwards the Request for Risograph Print Reproduction Form for the CCAIS Dean's Approval.	None	4 hours	
	2.4. Office Staff reproduces the original document/s	None	1 working day	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. Client returns to the CCAIS Dean's Office to claim the risographed document/s.	3.1. Office Staff releases the risographed document/s.	None	10 minutes	<i>Dean's office staff</i>
	3.2. Office Staff requests the client to sign and receive on the logbook.			College Dean's Office
Total:		None	1 working day, 4 hours and 20 minutes	



3. Requisition of Supplies

Office supplies requested in bulk for the College's use are stored in the CCAIS Stockroom and are distributed to the different department upon requisition.

Office or Division	College of Computing, Artificial Intelligence and Sciences			
Classification	Simple			
Type of Transaction	G2G - Government to Government Employee			
Who may avail?	Teaching Personnel of the College of Culture, Arts, and Sports			
Checklist of Requirements		Where to secure		
Supply Requisition Slip, 1 copy		College Dean's Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client goes to the CCAIS Dean's Office to secure the Supply Requisition Slip.	1. Office Staff provides Supply Requisition Slip to be duly filled out.	None	5 minutes	Dean's office staff College Dean's Office
2. Client fills out the Supply Requisition Slip and submits it to the CCAIS Dean's Office, duly signed by the Immediate Head.	2.1. Office Staff receives the duly accomplished Supply Requisition Slip.	None	5 minutes	
	2.2. Office Staff checks the requested supply if available.	None	30 minutes	
	2.3. Office Staff forwards the Supply Requisition Slip to the CCAIS Dean for approval.	None	4 hours	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. Client returns to the CCAIS Dean's Office to claim the requested supply.	3.1. Office Staff releases the requested supply. 3.2. Office Staff requests the client to sign and receive on the Supply Requisition Slip	None	10 minutes	<i>Dean's office staff</i> College Dean's Office
Total:		None	4 hours and 50 minutes	



College of Culture, Arts and Sports

External Services



1. Application for Incoming First Year Undergraduate Applicants

The College of Culture, Arts, and Sports, yearly, is accepting 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 Culture, Arts, and Sports				
Classification	Simple				
Type of Transaction	G2C - Government to Citizen				
Who may avail?	Applicants of the different program offerings and his/her representative				
Checklist of Requirements			Where to secure		
1. Scanned/Certified true copy of Senior High School Report Card showing a GPA (whichever is available i.e. Grade 11 or Grade 12), LRN, and Strand with school seal should be visible, 1 copy 2. Scanned/Certified true copy of Certificate of Good Moral Character (present the original), 1 copy 3. Scanned/Photocopy of PSA issued Birth Certificate, 1 copy 4. 2x2 decent colored ID picture with name tag and white background 5. Scanned/Certified true copy Certificate of Enrollment in Grade 12 from the Principal or School Administrator 6. Accomplished Application Form (for the college reference) and Admission Form (for TAGCS Unit reference)			School where the applicant studied his/her Senior High School		
			School where the applicant studied his/her Senior High School		
			Philippine Statistics Authority (PSA)		
			Any Photo center		
			School where the applicant studied his/her Senior High School		
			Cebu Normal University website		
Client Steps	Agency Action		Fees to be paid	Processing Time	Person Responsible
Onsite/Walk-in Application					
1. Applicant logs his/her details at the front gate logbook.	1. Guard-on-duty issues priority number to the applicant.		None	15 minutes	Guard on Duty CNU Security Force



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Applicant submits the admission requirements to the College Dean's Office once the priority number is called.	2.1. Office staff collects the priority number. 2.2. Office staff receives and evaluates the authenticity and completeness of the submitted admission requirements. 2.3. Office staff provides the College Admission form and College Applicant Profile Sheet.	None	20 minutes	<i>Dean's office staff</i> College Dean's office
3. Applicant fills out the Applicant's Logbook, College Admission Form and College Applicant Profile Sheet.	3.1. Office Staff evaluates the completeness of information on the forms. 3.2. Office staff signs the College Admission Form. 3.3. Office staff returns the signed CAF to the applicant and gives instructions to proceed to the Testing Unit.	None	30 minutes	<i>Dean's office staff</i> College Dean's office
4. Applicant proceeds to the Testing Unit for the entrance exam scheduling.	4. End of Process.	None	Based on Testing Unit response time	<i>TAGCS Unit Staff</i> TAGCS Unit
Total:		None	1 hour and 5 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Application				
1. The Applicant will accomplish the Google Form for the College/Department/Campus applied (Google form from the colleges).	1. Office staff evaluates the requirements. <ul style="list-style-type: none"> • Applicants with lacking requirements: The office staff will send an email to the applicants. • Applicants with complete requirements: The office staff will forward the application to the TAGCS Unit (testing@cnu.edu.ph) along with a carbon copy of the applicant (cc the applicant). Forwarding of Applications of applicants from the Colleges and/or Campuses to the TAGCS Unit will be two (2) days after the application of an applicant or earlier. So that the applicant will be given a testing schedule the soonest time possible. 	None	2 working days	<i>Dean's office staff</i> College Dean's office
Total:		None	2 working days	



2. Application for Transferee Undergraduate Applicants

The College of Culture, Arts, and Sports, yearly, is accepting 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 Culture, Arts, and Sports				
Classification	Simple				
Type of Transaction	G2C - Government to Citizen				
Who may avail?	Applicants to the different program offerings and hi/her representative				
Checklist of Requirements			Where to secure		
1. Scanned/Certified true copy of Senior High School Report Card showing a GPA (whichever is available i.e. Grade 11 or Grade 12), LRN, and Strand with school seal should be visible, 1 copy			School where the applicant studied his/her Senior High School		
2. Scanned/Certified true copy of Certificate of Good Moral Character (present the original), 1 copy			School where the applicant studied his/her Senior High School		
3. Scanned/Photocopy of PSA issued Birth Certificate, 1 copy			Philippine Statistics Authority (PSA)		
4. 2x2 decent colored ID picture with name tag and white background			Any Photo center		
5. Scanned/Certified true copy Certificate of Enrollment in Grade 12 from the Principal or School Administrator			School where the applicant studied his/her Senior High School		
6. Accomplished Application Form (for the college reference) and Admission Form (for TAGCS Unit reference)			Cebu Normal University website		
Client Steps	Agency Action		Fees to be paid	Processing Time	Person Responsible
1. Applicant logs his/her details at the front gate logbook.	1. Guard-on-duty issues priority number to the applicant.		None	15 minutes	<i>Guard on Duty</i> CNU Security Force



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Applicant submits the admission requirements to the College Dean's Office once the priority number is called.	2.1. Office staff collects the priority number. 2.2. Office staff receives and evaluates the authenticity and completeness of the submitted admission requirements. 2.3. Office staff provides the College Admission form and College Applicant Profile Sheet.	None	20 minutes	<i>Dean's office staff</i> College Dean's office
3. Applicant fills out the Applicant's Logbook, College Admission Form and College Applicant Profile Sheet.	3.1. Office Staff evaluates the completeness of information on the forms. 3.2. Office staff signs the College Admission Form. 3.3. Office staff returns the signed CAF to the applicant and gives instructions to proceed to the Testing Unit.	None	30 minutes	<i>Dean's office staff</i> College Dean's office
4. Applicant proceeds to the Testing Unit for the entrance exam scheduling.	4. End of Process.	None	Based on Testing Unit response time	<i>TAGCS Unit Staff</i> TAGCS Unit
Total:		None	1 hour and 5 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Application				
1. The Applicant will accomplish the Google Form for the College/Department/Campus applied (Google form from the colleges).	1. Office staff evaluates the requirements. <ul style="list-style-type: none"> • Applicants with lacking requirements: The office staff will send an email to the applicants. • Applicants with complete requirements: The office staff will forward the application to the TAGCS Unit (testing@cnu.edu.ph) along with a carbon copy of the applicant (cc the applicant). Forwarding of Applications of applicants from the Colleges and/or Campuses to the TAGCS Unit will be two (2) days after the application of an applicant or earlier. So that the applicant will be given a testing schedule the soonest time possible. 	None	2 working days	<i>Dean's office staff</i> College Dean's office
Total:		None	2 working days	



3. Application for Admission of Graduate Studies (GS)

The College of Culture, Arts, and Sports, every semester, is accepting for its different Graduate Studies 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 Culture, Arts, and Sports			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	Applicants to the different Graduate Studies program offerings and his/her representative			
Checklist of Requirements		Where to secure		
1. Scanned/Photocopy of Transcript of Records, 1 copy 2. 2x2 decent colored ID picture with name tag and white 3. Graduate Studies Applicant Profile Sheet 4. GS Testing Admission Form with 2x2 colored picture with name tag and signature		School where the applicant graduated Any Photo center Cebu Normal University website		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Applicant logs his/her details at the front gate logbook.	1. Guard-on-duty gives direction where the CCAS Dean's Office is located.	None	5 minutes	<i>Guard on Duty</i> CNU Security Force
2. Applicant submits the admission requirements to the College Dean's Office.	2.1. Office staff receives and evaluates the authenticity and completeness of the submitted admission requirements. 2.2. Office staff provides the College Admission form and College Applicant Profile Sheet.	None	15 minutes	<i>Dean's office staff</i> College Dean's office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. Applicant fills out the Applicant's Logbook, College Admission Form and College Applicant Profile Sheet.	3.1. Office Staff evaluates the completeness of information on the forms. 3.2. Office staff signs the College Admission Form. 3.3. Office staff issues assessment form for the Testing fee payment. 3.4. Office staff returns the signed CAF to the applicant and gives instructions to proceed to the Testing Unit after paying the Testing Fee.	None	15 minutes	<i>Dean's office staff</i> College Dean's office
4. Applicant proceeds to the CNU Cashier to pay for the Testing fee.	4. CNU Cashier receives the payment and issues and Official Receipt.	Php 400.00	Based on Cash Unit response time	<i>Cashier</i> Cash Unit
5. Applicant proceeds to the Testing Unit for the entrance exam scheduling.	5. End of Process.	None	Based on Testing Unit response time	<i>TAGCS Unit Staff</i> TAGCS Unit
Total:		Php 400.00	45 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Application				
1. The Applicant will accomplish the Google Form for the Graduate Studies/Diploma For Professional Education Application.	1. Office staff evaluates the requirements. <ul style="list-style-type: none"> • If an applicant does not qualify for the program applied, the College will notify the applicant via email that his/her application has been declined. • For applicants with complete requirements, College Dean or authorized representative will sign the GS/DPE Testing Admission Form and forwards them to the TAGCS Unit. 	None	2 working days	<i>Dean's office staff</i> College Dean's office
Total:		None	2 working days	



4. Application for Comprehensive Examination

Masterands and Doctorands who have completed their program's academic requirement can take the Comprehensive Examination as one of the requirements for Thesis and Dissertation Writing.

Office or Division	College of Culture, Arts, and Sports			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	Masterands and Doctorands who have completed the Academic Requirement			
Checklist of Requirements			Where to secure	
1. Graduate Studies Clearance, 1 copy 2. Application Letter for Comprehensive Examination, 1 copy 3. Photocopy of the Transcript of Records (TOR) or certification of subjects taken by semester duly signed by the CNU Registrar, 1 copy 4. Evaluation of subjects taken and passed both in the Foundation and Major subjects (Copy from the Dean's Office – Graduate Studies) 5. One (1) pc long folder with plastic cover 6. One (1) pc brown envelope with plastic cover 7. Official Receipt			Students Affairs and Development Office CCAS Dean's Office or CNU website CNU Registrar's Office CCAS Dean's Office or CNU website Any Office/Educational Materials Store Any Office/Educational Materials Store CNU Cashier Unit	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client submits the Comprehensive Exam requirements at the CCAS Dean's Office.	1.1 Office staff receives and evaluates the completeness of the submitted requirements. 1.2. Office staff instructs client for further reminders about the Comprehensive Examination.	None	25 minutes	<i>Dean's office staff</i> College Dean's office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.3. Office Staff fills out the Request Form (assessment) and instructs the client to pay for the Comprehensive Exam Fee and submits a photocopy of the Official Receipt.	None	10 minutes	Dean's office staff College Dean's office
2. Client proceeds to the CNU Cashier to pay for the Comprehensive Exam Fee.	2. CNU Cashier receives the payment and issues and Official Receipt.	Php 1,200.00	Based on Cash Unit response time	Cashier Cash Unit
3. Client goes back to CCAS Dean's Office and submits a photocopy of the Official Receipt.	3.1. Office Staff receives the photocopy of the official receipt and staples it with other requirements. 3.2. Office Staff endorses the submitted documents to the CCAS Dean for approval.	None	15 minutes	Dean's office staff College Dean's office
Total:		Php 1,200.00	50 minutes	



5. Process for Requisition of Course Outline

Course Outline is a document released by the College of Culture, Arts, and Sports 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	College of Culture, Arts, and Sports			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	Graduates of the program or his/her representative			
Checklist of Requirements		Where to secure		
1. Request Letter of the required scholastic record, 1 copy 2. Photocopy of the Transcript of Record		Graduate of the Program College Registrar		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client submits the Request Letter and Transcript of Records to the CCAS Dean's Office or email at cacs@cnu.edu.ph.	1.1 Office staff receives and check the Request Letter and Transcript of Records.	None	30 minutes	Dean's office staff College Dean's office
	1.2. Office staff gives instruction for follow up on the requested document/s.			
	1.3. Office Staff forwards the Request Letter to the CCAS Dean for approval.	None	4 hours	
	1.4. Office Staff retrieves the syllabi from the archive.	None	7 working days	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.5. Office Staff copies and encodes the information from the syllabus to the standard Course Outline format.	None	7 working days	<i>Dean's office staff</i> College Dean's office
	1.6. Office Staff forwards the Course Outlines to the Respective Department Chair/s where the course/subject belongs for signature.	None	1 working day	<i>Dean's office staff / Department Chair</i> College Dean's office
	1.7. Office Staff forwards the Course Outlines to the CCAS Dean for signature.	None	1 working day	<i>Dean's office staff / College Dean</i> College Dean's office
	1.8. Office Staff makes a transmittal for the Course Outlines and forwards the requested document/s to the Registrar's Office for document stamp and payment assessment.	None	4 hours	College Dean's office
2. Client makes a follow up of the requested Course Outline at the University Registrar's Office.	2. Registrar's Office releases the document.	Php 150.00/set + Php 30.00 doc stamp	Based on Registrar's Office response time	<i>University Registrar Staff</i> University Registrar Office
Total:		Php 150.00/set + Php 30.00 doc stamp	16 working days, 8 hours and 30 minutes	



College of Culture, Arts and Sports

Internal Services



1. Requisition of Documents

Documents such as course syllabi are released by the College of Culture, Arts, and Sports upon the request of the of faculty or other offices in Cebu Normal University.

Office or Division	College of Culture, Arts, and Sports			
Classification	Simple			
Type of Transaction	G2G - Government to Government Employee			
Who may avail?	Teaching and Non-Teaching Employees of CNU			
Checklist of Requirements		Where to secure		
1. Document Request Form, 1 copy		College Dean's Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client goes to the CCAS Dean's Office to secure the Document Request Form.	1. Office staff provides Document Request Form to be duly filled out.	None	5 minutes	<i>Dean's office staff</i> College Dean's Office
2. Client fills out the Document Request Form and submits it to the CCAS Dean's Office, duly signed by the Immediate Head.	2.1. Office Staff receives the duly accomplished Document Request Form.	None	15 minutes	<i>Dean's office staff</i> College Dean's Office
	2.2. Office Staff checks the completeness of the form.			
	2.3. Office Staff gives instructions for follow up of the requested document/s.			



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.4. Office Staff forwards the Document Request Form for the CCAS Dean's Approval.	None	4 hours	Dean's office staff / College Dean College Dean's Office
	2.5. Office Staff retrieves the requested document/s from the archive.	None	3 working days	Dean's office staff College Dean's Office
	2.6. Office Staff photocopies the requested document/s.	None	15 minutes	Dean's office staff College Dean's Office
	2.7. Office Staff feedbacks clients on the status of the requested document/s.	None	5 minutes	
3. Client returns to the CCAS Dean's Office to claim the requested document/s.	3.1. Office Staff releases the requested document/s.	None	3 minutes	Dean's office staff College Dean's Office
	3.2. Office Staff requests the client to sign and receive on the Document Request Form and logbook.			
Total:		None	3 working days, 4 hours and 43 minutes	



2. Requisition of Risograph of Document

The College of Culture, Arts, and Sports reproduces document/s such Test Questionnaires, forms, etc.

Office or Division	College of Culture, Arts, and Sports			
Classification	Simple			
Type of Transaction	G2G - Government to Government Employee			
Who may avail?	Teaching Personnel of the College of Culture, Arts, and Sports			
Checklist of Requirements		Where to secure		
1. Request for Risograph Print Reproduction Form, 1 copy 2. Document/s to be reproduced, 1 copy		College Dean's Office Transacting Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client goes to the CCAS Dean's Office to secure the Request for Risograph Print Reproduction Form.	1. Office staff provide for Risograph Print Reproduction form to be duly filled out.	None	5 minutes	Dean's office staff College Dean's Office
2. Client fills out the Request for Risograph Print Reproduction Form and submits it to the CCAS Dean's Office, duly signed by the Immediate Head and the original document to be reproduced.	2.1. Office staff receives the duly accomplished Request for Risograph Print Reproduction form and the original document to be reproduced. 2.2. Office Staff gives instructions for follow up of the requested document/s for riso.	None	5 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.3. Office Staff forwards the Request for Risograph Print Reproduction Form for the CCAS Dean's Approval.	None	4 hours	Dean's office staff / College Dean
	2.4. Office Staff reproduces the original document/s.	None	1 working day	College Dean's Office
3. Client returns to the CCAS Dean's Office to claim the risographed document/s.	3.1. Office Staff releases the risographed document/s.	None	10 minutes	College Dean's Office
	3.2. Office Staff requests the client to sign and receive on the logbook.			
Total:		None	1 working day, 4 hours and 20 minutes	



3. Requisition of Supplies

Office supplies requested in bulk for the College's use are stored in the CCAS Stockroom and are distributed to the different department upon requisition.

Office or Division	College of Culture, Arts, and Sports			
Classification	Simple			
Type of Transaction	G2C - Government to Government Employee			
Who may avail?	Teaching Personnel of the College of Culture, Arts, and Sports			
Checklist of Requirements		Where to secure		
1. Supply Issuance Slip, 1 copy		College Dean's Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client goes to the CCAS Dean's Office to secure the Supply Issuance Slip.	1. Office Staff provides Supply Issuance Slip to be duly filled out.	None	5 minutes	Dean's office staff / College Dean College Dean's Office
2. Client fills out the Supply Issuance Slip and submits it to the CCAS Dean's Office, duly signed by the Immediate Head.	2.1. Office Staff receives the duly accomplished Supply Issuance Slip.	None	5 minutes	
	2.2. Office Staff checks the requested supply if available.	None	30 minutes	
	2.3. Office Staff forwards the Supply Issuance Slip to the CCAS Dean for approval.	None	4 hours	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. Client returns to the CCAS Dean's Office to claim the requested supply.	3.1. Office Staff releases the requested supply. 3.2. Office Staff requests the client to sign and receive on the Supply Issuance Slip	None	10 minutes	<i>Dean's office staff</i> College Dean's Office
Total:		None	4 hours and 50 minutes	



Cebu Normal University – Vicente Sotto Memorial Medical Center College of Medicine

External Services



1. Application for Doctor of Medicine Program

This service allows students to apply for admission to the Doctor of Medicine Program.

Office or Division	Cebu Normal University - Vicente Sotto Memorial Medical Center College of Medicine (CNU-VSMMC CM)	
Classification	Highly Technical	
Type of Transaction	G2C - Government to Citizen	
Who may avail?	Graduate of any four-year baccalaureate degree	
Checklist of Requirements		Where to secure
1. National Medical Admission Test Result with at least 60 percentile rank, 1 copy 2. Accomplished College of Medicine Applicant Profile Sheet, 1 copy 3. 2x2 colored with name and signature, 3 pcs. 4. Transcript of Records with a GWA Certificate, 1 copy 5. Accomplished College of Medicine Testing Admission Form, 1 copy 6. Valid Identification Card 7. PSA Certificate of Birth, 1 copy 8. Letter of Recommendation, 1 copy 9. Good Moral Certificate, 1 copy 10. ITR of earning family members or BIR Certification of Exemption		Center for Educational Measurement Office of the CNU-VSMMC College of Medicine Any Photo center School where applicant graduated Office of the CNU-VSMMC College of Medicine Transacting Client Philippine Statistics Authority (PSA) Either of the two references: a. Academic Head(s) if the school graduated b. Professional / Work station head / Professor School where applicant graduated Baccalaureate Degree Bureau of Internal Revenue



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Inquire from Office of the College of Medicine.	1. Provide information to the applicant about requirements, fees, forms, and processes.	None	5 minutes	<i>Admissions Committee Secretariat</i> College of Medicine Dean's Office
2. Submit the requirements for initial evaluation.	2. Review and evaluate the requirements.	None	20 minutes	<i>Chairman, Admissions Committee</i> College of Medicine Dean's Office
3. Wait for the result of the initial evaluation.	3.1. Notify applicant of the result of the initial evaluation.	None	5 minutes	<i>Admissions Committee Secretariat</i> College of Medicine Dean's Office
	3.2. Provide qualified applicant for the schedule of interview by College Admissions Committee.	None	5 minutes	
	3.3. Recommend the qualified applicant for College Admission Test to CNU Testing Unit.	None	5 minutes	
4. Attend scheduled interview.	4. Conduct interview to the qualified applicants.	None	1 hour	
5. Proceed to the CNU Testing Unit for verification.	5. CNU Testing Unit will verify the approved Testing Admission Form and details of the applicants.	None	Based on Testing Unit response time	<i>TAGCS Unit Staff</i> TAGCS Unit
6. Visit the accounting office and pay for the testing fee.	6. Receive payment and issue official receipt.	Php 400	Based on Cashier Unit response time	<i>Cashier</i> Cash Unit



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
7. Go to the Testing Center for procurement of test schedule.	7. Provide qualified applicant for the schedule of College Admission Test by the Testing Unit.	None	Based on Testing Center response time	<i>TAGCS Unit Staff</i> TAGCS Unit
8. Wait for the result of admissions.	8.1. Rank all qualified applicants according to the results based on the criteria for admission.	None	15 working days	<i>Admissions Committee</i> College of Medicine Dean's Office
	8.2. Deliberation of ranked qualified applicants.	None	1 working day	<i>Admissions Committee and College Dean</i> College of Medicine Dean's Office
	8.3. Approval of the rank list and master list by the CNU President.	None	1 working day	<i>Admissions Committee, College Dean, and CNU President</i>
	8.4. Notify applicants either approved or disapproved for admission to the Doctor of Medicine Program.	None	5 minutes	<i>Admissions Committee Secretariat</i> College of Medicine Dean's Office
Total:		None	17 working days, 1 hour, 45 minutes	



Cebu Normal University – Vicente Sotto Memorial Medical Center College of Medicine

Internal Services



1. Faculty Evaluation Process

Faculty Evaluation is essential for assessing teaching effectiveness and professional engagement.

Office or Division	Cebu Normal University - Vicente Sotto Memorial Medical Center College of Medicine (CNU-VSMMC CM)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Students and Faculty Of the College of Medicine			
Checklist of Requirements		Where to secure		
1. Evaluation Forms		Office of the Medical Education Unit (MEU), Section on Faculty Evaluation and through the department secretary		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. The client receives the evaluation form and starts evaluating the faculty. Once done, the client submits the form to the Medical Education Unit.	1.1 The evaluation form will be sent to the following groups of people at the end of the lecture, semester or year as the case maybe: a. Students to evaluate the faculty b. Faculty for self-evaluation c. Faculty for peer evaluation d. Immediate Supervisor (Section Head, Chairperson or Dean as needed)	None	15 working days (after end of topic/semester/year as applicable)	<i>Department Secretary, MEU Secretary and Head</i> College of Medicine Dean's Office / Medical Education Unit



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.2. The results will be collated and summarized.	None		<i>MEU Head</i> Medical Education Unit
	1.3. Recommendation for improvement will be based on the summary of reports.	None		<i>College Dean</i> College of Medicine Dean's Office
Total:		None	15 working days	



College of Nursing and Allied Health Sciences

External Services



1. Application for Admission of Undergraduate Studies

The College of Nursing and Allied Health Sciences (CNAHS), 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 Nursing and Allied Health Sciences	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may avail?	Applicants to the different program offerings of the College and his/her representative	
Checklist of Requirements		Where to secure
1. Scanned/Certified true copy of Senior High School Report Card showing a GPA (whichever is available i.e. Grade 11 or Grade 12), LRN, and Strand with school seal should be visible, 1 copy		School where the applicant studied his/her Senior High School
2. Scanned/Certified true copy of Certificate of Good Moral Character (present the original), 1 copy		School where the applicant studied his/her Senior High School
3. Scanned/Photocopy of PSA issued Birth Certificate, 1 copy		Philippine Statistics Authority (PSA)
4. 2x2 decent colored ID picture with name tag and white background		Any Photo center
5. Scanned/Certified true copy Certificate of Enrollment in Grade 12 from the Principal or School Administrator		School where the applicant studied his/her Senior High School
6. Accomplished Application Form (for the college reference) and Admission Form (for TAGCS Unit reference)		Cebu Normal University website



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Onsite/Walk-in Application				
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 minutes	<i>Dean's office staff</i> College Dean's office
2. Applicants does the following: 2.1. Fills up given forms. 2.2. Attaches 1 pc 2x2 picture. 2.3. Hands duly filled out forms to the office staff.	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 unit. 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. 2.6.1. Instructs the applicant to proceed to the Testing Unit for schedule of exam (Local students ONLY). 2.6.2. Instruct foreign student to proceed to Cash Unit.	None	15 minutes	<i>Dean's office staff</i> College Dean's office
Local Applicants				
3. Proceed to the testing unit for testing schedule.	3. Encoding in the university data base.	None	Based on Testing Unit response time	<i>TAGCS Unit Staff</i> TAGCS Unit



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	Based on Cash Unit response time	<i>Cash Unit Staff</i> Cash Unit
4. Clients pay for the testing fees.	4. Cashier receives the payment and issues Official Receipt to the client.	Php 1,200.00	Based on Cash Unit response time	<i>Cashier</i> Cash Unit
5. Foreign students: proceeds to the Testing Unit for testing and evaluation for schedule of exam.	5. Testing Unit staff receive the OR number and give testing schedule.	None	Based on Testing Unit response time	<i>TAGCS Unit Staff</i> TAGCS Unit
Total:		Php 1,200.00	30 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Application				
1. The Applicant will accomplish the Google Form for the College/Department/Campus applied (Google form from the colleges).	1. Office staff evaluates the requirements. <ul style="list-style-type: none"> • Applicants with lacking requirements: The office staff will send an email to the applicants. • Applicants with complete requirements: The office staff will forward the application to the TAGCS Unit (testing@cnu.edu.ph) along with a carbon copy of the applicant (cc the applicant). Forwarding of Applications of applicants from the Colleges and/or Campuses to the TAGCS Unit will be two (2) days after the application of an applicant or earlier. So that the applicant will be given a testing schedule the soonest time possible. 	None	2 working days	<i>Dean's office staff</i> College Dean's office
Total:		None	2 working days	



2. Application for Admission of Graduate Studies

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	College of Nursing and Allied Health Sciences			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	All entrants to the Graduate School Program of the College			
Checklist of Requirements		Where to secure		
1. Application for Admission Testing form and Applicant Profile, 1 copy		College Dean's Office		
2. Accomplished Graduate School Application Form, 1 copy		College Dean's Office		
3. Honorable dismissal/Transfer credentials, 1 copy		School where applicant graduate from		
4. Scanned/Photocopy of original TOR for evaluation, 1 copy		School where applicant graduate from		
5. 2 pcs 2x2 colored ID pictures with nametag and white background		Any Photo center		
6. Photocopy of marriage certificate in PSA security paper (Married Female Applicants ONLY)		Philippine Statistics Authority (PSA)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<i>Hand – carried documents/ Face-to-face Application</i>				
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 minutes	Dean's office staff College Dean's Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
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 data in the applicant's sheet. 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.	None	45 minutes	Dean's office staff College Dean's Office
	2.5. Instructs applicant to proceed to the accounting office for payment of testing fee.	None		
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	Based on Cashier Unit response time	Cashier Cash Unit
4. Clients proceeds to the Cashier Unit to pay for the testing fees.	4. Cashier receives the payment and issues Official Receipt to the client.	Php 400.00	Based on Cash Unit response time	Cashier Cash Unit
5. Proceeds to the center for testing and evaluation.	End of process for this office.	None	Based on Testing Unit response time	TAGCS Unit Staff TAGCS Unit
Total:		Php 1200.00	1 hour	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Application				
1. The Applicant will accomplish the Google Form for the College/Department/Campus applied (Google form from the colleges).	1. Office staff evaluates the requirements. <ul style="list-style-type: none"> • Applicants with lacking requirements: The office staff will send an email to the applicants. • Applicants with complete requirements: The office staff will forward the application to the TAGCS Unit (testing@cnu.edu.ph) along with a carbon copy of the applicant (cc the applicant). Forwarding of Applications of applicants from the Colleges and/or Campuses to the TAGCS Unit will be two (2) days after the application of an applicant or earlier. So that the applicant will be given a testing schedule the soonest time possible. 	None	2 working days	<i>Dean's office staff</i> College Dean's office
Total:		None	2 working days	



3. 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	College of Nursing and Allied Health Sciences
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail?	All entrants to the Undergraduate School Program of the College
Checklist of Requirements	Where to secure
1. Admission Interview Schedule	Posted in CNU official Facebook page (www.facebook.com/cebunormaluniversityofficial); call from College Dean's office staff
2. List of requirements for enrolment: <ul style="list-style-type: none"> • Personal Data Sheet, 1 original copy • Original Senior High School Card, 1 copy • Certificate of Transfer Eligibility with Informative copy (for Transferees), 1 original copy • Original copy of certificate of good moral character, 1 copy • Original copy of PSA Live Birth Certificate, 1 copy • Original copy of PSA Marriage Certificate (Married Female Students ONLY), 1 copy • Request for diagnostic examinations, 1 original copy • Results of the diagnostic examinations, 1 original copy • Medical Certificate, 1 original • Expanded long brown envelope 1 copy • 2 pcs mailing ordinary long white envelope • 2 pcs 2x2 I.D. pictures with name tag • Postage stamp worth Php 30.00 	College Admission Committee School where enrollee graduated from School where enrollee graduated from School where enrollee graduated from Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA) Any diagnostic laboratory Any diagnostic laboratory CNU Physician Any office/school materials supplier Any office/school materials supplier Any Photo center 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 CNAHS Dean's office staff.	1. Call applicant for pre-enrolment.	None	30 minutes	Admission Committee College 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 minutes	
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 minutes	
4. Complies with the list of requirements for enrolment.	No agency action yet.	None	Client control	Transacting Client
5. Submits for diagnostic examinations requested by the school physician.	No agency action yet.	Client control	Client control	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
6. Return to Cebu Normal University and performs the following: 6.1. Visits the university clinic; 6.2. Submits results of the diagnostic examinations; 6.3. Submit for physical examination by the university physician.	6.1. Nurse receives the results of the diagnostic examinations. 6.2. Endorses the results to the university physician.	None	5 minutes	<i>Nurse / University Physician</i> Medical and Dental Services
	6.3. Scrutinizes results for abnormalities. 6.4. Conducts the physical examination. 6.5. Issues treatment protocols for abnormal results and/or makes referral and follow up diagnostics. 6.6. Issues medical certificate for applicants with normal results.	None	5 minutes	
7. Proceeds to the office of the university registrar and submits the completed requirements for enrolment.	7. Receives the completed requirements.	None	Based on Registrar's Office response time	<i>Registrar Staff</i> University Registrar's Office
8. Reads the announcement for enrolment schedule.	8. Issues the pre – enrolment form with student ID for enrolment	None		
Total:		Client control	1 hour and 25 minutes	



4. Enrolment for Undergraduate

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 Nursing and Allied Health Sciences			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	Applicants to the BS Nursing program offerings and his/her representative			
Checklist of Requirements		Where to secure		
1. Name appearing in the list of qualifiers 2. List of Requirements for enrolment: FOR NEW STUDENTS <ul style="list-style-type: none"> • Pre-enrollment with Student ID, 1 copy • Plotting form, 1 copy OLD STUDENTS <ul style="list-style-type: none"> • Semestral Clearance, 1 copy • Assessment of fees for enrolment • Official Receipt of Payment for Enrolment, 1 original 		Posted in CNU official facebook page www.facebook.com/cebunormaluniversityofficial ; University Registrar Office College Dean's Office College Dean's Office Course encoding in-charge Cash Unit		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
New Student				
1. Present the pre-enrolment form with student ID number to the enrolment committee.	1. Issues the enrolment plotting form.	None	5 minutes	<i>Enrolment Committee</i> College Dean's office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
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. 2.2. Hands the verified plotting form back to the enrollee.	None	15 minutes	<i>Dean's office staff</i> College Dean's Office
3. Proceeds to the encoding area for courses encoding.	3.1. Encodes the plotted courses. 3.2. Issues assessment slip for enrolment.	None	10 minutes	<i>Encoders Designated Encoding Area</i> College Dean's Office
4. Proceed to the accounting office for validation of assessment fees OR	4. Validates the assessment slip for free tuition. OR	None	5 minutes	<i>Cashier</i> Cash Unit
OP OUT STUDENT				
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 minutes	<i>Cashier</i> Cash Unit



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
6. Clients proceeds to the Cashier Unit for the payment.	6. Cashier receives the payment and issues Official Receipt to the client.	CN: Php 600.00 per unit Additional: Miscellaneous fees. Foreign students: x 3 local rate	5 minutes	Cashier Cash Unit
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.	None	15 minutes	Enrolment in Charge University Registrar's Office University Registrar's Office
Total:		According to student	55 minutes	



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



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Checks the name in the list of qualifiers posted by the testing unit.	1. Issues list of qualifiers.	None	30 minutes	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 minutes	<i>Dean's office staff</i> College 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 minutes	<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	Based on Registrar's Office response time	<i>Registrar Staff</i> University Registrar's office
5. Presents the pre-enrolment form to the enrolment committee.	5. Issues the enrolment plotting form.	None	5 minutes	<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 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
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 minutes	Encoders Designated Encoding area
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	Based on Cash Unit response time	Cash Staff Cashier Unit
9. Clients pays the tuition fee.	9. Cashier receives the payment and issues Official Receipt to the client.	Refer specific fees to next table		Cash Staff Cashier Unit

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	Masteral Students: Php 5,000.00 Doctoral Students: Php 6,000.00
Additional: Miscellaneous fees	Php 300.00 as specified and approved by the BOR If the enrolled in the Thesis writing / Dissertation Writing/ Intensive Practicum will pay the Adviser's Fee: Masteral Students: Php 600.00 Doctoral Students: Php 900.00



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
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 ". 10.4. Instructs the student to bring the validated study load on the first day of classes.	None	Based on Registrar's Office response time	<i>Enrolment in Charge</i> University Registrar's office
Total:		Depend on student category	1 hour and 35 minutes	
Online Enrolment for Graduate Students				
1. Submit 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 working day	<i>Dean's office staff</i>
	2. Give instruction to fill out the enrollment link through the CNU website.	None		College Dean's Office



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

Course syllabi and/or course description are documents released by the College of Nursing and Allied Health Sciences (CNAHS) 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	College of Nursing and Allied Health Sciences			
Classification	Highly technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	Graduates of the program or his/her representative			
Checklist of Requirements			Where to secure	
1. Letter request for the release of required scholastic record, 1 copy 2. Scholastic record request form , 1 copy			Transacting Client 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 cn@cnu.edu.ph.	1. Receives the letter request. Issues the scholastic record request form.	None	15 minutes	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	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.3. Retrieval of the required syllabi from the accreditation office 2.4. Processing of the required syllabi	None	1 working day	
	2.5. Forwards the requested document/s to the office of the university registrar.	None	3 minutes	
3. Makes follow up at the office of the university registrar.	End of process for this office.	None	1 working day	<i>Registrar Staff</i> University Registrar's office
Total:		None	14 working days and 18 minutes	



College of Teacher Education

External Services



1. 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 transaction			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	Students in the undergraduate studies who desires to enroll in any of the programs offered in the college.			
Checklist of Requirements		Where to secure		
1. Scanned/Certified true copy of Senior High School Report Card showing a GPA (whichever is available i.e. Grade 11 or Grade 12), LRN, and Strand with school seal should be visible, 1 copy		School where the applicant studied his/her Senior High School		
2. Scanned/Certified true copy of Certificate of Good Moral Character (present the original), 1 copy		School where the applicant studied his/her Senior High School		
3. Scanned/Photocopy of PSA issued Birth Certificate, 1 copy		Philippine Statistics Authority (PSA)		
4. 2x2 decent colored ID picture with name tag and white background		Any Photo center		
5. Scanned/Certified true copy Certificate of Enrollment in Grade 12 from the Principal or School Administrator		School where the applicant studied his/her Senior High School		
6. Accomplished Application Form (for the college reference) and Admission Form (for TAGCS Unit reference)		Cebu Normal University website		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Onsite/Walk-in Application				
1. Submits admission requirements to the CTE Office staff.	1.1. Checks completeness and correctness of the requirements. 1.2. Issues application form for admission testing and applicant's profile sheet.	None	5 minutes	Dean's Office Staff College Dean's office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Fills up the given forms and attached 2x2 picture: <ul style="list-style-type: none"> • Applicant's profile sheet • 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 unit 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 minutes	Dean's Office <i>Staff</i> College Dean's office
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	Based on Cash Unit response time	<i>Cashier</i> Cash Unit
4. Client pay for the testing fees.	4. Cashier receives the payment and issues Official Receipt to the client.	Php 900.00	Based on Cash Unit response time	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
5. Go to the testing unit for procurement of test schedule.	5.1. Receives the testing unit form from applicant. 5.2. Writes the testing schedule. 5.3. Return the form to the applicant. 5.4. Gives instruction for the testing day.	None	Based on Testing Unit response time	<i>TAGCS Unit Staff</i> TAGCS Unit
Total:		Php 900.00	25 minutes	
Online Application				
1. The Applicant will accomplish the Google Form for the College/Department/Campus applied (Google form from the colleges).	1. Office staff evaluates the requirements. • Applicants with lacking requirements: The office staff will send an email to the applicants. • Applicants with complete requirements: The office staff will forward the application to the TAGCS Unit (testing@cnu.edu.ph) along with a carbon copy of the applicant (cc the applicant). Forwarding of Applications of applicants from the Colleges and/or Campuses to the TAGCS Unit will be two (2) days after the application of an applicant or earlier. So that the applicant will be given a testing schedule the soonest time possible.	None	2 working days	<i>Dean's office staff</i> College Dean's office
Total:		None	2 working days	



2. 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	Simple	
Type of Transaction	G2C - Government to Citizen	
Who may avail?	Students in the undergraduate studies who desires to enroll in any of the programs offered in the college.	
Checklist of Requirements		Where to secure
1. Admission Interview Schedule		Posted in CNU official facebook page (www.facebook.com/cebunormaluniversityofficial); call from College Dean's office staff
2. List of requirements for enrolment:		
<ul style="list-style-type: none"> • Personal Data Sheet, 1 original copy • Original Senior High School Card • Certificate of Transfer Eligibility with Informative copy (for Transferees) • Original copy of certificate of good moral character, 1 copy • Original copy of PSA Live Birth Certificate, 1 copy • Original copy of PSA Marriage Certificate (Married Female Students ONLY) • Request for diagnostic examinations, 1 original copy • Results of the diagnostic examinations, 1 original copy • Medical Certificate, 1 original copy • 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 PSA office PSA office 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 the name form the list of passers posted by the testing unit and calls the Dean's office for the interview schedule.	1. Releases the interview schedule.	None	5 minutes	Dean's Office Staff College 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 minutes	
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 minutes	
4. Accomplishes requirements	No agency action yet	None	Client control	None



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
5. Submits laboratory results to the university physician.	5.1. Receives examination results. 5.2. Conducts physical examination. 5.3. Issues medical certificate.	None	Based on University Clinic response time	<i>University Physician</i> University Clinic
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	Based on Registrar's Office response time	<i>Office Staff</i> University Registrar's Office
Total:		None	30 minutes	



3. 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	Simple	
Type of Transaction	G2C - Government to Citizen	
Who may avail?	Students in the undergraduate studies who desires to enroll in any of the programs offered in the college.	
Checklist of Requirements		Where to secure
1. Name appearing in the list of qualifiers		Posted in CNU official Facebook page (www.facebook.com/cebunormaluniversityofficial);
2. 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 copy • Personal Data Sheet, 1 original copy • Certificate of Transfer Eligibility with informative copy (original), 1 copy • Original copy of certificate of good moral character, 1 copy • Photocopy of Transcript of Records, CNU Graduates ONLY • Expanded long brown envelope 1 pc • Original copy of PSA live Birth Certificate, 1 copy • Original copy of PSA Marriage Contract (for Female Married students ONLY), 1 copy • 2 pcs 2x2 colored picture • Postage Stamp worth Php 30.00 		College Dean's Office Enrolment Committee School graduated from School graduated from CNU Registrar's Office Any office/educational supplier Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA)
FOR OLD STUDENTS		
<ul style="list-style-type: none"> • Semestral Clearance 		Any Photo center Local Post Office College Dean's Office



<ul style="list-style-type: none"> Evaluation of Grades (for incoming teaching interns) Plotting form (for irregular students) 			CNU Registrar's Office College Dean's Office	
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	Based on Registrar's Office response time	<i>Office Staff</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 minutes	<i>Enrolment Committee</i>
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 minutes	College Dean's Office
4. Go to the encoding area for subject encoding.	4. Encodes the subjects and issues assessment form.	None	5 minutes	<i>Enrolment Committee</i> College Dean's Office
5. Proceeds to the accounting office and submits assessment slip.	5. Validates assessment slip for free tuition and miscellaneous.	None	Based on Cash Unit response time	<i>Cashier</i> Cash Unit
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"	None	Based on Registrar's Office response time	<i>Enrolment station in – charge</i> University Registrar's Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	6.4. Instruct student to bring study load on the first day of class			
Total:		None	11 minutes	
OPT Out Students				
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	Based on Cash Unit response time	Cashier Cash Unit
6. Client pay for the tuition 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	Based on Cash Unit response time	
7. Go to the registrar enrolment station and presents validated assessment slip or official receipt (for foreign and opt out).	7.1. Checks submitted document. 7.2. Print out the study load. 7.3. Stamped the printed study load as " VALIDATED ". 7.4. Instruct student to bring study load on the first day of class.	None	Based on Registrar's Office response time	Enrolment station in – charge University Registrar's Office
Total:		Depend on student category	Based on responsible office response time	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Old Student Only				
1. Submits the completed clearance form and evaluation of grades (for incoming interns only) to the enrolment committee for evaluation.	1.1. Receives the completed clearance form. 1.2. Issues the clearance form with a note from the evaluator “ okay for enrollment ”. 1.3. Issues the plotting form (for irregular students only).	None	5 minutes	Enrolment Committee College Dean's Office / University Registrar'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 (for irregular students).	2. Checks the completeness and correctness of schedule ID.	None	3 minutes	
3. Go to the encoding area for subject encoding, printing of study load and validation.	3.1. Encodes the subjects. 3.2 Print the validated study load.	None	5 minutes	
	3.3. Instruct student to bring study load on the first day of class.	None		Enrolment station in – charge University Registrar's Office
Total:		None	13 minutes	



4. 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	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	All entrants to the Graduate School Program of the College			
Checklist of Requirements		Where to secure		
1. Scanned/Photocopy of Transcript of Records, 1 copy 2. 2x2 decent colored ID picture with name tag and white 3. Graduate Studies Applicant Profile Sheet 4. GS Testing Admission Form with 2x2 colored picture with name tag and signature		School where the applicant graduated Any Photo center Cebu Normal University website		
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 minutes	Dean's Office <i>Staff</i> 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 minutes	Dean's Office <i>Staff</i> College Dean's Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. Proceed to the accounting office and makes payment.	3.1. Receives payment. 3.2. Issues official receipt.	Payment classification	3 minutes	Cashier Cash Unit
4. Proceeds to the testing unit 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 minutes	TAGCS Unit Staff TAGCS Unit
Total:		Depend on student category	41 minutes	
Online Application				
1. The Applicant will accomplish the Google Form for the Graduate Studies/Diploma For Professional Education Application.	1. Office staff evaluates the requirements. • If an applicant does not qualify for the program applied, the College will notify the applicant via email that his/her application has been declined. • For applicants with complete requirements, College Dean or authorized representative will sign the GS/DPE Testing Admission Form and forwards them to the TAGCS Unit.	None	2 working days	Dean's office staff College Dean's office
Total:		None	2 working days	



5. 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	Simple	
Type of Transaction	G2C - Government to Citizen	
Who may avail?	Applicants to the different program offerings and his/her representative	
Checklist of Requirements		Where to secure
1. Name appearing in the list of qualifiers 2. 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 PSA live Birth Certificate • Original copy of PSA Marriage Contract (for Female Married students ONLY) • 2 pcs 2x2 colored picture • Postage Stamp worth Php 30.00 OLD STUDENTS <ul style="list-style-type: none"> • Semestral Clearance, 1 original 3. Assessment of fees for enrolment, 1 original 4. Official Receipt of Payment for Enrolment, 1 original		Posted in CNU official facebook page (www.facebook.com/cebunormaluniversityofficial) College Dean's Office Admission Committee School graduated from School graduated from CNU Registrar Any office/educational supplier Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA) Any Photo center Local Post Office Dean's office Course encoding in-charge Cashier



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
New Students				
1. Checks the name in the list of qualifiers posted by the testing center.	1. Issues the list of qualifiers.	None	As scheduled	<i>TAGCS Unit Staff</i> TAGCS Unit
2. Calls the office of the College Dean to book for interview schedule.	2. Gives the applicant available interview schedule.	None	5 minutes	<i>Dean's Office Staff</i> College 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 minutes	<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 minutes	<i>O Dean's Office Staff</i> College Dean's Office
5. Presents the pre-enrolment form to the enrolment committee.	5. Issues the enrolment plotting form.	None	5 minutes	<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 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
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 minutes	<i>Encoders</i> Designated Encoding area
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 minutes	<i>Window 4 in – charge</i> Cash Unit
9. Client pays the tuition fee.	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 minutes	<i>Cashier</i> Cash Unit
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 minutes	<i>Enrolment station in-charge</i> University Registrar’s Office
Total:		As per Student category	1 hour and 28 minutes	



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 minutes	Office Staff/College Dean College Dean's Office
2. Submits completed semestral clearance to the enrolment committee.	2. Issues the enrolment plotting form.	None	5 minutes	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	3 minutes	College Dean's Office
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 minutes	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 minutes	Window 4 in – charge Accounting Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
6. Client pays the tuition fee.	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 minutes	<i>Cashier</i> Cash Unit
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 minutes	<i>Enrolment in Charge</i> University Registrar's office
Total:		According to program	41 minutes	



Integrated Laboratory School

External Services



1. Online Application for Pre-Qualifying Exam for Kindergarten & Grade 7

This service allows prospective students to register for the entrance examination through a digital platform and streamlines the application process by enabling applicants to submit their information online, ensuring a more convenient and efficient assessment and admission procedure.

Office or Division	Integrated Laboratory School (ILS)	
Classification	Simple	
Type of Transaction	G2C - Government to Citizen	
Who may avail?	Interested Applicants	
Checklist of Requirements		Where to secure
KINDERGARTEN		
1. PSA-issued Birth Certificate		Philippine Statistics Authority (PSA)
2. 2x2 picture		Any Photo center
3. Testing Fee (₱300.00)		
4. Required age is 5 yrs. old		
5. Duly Accomplished ILS Admission Form		Cebu Normal University website
GRADE 7		
1. Report Card with a GPA of 85 or above (irrespective of a quarter, depending on what is obtainable)		School where the applicant studied his/her Basic Education
2. Certificate of Good Moral Character		
3. PSA-issued Birth Certificate		Philippine Statistics Authority (PSA)
4. Valid ID		Any Government Agency
5. 2x2 picture		Any Photo center
6. Testing Fee (₱300.00)		
7. Duly Accomplished ILS Admission Form		Cebu Normal University website



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. The Applicant fills out the Google form for Integrated Laboratory School Application.	1. Office staff evaluates the requirements. <ul style="list-style-type: none"> • Applicants with incomplete requirements, the office staff will send an email to the applicants. • Applicants with complete requirements, the office staff will forward the application to the TAGCS Unit (testing@cnu.edu.ph) along with a carbon copy of the applicant (cc the applicant). Forwarding of Applications of applicants from the ILS to the TAGCS Unit will be two (2) days after the application of an applicant or earlier. So that the applicant will be given a testing schedule the soonest time possible. 	None	2 working days	<i>Office staff</i> Laboratory School Application Supervisor's Office
Total:		None	2 working days	



2. Request of Academic Records and Certifications

This service allows students and alumni to obtain official academic records and certifications. This includes **Form 137 (Permanent Record), SF 10 (School Form 10), Diplomas, and other Certifications** needed for enrollment, employment, or other official purposes. The process ensures proper verification and issuance of documents in compliance with institutional policies.

Office or Division	Cebu Normal University – Integrated Laboratory School (ILS)			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	Alumni, ILS Students			
Checklist of Requirements		Where to secure		
1. Valid School ID/Any valid ID		School/Government agencies		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<i>Walk-in/Onsite Request</i>				
1. The client fills out the ILS request form.	1. ILS staff will accommodate and assist the client.	None	5 – 7 working days	Office Staff Integrated Laboratory School Supervisor's Office
2. If requesting a second copy of the document, the client must submit an Affidavit of Loss and a Letter of No Objection from their previous Secondary School/College.	2. The request will be processed.	None		



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. The client receives a claim slip indicating a processing time of 3–5 working days for the requested document.	3. The client will be instructed to proceed to the Cash Unit for payment. <i>Note: The processing time for an academic records and certifications may vary depending on the availability of required signatories, including the Dean, VPAA, Registrar, and University President.</i>	None		<i>Office Staff</i> Integrated Laboratory School Supervisor Office
4. The client pays at the Cash Unit and presents the receipt for verification.	4. The receipt will be verified, and the requested document will be released on the specified release date.	For Form 137: Php 100.00 For Certificates: Php 80.00 For Diploma: Php 380		<i>Cashier</i> Cash Unit
Total:		Depend on academic records requested	5 – 7 working days	
Online Request				
1. The client emails ils@cnu.edu.ph and submits the filled-out ILS request form.	1. ILS staff will accommodate and assist the client.	None	5 – 7 working days	<i>Office Staff</i> Integrated Laboratory School Supervisor Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. If requesting a second copy of the document, the client must submit an Affidavit of Loss and a Letter of No Objection from their previous Secondary School/College.	2. The request will be processed.	None		<i>Office Staff</i> Integrated Laboratory School Supervisor Office
3. The client receives a claim slip, which notes a processing time of 3–5 working days for the requested document.	3. The client will be instructed on the next steps for payment.	None		
4. The client makes an online payment through the Cashier (Cash Unit) and receives the requested documents on the specified release date.	4. The receipt is verified, and the requested document is released.	For Form 137: Php 100.00 For Certificates: Php 80.00 For Diploma: Php 380		<i>Cashier</i> Cash Unit
Total:		Depend on academic records requested	5 – 7 working days	



Learning Resource Center

External Services



1. Reference and Information Assistance

This service provides external clients with access to reference materials, research guidance, and general information assistance within the Learning Resource Center. It aims to support researchers, students, and the general public in accessing relevant academic resources and information efficiently.

Office or Division	Learning Resource Center				
Classification	Simple				
Type of Transaction	G2C – Government to Citizen				
Who may avail?	Researchers, students from other institutions, and the general public				
Checklist of Requirements			Where to secure		
1. Valid ID, 1 original copy			The client will provide		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Requests assistance on the location of material Is to use or borrow.	1. Conducts reference interviews.	None	2 minutes	Reference Librarian Learning Resource Center	
2. Use of OPAC.	2. Identifies the call number of the book Directs the client to the resources available.	None	3 minutes		
3. Checks the book on the shelf	No agency action	None	Client control		
Research Queries					
4. Ask a more complex query that needs more extensive search in all resources available.	4. Responds to the best of his/her knowledge of available library resources.	None	10 minutes	Reference Librarian Learning Resource Center	
Total:		None	15 minutes		



2. Ask a Librarian / Online Reference and Information Assistance

This service provides external clients with remote access to reference and information assistance through email, chat, or other online platforms. The service allows users to inquire about research materials, library resources, citation assistance, and general reference queries without the need to visit the Learning Resource Center physically.

Office or Division	Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Researchers, alumni, and the general public			
Checklist of Requirements		Where to secure		
1. CNU Official E-mail address		Information and Communication Technology Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Directional, Ready reference & Specific search queries				
1. Request access to references/electronic resources.	1. Auto response with links to forms.	None	1 minute	Reference Librarian Learning Resource Center
2. Use of OPAC.	2. Auto response with link and short video instructions.	None	1 minute	
3. Returning of books.	3. Auto response instructions.	None	1 minute	
4. Borrowing of books.	4. Auto response instructions and provide link to borrowing form.	None	1 minute	
Research queries/ queries/ another queries/follow-up				
5. Ask a more complex query that needs more extensive search in all resources available.	5. Responds to the best of his/her knowledge of available library resources.	None	10 minutes	
Total:		None	14 minutes	



3. 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	Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Researchers, alumni, and the general public			
Checklist of Requirements		Where to secure		
1. Valid ID, 1 original copy		The client will provide		
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 and asks the client to fill-out the information in the e-lib. log-book.	None	2 minutes	<i>Electronic Resources Librarian</i> Learning Resource Center <i>E-Library Assistant/ Electronic Resources Librarian</i> Learning Resource Center
2. Proceeds to the computer and performs activity.	2. Assists the user/client.	None	2 minutes	
3. Does internet searching, encoding, etc.	3. Assists the user/client if needed.	None	1 hour	
4. Logs out.	4. Reflects in the log-book the log-out time.	None	1 minute	
Total:		None	1 hour and 5 minutes	



4. 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	Learning Resource Center				
Classification	Simple				
Type of Transaction	G2C – Government to Citizen				
Who may avail?	Researchers, alumni, and the general public				
Checklist of Requirements			Where to secure		
1. 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 minutes	Electronic Resources Librarian Learning Resource Center	
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	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 minutes		
Total:		None	2 working days and 10 minutes		



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

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

Office or Division	Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Researchers, alumni, and the general public			
Checklist of Requirements		Where to secure		
1. Referral Letter, 1 original copy 2. Validated ID, 1 original copy		The client will provide		
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 minutes	<i>Librarian</i> Learning Resource Center
	1.2. Issues order of payment for research fee	As computed	2 minutes	<i>Library Staff</i> Learning Resource Center
2. Pays the research fee at the Accounting Office.	2.1. Receives payment. 2.2. Issues official receipt.	Php 20.00 per researcher per day	Based on Cashier response time	<i>Cashier</i> Cash Unit
3. Submits Original Receipt of payment to the library.	3.1. Receives and records the OR number.	None	1 minute	<i>Library Staff</i> Learning Resource Center



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3.2. Assists off – campus researcher at the reading area.	None	10 minutes	<i>Librarian</i> Learning Resource Center
Total:		Php 20.00 per researcher per day	15 minutes	



6. 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	Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Researchers, alumni, and the general public			
Checklist of Requirements		Where to secure		
1. 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 minutes	<i>Electronic Librarian</i> Learning Resource Center
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 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).	None	3 working days	<i>Librarian</i> Learning Resource Center



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	<p><i>For Theses and Dissertations,</i> only the title page, table of contents and abstract are allowed to be scanned</p> <p>2.2. Attached the references available to the email of the client/requestee.</p>			
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	5 minutes	<p><i>Electronic Librarian</i></p> <p>Learning Resource Center</p>
Total:		None	3 working days and 10 minutes	



Learning Resource Center

Internal Services



1. 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	Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail?	Employees and enrolled students in Cebu Normal University			
Checklist of Requirements		Where to secure		
1. Valid ID, 1 original copy 2. Study Load for students, 1 original copy		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	5 minutes	Library Staff Learning Resource Center
2. Receives the returned ID and wait for activation of the account.	2. Activates client's account in the database.	None	3 minutes	
Total:		None	8 minutes	



2. 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	Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail?	Employees and enrolled students in Cebu Normal University			
Checklist of Requirements			Where to secure	
1. Valid ID, 1 original copy 2. Book(s) for home use, 1 original			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	2 minutes	Library Staff Learning Resource Center
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	3 minutes	
3. Claims the borrowed book and ID.	3. Interfiles the book card under the name of the borrower.	None	2 minutes	
Total:		None	7 minutes	



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	3 minutes	Library Staff Learning Resource Center
	1.2. Circulation Services Librarian email the faculty informs the availability of the book requested.	None	5 minutes	Circulation Services Learning Resource Center
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	10 minutes	Learning Resource Center
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	2 minutes	
Total:		None	20 minutes	



3. 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	Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail?	Employees and enrolled students in Cebu Normal University			
Checklist of Requirements		Where to secure		
1. Books to be returned, 1 original 2. Book fines slip (for overdue books)		The client will provide Learning Resource Center		
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.	None	5 minutes	Library Staff Learning Resource Center
	1.2. Pulls out cards from file and checks date/time due.	Php 5.00 per day overdue excluding Sundays and Holidays	5 minutes	
	(For overdue books) 1.3. Computes the overdue fines for overdue books.			
2. Overdue books: signs in the logbook of fines.	2.1. Writes the amount number of fines in the book fines slip. 2.2. Gives instruction for payment.	None	5 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. Proceeds to the accounting office for payment of fines.	3.1. Receives payment. 3.2. Issues official receipt.	As computed	Based on Cashier response time	Cashier Cash Unit
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 minutes	Library Staff Learning Resource Center
Total:		As computed	20 minutes	
Online				
1. Perform the following: 1.1. Notify the library staff /send email to library@cnu.edu.ph	1.1. Receives email transmittal from borrower.	None	5 minutes	Library Staff Learning Resource Center
1.2. Drop the books at the designated area.	1.2. Pick up the returned books.	None	10 minutes	
	1.2.1. Inspects returned items. 1.2.2. Check in the returned books (scans the barcode/RFID tag of the book). 1.2.3. Pulls out book cards from file. 1.2.4. Send to the borrower an acknowledgement receipt of the returned books via email.	None	15 minutes	
Total:		None	30 minutes	



4. 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	Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail?	Employees and enrolled students in Cebu Normal University			
Checklist of Requirements		Where to secure		
1. Valid ID, 1 original		The client will provide		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<i>For Reserve, GRef, Special Collection</i>				
1. Presents the item to be borrowed together with a validated school ID; Faculty/Staff ID.	1. Checks the book card of the book.	None	2 minutes	<i>Librarian</i> <i>Learning Resource Center</i>
2. Signs the book card.	2. Stamps/writes the date/time due.	None	3 minutes	<i>Special Collection Librarian</i> <i>Learning Resource Center</i>
3. Claims the borrowed book.	3. Interfiles the book card and the borrower's ID.	None	2 minutes	
Total:		None	7 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<i>For Periodical materials</i>				
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	3 minutes	<i>Librarian</i> Learning Resource Center
2. Receives the borrowed material.	2. Issues photocopy slip.	None	3 minutes	
3. Presents the photocopy slip at the exit area.	3. Files the borrower's ID by surname.	None	3 minutes	
Total:		None	9 minutes	



5. 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	Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail?	Employees and enrolled students in Cebu Normal University			
Checklist of Requirements		Where to secure		
1. Valid ID, 1 original		The client will provide		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<i>For Reserve, GRef, Special Collection and Periodical materials</i>				
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	3 minutes	Special Collection Librarian Learning Resource Center
	1.3. Indicates in the logbook that the material has been returned.	None	3 minutes	
2. Claims the ID.	2. Returns the item on the shelf	None	3 minutes	
Total:		None	9 minutes	



6. Reference and Information Assistance

Assistance to library users is 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	Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail?	Employees and enrolled students in Cebu Normal University			
Checklist of Requirements		Where to secure		
1. Valid ID, 1 original copy		The client will provide		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Requests assistance on the location of materials to use or borrow.	1. Conducts reference interviews.	None	2 minutes	<i>Reference Librarian</i>
2. Use of OPAC.	2. Identifies the call number of the book Directs the client to the resources available.	None	3 minutes	Learning Resource Center
3. Checks the book on the shelf	No agency action	None	Client control	
Research Queries				
4. Ask a more complex query that needs more extensive search in all resources available.	4. Responds to the best of his/her knowledge of available library resources.	None	10 minutes	<i>Reference Librarian</i> Learning Resource Center
Total:		None	15 minutes	



7. Ask a Librarian / Online Reference and Information Assistance

This is an online assistance service offered by the university resource center to help online library service users retrieve information for their research and other scholarly undertakings

Office or Division	Learning Resource Center				
Classification	Simple				
Type of Transaction	G2C – Government to Citizen G2G – Government to Government				
Who may avail?	Employees and enrolled students in Cebu Normal University				
Checklist of Requirements			Where to secure		
1. CNU Official E-mail address			Information and Communication Technology Office		
Client Steps	Agency Action		Fees to be paid	Processing Time	Person Responsible
Directional, Ready reference & Specific search queries					
1. Request access to references/electronic resources.	1. Auto response with links to forms.		None	1 minute	Reference Librarian Learning Resource Center
2. Use of OPAC.	2. Auto response with link and short video instructions.		None	1 minute	
3. Returning of books.	3. Auto response instructions.		None	1 minute	
4. Borrowing of books.	4. Auto response instructions and provide link to borrowing form.		None	1 minute	
Research queries/ queries/ another queries/follow-up					
5. Ask a more complex query that needs more extensive search in all resources available.	5. Responds to the best of his/her knowledge of available library resources.		None	10 minutes	
Total:			None	14 minutes	



8. 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	Learning Resource Center			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail?	All faculty of Cebu Normal University			
Checklist of Requirements			Where to secure	
1. 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 Online Book Recommendation Form.	1.1. Check the titles of the recommended books in the OPAC. 1.2. Technical Services Librarian will inform the faculty through email the status of the request.	None	1 working day	Technical Service Librarian Learning Resource Center
2. Acknowledge receipt of the Email	2.1. Replies to the queries/concerns of the customer and informs that procurement of books will go through the standard procedure of procurement. 2.2. Informs the faculty once materials are ready for circulation.	None	1 working day	
Total:		None	2 working days	



9. 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	Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail?	Employees and enrolled students in Cebu Normal University			
Checklist of Requirements		Where to secure		
1. Valid ID, 1 original copy		The client will provide		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
5. Presents a validated school ID; Faculty/Staff ID and logs-in.	3. Checks the client's ID and asks the client to fill-out the information in the e-lib. log-book.	None	2 minutes	<i>Electronic Resources Librarian</i> Learning Resource Center
6. Proceeds to the computer and performs activity.	4. Assists the user/client.	None	2 minutes	<i>E-Library Assistant/ Electronic Resources Librarian</i> Learning Resource Center
7. Does internet searching, encoding, etc.	3. Assists the user/client if needed.	None	1 hour	
8. Logs out.	4. Reflects in the log-book the log-out time.	None	1 minute	
Total:		None	1 hour and 5 minutes	



10. 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	Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail?	Employees and enrolled students in Cebu Normal University			
Checklist of Requirements		Where to secure		
1. 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 minutes	Electronic Resources Librarian Learning Resource Center
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	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 minutes	
Total:		None	2 working days and 10 minutes	



11. 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	Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail?	Employees and enrolled students in Cebu Normal University			
Checklist of Requirements			Where to secure	
1. School I.D. Barcode No. (for students who are currently enrolled)			The client will provide	
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	3 minutes	Librarian Learning Resource Center
2. Signs in the clearance logbook.	2. Signs the clearance form.	None	2 minutes	
Total:		None	5 minutes	



12. 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	Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail?	Employees and enrolled students in Cebu Normal University			
Checklist of Requirements		Where to secure		
1. Valid ID, 1 original copy		The client will provide		
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	5 minutes	Librarian Learning Resource Center
2. Signs in the logbook.	2. Writes the referral letter.	None	3 minutes	
3. Claims the referral letter duly signed by the chief librarian.	End of process	None	2 minutes	Library Staff Learning Resource Center
Total:		None	10 minutes	



13. 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	Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail?	Employees and enrolled students in Cebu Normal University			
Checklist of Requirements		Where to secure		
1. 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 minutes	<i>Electronic Librarian</i> Learning Resource Center
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 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).	None	3 working days	<i>Librarian</i> Learning Resource Center



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	<p><i>For Theses and Dissertations,</i> only the title page, table of contents and abstract are allowed to be scanned</p> <p>2.2. Attached the references available to the email of the client/requestee.</p>			
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	5 minutes	<p><i>Electronic Librarian</i></p> <p>Learning Resource Center</p>
Total:		None	3 working days and 10 minutes	



14. 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	Learning Resource Center			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail?	All employees of Cebu Normal University			
Checklist of Requirements		Where to secure		
1. 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 Learning Resource Center
	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	



Student Affairs and Development Office

Internal Services



1. Issuance of Special Entrance Permit

The Student Affairs and Development Office issues Special Entrance Permit as per student's request. A Special Entrance Permit will be issued granting that the request is acceptable and supported with necessary documents.

Office or Division	Student Affairs and Development Office (SADO)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	Enrolled Undergraduate Student			
Checklist of Requirements		Where to secure		
1. Medical Certificate, 1 copy 2. Employment Certificate with working schedule, 1 copy 3. Study load, 1 copy 4. Letter of Request, 1 copy		University Physician / Medical Officer Employer University Registrar's Office Transacting Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. The student request for special entrance permit.	1. Staff informs the guidelines for special entrance permit. <ul style="list-style-type: none"> <u>Pregnant Women or Individuals with Medical Conditions</u> To avail of the Special Entrance Permit, a medical certificate from the University clinic is required. <u>Employed Individuals</u> If you are employed, you must submit a study load and a certificate of employment. The certificate should include details such as your working schedule, along with a letter of request for the permit. 	None	1 – 20 minutes	SADO Staff Student Affairs and Development Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	<u>Important Notes:</u> Please be advised that for security reasons, the issuance of Special Entrance Permits may be temporarily suspended or limited for specific periods.			
2. The student completes the form in full, following all instructions, and returns it along with the required supporting documents for submission.	2.1. The requests are checked and evaluated. Once checked, students are instructed to log the details in the record book. 2.2. The request is then forwarded to the Director for final approval and signature.	None	1 working day	SADO Staff Student Affairs and Development Office
3. The Student claimed the signed Special Entrance Permit.	3. The staff release the signed special entrance permit provided that the client presented valid ID upon claiming	None	1 – 5 minutes	
Total:		None	1 working day and 2 – 25 minutes	



2. Issuance of Good Moral Certificate

The Student Affairs and Development Office issues Certificate of Good Moral as per student's request to support their application for employment, further studies and other legal requirements. Certificates will be issued granting they have no existing negative derogatory record in the university.

Office or Division	Student Affairs and Development Office (SADO)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	CNU Undergraduate Students and Alumni			
Checklist of Requirements		Where to secure		
1. Good Moral Certificate request slip, 1 copy 2. Good Moral fee 3. Government Issued Identification Card/Any valid ID cards 4. Official Receipt 5. If by representative, additional requirements: <ul style="list-style-type: none"> • Printed authorization letter • Photocopy of Student's valid ID • Photocopy of representative's ID • Original ID of the representative 		Student Affairs and Development Office Student Affairs and Development Office CNU ID, SSS, PHILSYS ID, HDMF, DEPEd, UMID, etc or any issuing govt. agency Cash Unit Student Requester Student Requester Authorized representative Authorized representative		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Face to Face Request				
1. Stu Client(s) requests for a good moral certificate at the SADO.	1. The staff issues the Good Moral Request form and provides detailed instructions to the students to ensure a clear understanding of the process.	None	1 – 5 minutes	SADO Staff Student Affairs and Development Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Client(s) fills out the form and proceed to the accounting office to pay the good moral fee.	2. Payments are processed and received by the Cash Unit and will provide the official receipt to the client(s).	Php 80.00	Based on Cash Unit response time	<i>Cashier</i> Cash Unit
3. Client(s) returns to SADO with Official Receipt and the request slip	3.1. The staff receives the Official Receipt and request form, then instructs the client to complete the logbook for proper record-keeping.	None	5 – 10 minutes	<i>Cashier</i> Cashier Unit
	3.2. Claiming instructions are provided to the client(s) before they leave the office, ensuring they have all necessary information.	None	5 – 10 minutes	<i>SADO Staff</i> Student Affairs and Development Office
	3.3. SADO staff endorses to the in-charge for verification in the Student System.	None	5 – 10 minutes	
	3.4. Once verified, the Good Moral Certificate will be printed and promptly sent to the Director for signature. The signed certificate is then ready for release.	None		
4. Client(s) or the authorized representative claims the Good Moral Certificate by presenting the necessary requirements.	4.1. The SADO staff verifies the provided IDs and documents, hands the client the certificate, and requests them to sign the logbook for confirmation.	None	1 – 5 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	4.2. Instructs the client to proceed to the Registrar's Office for the dry seal.	None	1 – 5 minutes	
5. Client(s) proceeds to the Registrar Office for the University Seal.	5. Certificate is stamped with university dry seal and released it to the student	None	Based on Registrar's Office response time	<i>Registrar's Staff</i> University Registrar's Office
Total:		Php 80.00	18 – 45 minutes	
Online Request				
1. Client sends email message requesting for a Good Moral Certificate.	1. The Staff responds to the message by asking for necessary information.	None	1 working day	<i>SADO Staff</i> Student Affairs and Development Office
2. Client sends his/her details.	2.1. The Staff endorses the details to Financial Management Services for payment instructions	None		
	2.2. Financial Management Services Division (FMSD) provides the payment instructions	None		<i>FMSD Staff</i> Financial Management Services Division
3. Client pays the good moral certificate following the instructions sent by the Financial Management Services.	3.1. FMSD acknowledges and replies to wait for further instructions by the SADO on the releasing of the certificate.	Php 80.00	1 working day	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3.2. The staff verifies the confirmed certificate request through the Landbank_Linkbiz portal and prepares the certificate for Director's signature.	None	1 working day	SADO Staff Student Affairs and Development Office
	3.3. The staff notifies the client of the availability of the certificate and instructs claiming instructions to the student.	None	1 – 5 minutes	
4. Client(s) or the authorized representative claims the Good Moral Certificate by presenting the necessary requirements.	4.1. The staff verifies the provided IDs and documents, hands the client the certificate, and requests them to sign the logbook for confirmation.	None	1 – 5 minutes	SADO Staff Student Affairs and Development Office
	4.2. Instructs the client to proceed to the Registrar's Office for the dry seal	None	1 – 5 minutes	
5. Client(s) proceeds to the Registrar Office for the University Seal.	5. Certificate is stamped with university dry seal and released it to the student.	None	1 – 5 minutes	Registrar's Staff University Registrar's Office
Total:		Php 80.00	3 working days	



3. Issuance of Excuse Slips to Students for Tardiness or Absence incurred

The issuance of excuse slips (blue form) is given to students who have incurred day(s) of absence or tardiness in their respective classes. This is an official form required by the professors in order to excuse the students of the said absence or tardiness.

Office or Division	Student Affairs and Development Office (SADO)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	Enrolled Undergraduate students			
Checklist of Requirements			Where to secure	
1. Excuse Slips for Tardy/Absence, 1 copy 2. Medical certificate (if applicable), 1 copy 3. Explanation letter (if applicable), 1 copy			Student Affairs and Development Office Transacting Client Transacting Client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. The client (s) secures an excuse slip for any absences or tardiness incurred in class.	1. The staff provides the student with a blank blue form and orients the student in accomplishing the excuse slip (blue form).	None	1 – 5 minutes	SADO Staff Student Affairs and Development Office
2. The client (s) fills out the form as per the instructions and attaches supporting documents to justify the absence or tardiness.	2.1. The submitted documents are reviewed for completeness, and the client is instructed to log the details in the record book if all necessary information is provided.	None	1 – 20 minutes	
	2.2. The client is advised to come back within the day to claim the signed excuse slip.	None	Client Control	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. The client claims the signed certificate.	3.1. The staff verifies the ID presented.	None	1 – 20 minutes	SADO Staff Student Affairs and Development Office
	3.2. The staff will ask the student to sign the logbook with the corresponding remarks related to their absence or tardiness.	None	1 – 20 minutes	
	3.3. The staff release the signed excuse slip to the client.	None	1 – 5 minutes	
Total:		None	1 hour and 10 minutes	



4. Application for Student Loan

The Student Affairs and Development Office grants Student Loan as per student's request to support their needs and other purposes it may serve. Student loan will be approved granting they have currently enrolled, no existing payables and no bad record in the university.

Office or Division	Student Affairs and Development Office (SADO)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	Enrolled Undergraduate students			
Checklist of Requirements			Where to secure	
1. Application form, 2 copies 2. 2 pcs 2x2 formal picture 3. Study Load, 1 copy 4. Grade Slip (2 previous semester), 1 copy			Student Affairs and Development Office Any Photo center University Registrar's office University Registrar's office	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Student inquiries about the student loan.	1. Introduce the procedures and specifications for requesting a CNU student loan. If decided to pursue the application for student loan, the applicant will be provided the list of requirements and the application form to comply.	None	5 minutes	SADO Staff Student Affairs and Development Office
2. Student fills out the form completely as per instruction and comes back to submit the said requirements.	2.1. Check and review the requirements submitted. Once reviewed, student is advice to log in the logbook. Remind the students about the application processing of the student loan.	None	10 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	<i>Application date cut off:</i> *every 2nd Friday of the month *every 4th Friday of the month			SADO Staff
	2.2. After the cut-off, all applications submitted will be process. The processed applications with transmittal signed by the Dean of SADO will be forwarded to the Accounting office for Cheque preparation.	None	1 – 3 working days	Student Affairs and Development Office
	2.3. Update the applicants on their student loan application's status via text message and email after 3 working days from the cut-off date. If granted, remind the grantees to provide OSA a copy of the official receipt once student loan payment has been made.	None		
3. Student claim the Cheque.	3. The staff issued the cheque.	None		Cashier Cash Unit
Total:		None	1 - 3 working days and 15 minutes	
If application withdrawn: Student will write a request letter for withdrawal.	Check the request letter. Make a withdrawal transmittal list signed by the Dean of SADO and forward to the accounting office for cancelation. Inform the students once transmittal is forwarded and granted.	None	1 – 2 working days	SADO Staff Student Affairs and Development Office
Total:		None	1 – 2 working days	



Testing, Admission, and Guidance Counseling Services Unit

External Services



1. Acquiring a Testing Schedule for Undergraduate Students

Upon the approval of the college or department, the applicant will be instructed to proceed to the Testing, Admission, and Guidance Counseling Services Unit to acquire a testing schedule for the admission test.

Office or Division	Testing, Admission, and Guidance Counseling Services Unit (TAGCSU)			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	All Undergraduate applicants who have been approved in the department with their signed admission slip			
Checklist of Requirements			Where to secure	
1. Admission form/slip with 2x2 photo of the applicant with the dean or authorized representative's signature, 1 copy			College Dean's Office	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. The Applicant will accomplish the Google Form for the College/Department/Campus applied (Google form from the colleges).	1.1. College/Department/Campus evaluates the requirements.	None	Based on College response time.	<i>College Staff</i>
	1.2. The College / Department / Campus will forward the application to the TAGCSU (testing@cnu.edu.ph) and will send a carbon copy to the applicant.	None		College Dean's Office
	1.3. The testing staff sends instruction to the applicant to fill out the Testing Form 2.	None	1 – 3 working days	<i>Testing & Admission Staff, Testing & Admission Head</i> TAGCS Unit



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. The applicant fills out the Testing Form 2 and attaches 2x2 picture with signature and valid ID.	2. The testing staff will check the duly accomplished Undergraduate Testing Form 2 and emails the testing schedule and guidelines to the applicant. For applicants with special needs, they are given a separate examination date of testing schedule for a one-on-one administration of the exam. (Attachment - Admission Slip).	None	3 – 5 working days upon submission	<i>Testing & Admission Staff, Testing & Admission Head</i> TAGCS Unit
Total:		None	15 working days	



2. Acquiring a Testing Schedule for Graduate School and Diploma in Professional Education

Upon the approval of the college or department, the applicant will be instructed to go to the Finance Office to pay the processing or testing fee and then proceed to the Testing, Admission, and Guidance Counseling Services Unit to acquire a testing schedule for the admission test or to register for tagging for applicants who are exempted from taking the admission test.

Office or Division	Testing, Admission, and Guidance Counseling Services Unit (TAGCSU)			
Classification	Simple for Walk-in Application; Highly Technical for Online Application			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	All GS and DPE applicants who have been approved in the College/Department with their signed admission slip and official receipt from the Cashier Unit			
Checklist of Requirements			Where to secure	
1. Admission form/slip with 2x2 photo of the applicant with the dean or authorized representative's signature, 1 copy			College Dean's Office	
2. Official Receipt of Payment (except for college or undergraduate studies applicants), 1 copy			Cash Unit	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Walk-in Application				
1. The applicant submits application to the College/Department.	1.1. College/Department evaluates the requirements.	None	Based on College response time.	College Staff College Dean's Office
	1.2. Informs the applicant to proceed to the Cashier Unit.	None		



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. The applicant proceeds to the Cash Unit and pays the testing fee.	2.1. Encodes the transaction of the client and issue O.P. number. 2.2. Cashier receives the payment and issues the official receipt to the client.	Php 400.00 Php1,200.00 - for foreign applicants	Based on Cash Unit response time.	Cashier Cash Unit
3. Proceeds to the Testing Unit and presents the Admission Slip and official receipt.	3. The TAGCSU Staff checks the filled-out admission slip.	None	5 minutes	Testing & Admission Staff TAGCS Unit
4. The applicant fills out the applicant log sheet.	4.1. Inputs the date, time and venue of the pre-qualifying exam. 4.2. Informs the applicant or client of the schedule and venue of the pre-qualifying exam.	None	5 minutes	
5. The applicant fills-out the Acquiring a Testing Schedule Logbook, and Client Satisfaction Measurement Form.	No agency action yet.	None	Client Control	Transacting Client
Total:		Php 400.00 Php1,200.00 - for foreign applicants	10 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Application				
1. The Applicant will accomplish the Google Form for the College/Department applied (Google form from the colleges).	1.1. College/Department evaluates the requirements.	None	Based on College response time	<i>College Staff</i> College Dean's Office
	1.2. The College / Department will forward the application to the TAGCSU Office (testing@cnu.edu.ph) and will send a carbon copy to the applicant.	None		
	1.3. TAGCSU staff encodes application details in the monitoring sheet and forwards application to the Cashier.	None	2 – 3 working days	<i>Testing & Admission Staff</i> TAGCS Unit
	1.4. The Cashier sends payment instructions to the applicant.	Php 400.00 Php1,200.00 - for foreign applicants	Based on Cash Unit response time	<i>Cashier</i> Cash Unit
2. The applicant pays the testing fee either online or over the counter and sends proof of payment to the TAGCSU email.	No agency action yet.	None	Client Control	<i>Transacting Client</i>



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3. The TAGCSU staff sends pre-qualifying examination schedule and guidelines.	None	3-5 working days upon submission	<i>Testing & Admission Staff, Testing & Admission Head</i> TAGCS Unit
Total:		Php 400.00 Php1,200.00 - for foreign applicants	8 working days	



3. Acquiring a Testing Schedule for Integrated Laboratory School

Upon the approval of the college or department, the applicant will be instructed to go to the Finance Office to pay the processing or testing fee and then proceed to the Testing, Admission, and Guidance Counseling Services Unit to acquire a testing schedule for the admission test or to register for tagging for applicants who are exempted from taking the admission test.

Office or Division	Testing, Admission, and Guidance Counseling Services Unit (TAGCSU)				
Classification	Simple for Walk-in Application; Highly Technical for Online Application				
Type of Transaction	G2C - Government to Citizen				
Who may avail?	All Kindergarten and Grade 7 applicants who have been approved in the ILS Department with their signed admission slip and official receipt from the Cashier Unit				
Checklist of Requirements			Where to secure		
1. Admission form/slip with 2x2 photo of the applicant with the dean or authorized representative’s signature, 1 copy			ILS Department Office		
2. Official Receipt of Payment (except for college or undergraduate studies applicants), 1 copy			Cash Unit		
Walk-in Application					
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. The applicant submits application to the ILS Department.	1.1. ILS Department evaluates the requirements. 1.2. Informs the applicant to proceed to the Cashier Unit.	None	Based on ILS response time.	ILS Staff & Supervisor ILS Office	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. The applicant proceeds to the Cash Unit and pays the testing fee.	2.1. Encodes the transaction of the client and issue O.P. number. 2.2. Cashier receives the payment and issues the official receipt to the client.	Php 300.00	Based on Cash Unit response time	Cashier Cash Unit
3. Proceeds to the Testing Unit and presents the Admission Slip and official receipt.	3. The TAGCSU Staff checks the filled-out admission slip.	None	5 minutes	Testing & Admission Staff TAGCS Unit
4. The applicant fills out the applicant log sheet.	4.1. Inputs the date, time and venue of the pre-qualifying exam. 4.2. Informs the applicant or client of the schedule and venue of the pre-qualifying exam.	None	5 minutes	
5. The applicant fills-out the Acquiring a Testing Schedule Logbook, and Client Satisfaction Measurement Form.	No agency action yet.	None	Client Control	Transacting Client
Total:		Php 300.00	10 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Application				
1. The Applicant will accomplish the Google Form for the ILS Department (Grade 7 or Kindergarten google form).	1.1. ILS Department evaluates the requirements.	None	Based on ILS response time.	<i>ILS Staff & Supervisor</i>
	1.2. The ILS Department will forward the application to the TAGCSU Office (testing@cnu.edu.ph) and will send a carbon copy to the applicant.			ILS Office
	1.3. TAGCSU staff encodes application details in the monitoring sheet and forwards application to the Cashier.	None	2 – 3 working days	<i>Testing & Admission Staff</i> TAGCS Unit
	1.4. The Cashier sends payment instructions to the applicant.	Php 300.00	Based on Cash Unit response time	<i>Cashier</i> Cash Unit
2. The applicant pays the testing fee either online or over the counter and sends proof of payment to the TAGCSU email.	No agency action yet.	None	Client Control	<i>Transacting Client</i>
	3. The TAGCSU staff sends pre-qualifying examination schedule and guidelines.	None	3-5 working days upon submission	<i>Testing & Admission Staff, Testing & Admission Head</i> TAGCS Unit
Total:		Php 300.00	8 working days	



4. Acquiring a Testing Schedule for College of Medicine

Upon the approval of the college or department, the applicant will be instructed to go to the Finance Office to pay the processing or testing fee and then proceed to the Testing, Admission, and Guidance Counseling Services Unit to acquire a testing schedule for the admission test or to register for tagging for applicants who are exempted from taking the admission test.

Office or Division	Testing, Admission, and Guidance Counseling Services Unit (TAGCSU)			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	All College of Medicine applicants who have been approved in the College of Medicine with their signed admission slip and official receipt from the Cash Unit.			
Checklist of Requirements			Where to secure	
1. Admission form/slip with 2x2 photo of the applicant with the dean/director's or authorized representative's signature, 1 copy 2. Official Receipt of Payment (except for college or undergraduate studies applicants), 1 copy			College Dean's Office Cash Unit	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. The Applicant will accomplish the Google Form for the College of Medicine applied (Google form from the colleges).	1.1. College of Medicine evaluates the requirements. 1.2. The College of Medicine will forward the application to the TAGCSU Office (testing@cnu.edu.ph) and will send a carbon copy to the applicant.	None	Based on College response time.	<i>College Staff</i> College Dean's Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.3. TAGCSU staff encodes application details in the monitoring sheet and forwards application to the Cashier.	None	2 – 3 working days	<i>Testing & Admission Staff</i> TAGCS Unit
	1.4.The Cashier sends payment instructions to the applicant.	Php 400.00	Based on Cash Unit response time.	<i>Cashier</i> Cash Unit
2. The applicant pays the testing fee either online or over the counter and sends proof of payment to the email to the TAGCSU email.	No agency action yet.	None	Client Control	<i>Transacting Client</i>
	3. The TAGCSU staff sends pre-qualifying examination schedule and guidelines.	None	3 – 5 working days upon submission	<i>Testing & Admission Staff/Head</i> TAGCS Unit
Total:		Php 400.00	8 working days	



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

A change in testing schedule is allowed by the TAGCS Unit for applicants with valid reason who cannot make it on the scheduled examination date.

Office or Division	Testing, Admission, and Guidance Counseling Services Unit (TAGCSU)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	All CNU applicants furnished with testing date			
Checklist of Requirements			Where to secure	
1. Admission Slip, 1 copy 2. Official Receipt of the Testing Fee (except for College/Undergraduate Studies applicants), 1 copy 3. Certification: a. Medical Certificate, 1 copy b. Death Certificate (death of an immediate family member), 1 copy c. School Notice/Certification signed by the principal or any authorized representative, 1 copy d. Employer Certification (for GS/DPE/Medicine only), 1 copy			Applicant's Copy (from TAGCS Unit) Applicant's Copy, Cash Unit Attending Physician/Local Civil Registry / School / Employer	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Informs the Testing Unit about their reason for not taking the scheduled examination.	1. Informs the applicant on the valid reasons for changes in testing schedule. a. For non-valid reasons: No new schedule will be provided, and the application will be forfeited. b. For valid reasons: Applicants are informed to secure the following: 1. Medical Certificate, 1 copy 2. Death Certificate (death of an immediate family member), 1 copy	None	7 working days (from the examination date)	<i>TAGCS Unit Staff</i> TAGCS Unit



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3. School Notice/Certification signed by the principal or any authorized representative (Graduation, School Retreat, Major Examinations, Oral Defense, Inter-School Competitions), 1 copy 4. Employer Certification (for GS, DPE, and Medicine only), 1 copy 5. Force Majeure, 1 proof			<i>TAGCS Unit Staff</i> TAGCS Unit
2. Secures and presents the original certification/proof and provides photocopy or emails a soft copy to testing@cnu.edu.ph	2.1. Receives the submitted documents and validates it. 3.2. Issues another testing schedule.	None		
Total:		None	7 working days	



6. Lost Admission Form/Slip

The admission form/slip is the examinee's evidence that he/she is scheduled on the specified date to take the admission test.

Office or Division	Testing, Admission, and Guidance Counseling Services Unit (TAGCSU)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	All CNU applicants furnished with testing date			
Checklist of Requirements		Where to secure		
1. Verified Admission Slip, 1 copy 2. Affidavit of Loss, 1 copy		TAGCS Unit Lawyer of Notary Public		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Inform the Testing Unit about the loss of the form/slip.	1. Gives instructions on the requirement to secure verified admission slip.	None	7 working days	<i>Testing & Admission Staff</i>
2. Submits the affidavit of loss to the Testing Unit.	2. TAGCS Unit Staff receive the Affidavit of Loss and provide the verified admission slip to be filled out by the applicant.	None		TAGCS Unit
3. Fills out the form and proceeds to the department/college.	3. Signs the verified admission slip.	None		<i>College Staff</i> College Dean's Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. Returns to Testing Unit.	4.1. Receives the signed verified admission slip. 4.2. Provides needed information, sign the form, and gives the applicant's copy.	None		<i>Testing & Admission Staff</i> TAGCS Unit
Total:		None	7 working days	



7. Failure to Take the Admission Test on Scheduled Date

All applicants are given a testing schedule except for applicants under special conditions (*see Acquiring a Testing Schedule). The scheduling is done to allow each applicant to prepare himself/herself for the examination. 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 applicant decides not to take the test.

Office or Division	Testing, Admission, and Guidance Counseling Services Unit (TAGCSU)	
Classification	Complex	
Type of Transaction	G2C - Government to Citizen	
Who may avail?	All CNU applicants furnished with testing date	
Checklist of Requirements		Where to secure
1. Admission form/slip with the Testing Date, 1 copy 2. Official Receipt of the Testing Fee (except for College/Undergraduate Studies applicants), 1 copy 3. Certification: a. Medical Certificate, 1 copy b. Death Certificate (death of an immediate family member), 1 copy c. School Notice/Certification signed by the principal or any authorized representative, 1 copy d. Employer Certification (for GS, DPE, and Medicine only), 1 copy e. Force Majeure, 1 proof		Transacting Client Transacting Client, Cashier Attending Physician / Local Civil Registry / School / Employer



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Informs the Testing Unit about their reason for not taking the scheduled examination.	1. Informs the applicant on the valid reasons for changes in testing schedule. a. For non-valid reasons: No new schedule will be provided, and the application will be forfeited. b. For valid reasons: Applicants are informed to secure the following: 1. Medical Certificate, 1 copy 2. Death Certificate (death of an immediate family member), 1 copy 3. School Notice/Certification signed by the principal or any authorized representative (Graduation, School Retreat, Major Examinations, Oral Defense, Inter-School Competitions), 1 copy 4. Employer Certification (for GS, DPE, and Medicine only), 1 copy 5. Force Majeure, 1 proof	None	7 working days (from the examination date)	<i>Testing & Admission Staff</i> TAGCS Unit
2. Secures and presents the original certification/proof and provides photocopy or emails a soft copy to testing@cnu.edu.ph	2.1. Receives the submitted documents and validates it. 2.2. Issues another testing schedule.	None		
Total:		None	7 working days	



8. No ID During Test

An examinee's identification is required when taking the admission test, this identification is needed to verify the examinee's identity.

Office or Division	Testing, Admission, and Guidance Counseling Services Unit (TAGCSU)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	All CNU applicants furnished with testing date			
Checklist of Requirements			Where to secure	
1. Any alternative valid ID of the applicant (e.g., Barangay Clearance, NBI/Police Clearance, etc.), 1 copy (present original) 2. Certification of No I.D. (for ILS applicants ONLY), 1 copy			Transacting client (Barangay Hall, NBI/Police) TAGCS Unit	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Takes the examination as scheduled.	1.1. Notes "NO ID" remark on the attendance sheet. 1.2. Informs the applicant to present the valid ID or secure any alternatives. 1.3. Notifies the applicant that his/her results will not be recorded if he/she fails to comply within the required time frame	None	7 working days (from the examination date)	<i>Testing & Admission Staff</i> TAGCS Unit



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Secures and presents original copy of the alternative valid ID and provides a photocopy or emails a soft copy to testing@cnu.edu.ph	2.1. Checks and verifies the identification then keep the photocopy or receive it through email (prints the soft copy for filing). 2.2. Notes that the valid ID has been presented/submitted.	None		
Total:		None	7 working days	



9. Late Test Taker/s

This condition occurs during the scheduled examination where the examinees report to the venue beyond the official start of the examination.

If a test - taker comes in late for non – valid reason, he/she takes the admission test but will adhere to the time limit as the other examinees. However, in the event that the examinee's excuse is valid another schedule will be given provided that evidence to the reason can be presented.

Office or Division	Testing, Admission, and Guidance Counseling Services Unit (TAGCSU)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	All CNU applicants furnished with testing date			
Checklist of Requirements		Where to secure		
1. Admission form/slip with the Testing Date, 1 copy 2. Official Receipt of Payment (except for college or undergraduate studies applicants), 1 copy 3. Any Valid ID, 1 copy 4. Certification / Proof: a. Medical Certificate (Health problems), 1 copy b. Death Certificate (death of immediate family member), 1 copy c. Force Majeure, 1 proof		Applicant's Copy (from TAGCS Unit) Applicant's Copy (from Financial Management Services Division) School/Company/Any government issued ID Attending Physician/Local Civil Registry/Any proof for uncontrollable circumstances		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Reports to the venue after the official start of the examination.	1. Verifies the reason for the tardiness. a. If valid, informs the applicant to secure a proof/certification. b. If not valid, lets the examinee take the admission test but will adhere to the time limit as the other examinees.	None	7 working days (from the examination date)	<i>Testing & Admission Staff</i> TAGCS Unit



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Secures and presents the original certification/proof and provides photocopy or emails a soft copy to testing@cnu.edu.ph	2.1. Receives and notes the submitted evidence. 2.2. Issues a new testing date overriding the previously stipulated test schedule. 2.3. Informs the examinee that they can only be rescheduled once.	None		
Total:		None	7 working days	



10. Testing Schedule/Admission Testing Day

This is the day that the applicants will take the admission test and wait for the results of the examination.

Office or Division	Testing, Admission, and Guidance Counseling Services Unit (TAGCSU)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	All applicants furnished with testing date			
Checklist of Requirements			Where to secure	
1. Admission form/slip reflecting the testing date, 1 copy 2. Any Valid ID, 1 original 3. Pencil, Sharpener, Eraser, and Ball pen, 1 each			Applicant's copy (from TAGCS Unit) Transacting Client Transacting Client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. The examinee checks the encoded information on the attendance sheet and affixes his/her signature.	1.1. The TAGCSU staff/proctor checks the examinees requirements. 1.2. The TAGCSU staff/proctor assigns the examinees to their designated seats. 1.3. The proctor states the examination guidelines and protocols. 1.4. The proctor gives instructions on the examination proper.	None	3 – 4 hours per examination schedule	<i>Testing & Admission Staff/Head</i> TAGCS Unit
2. The examinees takes the examination and submits the answer sheets after the time limit.	2. The proctor informs the examinees when and where the qualifiers will be posted.	None		
Total:		None	3 – 4 hours	



11. Failure to Finish the Admission Test

The admission test is a series of battery of tests that the examinee needs to complete within the scheduled date. 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, the testing center is given the prerogative to extend such examination date/time.

Office or Division		Testing, Admission, and Guidance Counseling Services Unit (TAGCSU)			
Classification		Simple			
Type of Transaction		G2C - Government to Citizen			
Who may avail?		All CNU applicants furnished with testing date			
Checklist of Requirements			Where to secure		
1. Note/assessment of the University Physician / Nurse			University Physician/Nurse of Cebu Normal University Medical Services		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Informs the proctor about his/her condition.	1. Brings the examinee to the University Clinic.	None	10 minutes	<i>Testing & Admission Staff/Head</i> TAGCS Unit	
2. Fills up the necessary documents/forms.	2. Assesses the examinee's condition.	None	Based on University Clinic response time	<i>Physician/Nurse</i> University Clinic	
3. Rests in the University Clinic.	3.1. Let the examinee continue take the test if the Physician/Nurse attests that he or she is fit to continue the examination. 3.2. If he/she is not fit, TAGCS Unit Staff provides a new testing schedule. *Call a guardian if necessary.	None	3 hours	<i>Testing & Admission Staff/Head</i> TAGCS Unit	
Total:		None	3 hours and 10 minutes		



12. Checking of Answer Sheets

After the admission test, the preparation of test results is conducted which includes checking of the answer sheets, encoding of test scores, ranking, printing, and releasing of qualifiers.

Office or Division	Testing, Admission, and Guidance Counseling Services Unit (TAGCSU)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	All CNU UGS applicants who successfully took the admission test			
Checklist of Requirements		Where to secure		
Accomplished answer sheet		Submitted to TAGCS Unit (proctor) during the examination		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Wait for the qualifiers for enrollment to be posted.	1.1. Checks the answer sheets after the last date of the examination. 1.2. Prepare the names of all the examinees in excel file for encoding of the test scores.	None	10 working days after the last examination date	<i>Testing & Admission Staff/Head</i> TAGCS Unit
Total:		None	10 working days	



13. Encoding of Test Scores and Preparation of List of Qualifiers

After the admission test, the preparation of test results is conducted which includes checking of the answer sheets, encoding of test scores, ranking, printing, and releasing of qualifiers.

Office or Division	Testing, Admission, and Guidance Counseling Services Unit (TAGCSU)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	All CNU UGS applicants who successfully took the admission test			
Checklist of Requirements		Where to secure		
1. Accomplished answer sheet		Submitted to TAGCS Unit (proctor) during the examination		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Wait for the qualifiers for enrollment to be posted.	1.1. Encodes test score. 1.2. Ranks the composite score by program. 1.3. Prepares the list of qualifiers based on the quota given by the Colleges/Campuses. 1.4. Prints the Alpha List, Rank List, and Qualifiers for Interview. 1.5. Forwards the List of Qualifiers for Interview to the University President for signature. 1.6. Emails the approved Qualifiers for Interview to the Information and FM Station Unit for posting at the University Facebook page and to the Colleges/Campuses.	None	20 working days after the last examination date	<i>Testing & Admission Staff, Testing & Admission Head College Deans/Campus Directors, VPAAI, University President, Information & FM Station Unit</i>
Total:		None	20 working days	



14. Test Results Dissemination

A service provided for those who took the admission test for them to be informed and to proceed to the next step.

Office or Division	Testing, Admission, and Guidance Counseling Services Unit (TAGCSU)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	All CNU applicants who successfully took the admission test			
Checklist of Requirements		Where to secure		
1. Admission Form/Slip		Applicant's Copy (from the TAGCS Unit)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Listens to the proctor's instructions on the releasing of qualifiers after the examination.	1.1. Informs the applicant after the examination that the List of Qualifiers for Interview / Enrollment will be posted through the following: <ul style="list-style-type: none"> a. Facebook pages (CNU PIO & Cebu Normal University) b. Website (cnu.edu.ph) c. Bulletin Board inside the university 1.2. Provides contact information of the TAGCS Unit for concerns or clarifications (testing@cnu.edu.ph / (032) 254-1452 local 150).	None	30 minutes	<i>Testing & Admission Staff</i> TAGCS Unit



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Checks the list of qualifiers on the scheduled release date through the channels mentioned.	2. No agency action yet.	None	Client Control	<i>Transacting Client</i>
3. Emails or calls the Testing Center for the result or any concerns.	3.1. Answers the query and inquire about the complete name and degree program applied. 3.2. Informs them if they are "Qualified" or "Not Qualified". 3.3. Answers additional queries or concerns.	None	30 minutes	<i>Testing & Admission Staff</i> TAGCS Unit
Total:		None	1 hour	



University Registrar's Office

External Services



1. 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 office of the University 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	
1. Student Personal Data Sheet, 1 original copy 2. Original PSA Live Birth Certificate, 1 original copy and 1 photocopy 3. Student Ledger Account in the Student Information System 4. Filing Envelopes 5. School Credentials: <ul style="list-style-type: none"> ○ Form 137 A (Undergraduate Studies applicants) ○ Certificate of Transfer Eligibility, Transcript of Records (Graduate Studies applicants), 1 copy 			University Registrar's Office or CNU Website Philippine Statistics Agency (PSA) University 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 1 and gives complete set of requirements to Window 1 in – charge.	1.1. Window 1 in-charge receives the requirements.	None	5 minutes	<i>Window 1 in – charge</i> University Registrar's Office
	1.2. Checks requirements for completeness.		25 minutes	
	1.3. Window 1 in-charge processed the requirements and creates the student record.	None	25 minutes	University Registrar's Office
	1.4. Encodes the student information from the student data sheet.			



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.5. Scan, edit, upload student's original PSA birth certificate into the Student Information System.			Registrar's Staff University Registrar's Office
	1.6. Label individual student's filing envelope and insert submitted credentials.	None	3 minutes	
	1.7. Prepare request for original student credentials.	None	15 minutes	
	1.8. Mails to the student's previous school the request for release of student's original credentials.	None	14 working days	
	1.9. Scan, Edit and upload original credentials transmitted by the student's previous school.	None	15 minutes	
	1.10. Incorporate received credentials into the student's permanent file.	None	3 minutes	
Total:		None	14 working days, 1 hour and 6 minutes	



2. Student Enrolment

Student enrolment is initiated within the College where the program of the student is offered. The student then proceeds to the Office of the University Registrar or in the designated area to complete the enrollment process.

Office or Division	Office of the University Registrar				
Classification	Simple				
Type of Transaction	G2C – Government to Citizen				
Who may avail?	New Students accepted in the program				
Checklist of Requirements			Where to secure		
1. Pre-enrolment form with student identification number, 1 original copy 2. Plotting of Subjects Form (Graduate level only), 1 original 3. Printed Assessment/Schedule of Fees (except under RA 10931 and RA 11509 WITH free TUITION AND MISCELLANEOUS FEES IN FULL), 1 original 4. Official Receipt (Undergraduate WITH MISCELLANEOUS FEES NOT COVERED UNDER RA 10931 And Ra 11509, Opt Out, And GS Students), 1 original 5. Proof of completion of the cnu survey form for socioeconomic data and other relevant information (pre-requisite for undergraduate level only)			Office of the University Registrar College Dean's Office In the designated area for enrollment Cash Unit Google form link: https://forms.gle/DVaDiixszarynAKL7		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Clients require the requirement 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	15 minutes	<i>College Enrolment Committee</i> Designated enrolment area	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<i>Undergraduate Students Qualified for Free Tuition</i>				
2. Go to Student Affairs and Development Office for tagging of enrolment into the system.	2. Scholarship in – charge tags the student enrolment into the system.	None	Based on Student Affairs and Development Office response time	<i>Scholarship in-charge</i> Student Affairs and Development Office
3. Go to the University Registrar and present to the enrolment in-charge: • Pre-enrolment form New Students	3. Enrolment in-charge 3.1. Receives the pre-enrollment form. 3.2. Encodes the subjects/executes forward for payment in the Enrollment System.	None	5 minutes	<i>Enrolment in – charge</i> Designated enrolment area
Total:		None	20 minutes	
<i>Undergraduate Students on OPT Out Option/Not Qualified for the Free Higher Education and Graduate Students</i>				
2. Proceed to the accounting office.	2. Cash unit staff checks student assessment slip against the system data.	None	Based on Cashier response time.	<i>Cashier</i> Cash Unit
3. Present assessment slip to the Cash unit at the EMMA Center for issuance of Order of Payment (OP).	3. Issues Official Receipt.	None		
4. Proceed to Cashier.	4. Checks Official Receipt issuance.	Tuition fee particulars (See the table below)		



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
5. Pays required assessment fee.	5.1. Receives payment. 5.2. Issues Official Receipt (OR).	Tuition fee particulars		
6. Verifies the status if paid, validated and forced validated in the Student Portal.	6. Informs the student to verify in the student portal the status.	None		
Total:		Depend on student category	15 minutes	

PARTICULARS	TUITION FEE
UNDERGRADUATE STUDIES	None
CTE and CAS:	Php 131.00/unit
Nursing:	Php 600.00/unit
Foreign Students:	Php 1,800.00/unit
GRADUATE STUDIES	
Masteral (all colleges):	Php 400.00/unit
Doctoral (all Colleges)	Php 500.00/unit
Foreign Students	Php 6,000.00/unit
Miscellaneous charges as stipulated by BOR	Php 1000.00



3. Issuance of Scholastic Record

The Office of the University Registrar in the Cebu Normal University 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	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Alumni, Graduating Students, Students who desire to transfer to another school, and representative of the student or alumni			
Checklist of Requirements			Where to secure	
1. Scholastic Records Request Form, 1 original copy 2. Written and Signed Authorization Letter from the owner of the scholastic record, 1 original copy 3. Official Receipt, 1 original copy 4. Barangay Certification as First-Time Job Seeker Under RA No. 11261 (Client Who Wants to Avail of the Free Transcript of Records with Employment Purposes) 5. Letter/Certificate of No Objection (alumni or students who already transferred to another school)			Registrar's Office Owner of the scholastic record CNU Cashier Unit Barangay Center with Residence at least (6) months Attended Institution after CNU	
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 minutes (Normal days) 10 minutes (Peak season)	<i>Window 1 in – charge staff</i> Office of the University Registrar
2. Fill out client transaction logbook.	2. Requests the client to fill out transaction logbook.	None	1 minute	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. Ask in – charge for Scholastic Records request form.	3. Issues to the client Scholastic Request Form.	None	1 minute	<i>Window 1 in – charge</i> University Registrar's Office
4. Fill up the form.	No agency action yet	None	Client Control	
5. Indicate scholastic record required.		None		
6. Submits filled up request form to the Window 1 in – charge.	6.1. Receives duly filled up scholastic records request form. 6.2. Retrieves the permanent file of the client in the archive section. 6.3. Makes assessment of fees of the requested document. 6.4. Gives client instructions on how much to pay and where to pay.	None	10 minutes	<i>Window 1 in – charge</i> University Registrar's Office
7. Receives assessment fee of requested documents.	7.1. Hands out the assessment of fess. 7.2. Explains the next step of the process.	Fees start at Php 50.00 Please refer to assessment fees table for specific transaction and corresponding fees and processing time	5 minutes	



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
Certified True Copy of Scholastic Records	Php 50.00/page (max 10 pages @ Php 50.00 per page) + Php 30.00 doc stamp	1 working day
Certifications <ul style="list-style-type: none"> Subjects taken 	Php 50.00 + Php 30.00 doc stamp	1 working day (2012 and up) 3 working days (2011 and below)
<ul style="list-style-type: none"> Graduation 	Php 50.00 + Php 30.00 doc stamp	1 working day
<ul style="list-style-type: none"> Certification, Authentication, and Verification (CAV) 	Php 50.00 + Php 30.00 doc stamp	1 working day
<ul style="list-style-type: none"> Completion of Academic Requirements (CAR) 	Php 50.00 + Php 30.00 doc stamp	1 working day
<ul style="list-style-type: none"> Enrolment 	Php 50.00 + Php 30.00 doc stamp	1 working day
Certification of course description	Php 150.00/set + Php 30.00 doc stamp	3 working days
Document Sealed Envelope with documentary stamp	Php 50.00 + Php 30.00 doc stamp	1 working day
Document seal (dry seal)	Php 10.00/page + Php 30.00 doc stamp	1 working day
2nd copy of Grade Slip, Study Load, and Evaluation of Grades	Php 50.00/copy	1 working day
Certificate of Proficiency (COP)	Php 150.00 + Php 30.00 doc stamp	7 working days
Diploma/Qualifications Statement	Php 350.00 + Php 30.00 doc stamp	7 working days
Forms Aboard i.e. CGFNS, NCLEEx, etc	Php 150.00/set + Php 30.00 doc stamp	5 working days



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
8. Client proceeds to the Cash Unit at the Emma Center for order of payment (OP) issuance and to secure signature of accountant/representative.	8.1. Cash Unit in-charge receives the request for scholastic records form. 8.2. Encodes the transaction of the client and issues order of payment number. 8.3. Stamps the form with the name of the accountant. 8.4. Accountant/ representative signs the form.	None	Based on Cashier response time	Cashier Cash Unit
9. Clients process the payment.	9. Window 7 Cashier receives the payment and issues Official Receipt to the client	See assessment of fees in particulars	Based on Cashier response time	
10. Proceed to the library.	10. Library staff checks the online system of borrowed books, manuals and periodicals.	None	Based on Learning Resource Center response time	Library Staff Learning Resource Center
11. Secure the signature of the university librarian/ representative.	11. Initials the request for scholastic Records.	None		
12. Return to Window 1 and Submits to the in – charge the fully accomplished request form with the Official Receipt	12.1. Receives the duly accomplished scholastic records request form and the official receipt. 12.2. Writes the OR number and the claiming date in the scholastic records request form.	None	5 minutes	Window 1 in – charge University Registrar's Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	12.3. Stamps at the back of the Official Receipt with releasing date. 12.4. Instructs the client to return on the release date	None	5 minutes	<i>Window 1 in – charge</i> University Registrar's Office
13. Proceed to the Registrar's Office - Releasing Section and present the Official Receipt with claiming schedule, Valid I.D. (Claimants other than the owner please refer above for the requirements).	13.1. Receives the Official Receipts with claiming schedule. 13.2. Retrieves the permanent file in the Releasing filing rack.	None	5 minutes (Excluding waiting time)	<i>Releasing Section over-all in-charge</i> University Registrar's Office
14. Receives the requested scholastic records.	14. Releases the requested Scholastic Records.	None	1 minute	
Total:		See assessment of fees in particulars	7 working days, 46 minutes and depend on client transaction	



2. 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 Citizen			
Who may avail?	Alumni, Graduating Students, Students who desire to transfer to another school, and 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 5. Barangay Certification as First-Time Job Seeker Under RA No. 11261 (Client Who Wants to Avail of the Free Transcript of Records with Employment Purposes) 6. Letter/Certificate of No Objection (alumni or students who already transferred to another school)		Cebu Normal University Website under Registrar tab Owner of the scholastic record Owner of the scholastic record Cashier Unit Barangay Center with Residence at least (6) months Attended Institution after CNU		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client open the CNU website (www.cnu.edu.ph) under the Registrar menu 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/Registrar official email. Print the Request Form.	None	15 minutes (Normal days) 15-30 minutes (Peak season)	<i>Registrar's staff</i> University Registrar's Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.2. Retrieves the requested document from electronic file of the Student Information System or hard file from the Archive Section.	None	15 minutes	Registrar's staff University 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	2 minutes	
	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 working day	
	1.3. In-charge counts the number of pages for assessment of fees.	None	5 minutes	
	1.4. Scan Request Form with assessment, attach in the email, and transmits to the Accounting Unit.	See assessment of fees in particulars	10 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.5. Emails the client the status of the request and provide option to proceed to the Accounting Unit for payment of the assessment fees.	None	Based on Accounting Unit response time	<i>Accounting staff</i> Accounting Unit
	1.6. Receive endorsement email from Registrar's Office on the assessment fee of the requested document/s.	None	Based on Accounting Office response time	
	1.7. Checks the client's account in the Student Information System if there's a previous accountability.	None		<i>Clearance in-charge</i>
	1.8. Email client on the total amount to pay including the remaining balance and steps on how to pay the requested scholastic record using the LinkBiz Portal.	None	15 minutes	Accounting Unit
2. Receives email from Accounting Unit the total amount to pay including the remaining balance and steps on how to pay the requested scholastic record using the LinkBiz Portal.	No agency action yet	Refer to email attachment	Client control	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. Receives acknowledgement from LANDBANK after a successful payment using the LinkBiz Portal.	3.1. Generates the list of successful transactions in the LinkBiz Portal a day after the successful payment and shares the list to the Registrar's Office in a google sheet format.	none	30 minutes	Cashier Cash Unit
	3.2. In-charge of the Registrar's Office reviews the successful transactions in the google sheet.	None	10 minutes	Registrar's staff Registrar's Office
	3.3. Email client on claiming schedule.	None	10 minutes	
	3.4. Verifies, checks, evaluates, encodes, scan and prints the requested records. Stamp appropriate remarks. Affix signature of the University Registrar.	None	7 working days (See processing time in particulars)	
4. Receives email from the Registrar's Office the claiming schedule. For inquiries, please email the Registrar at registrar@cnu.edu.ph or through the contact details provided by the Office: (032)254-0067, (032) 254-1452 local 134 and Smart – 09212390307.	4. Receives email/calls and inquiries of the client regarding the availability of their request.	None	10 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
5. Proceed to the Registrar's Office – Releasing Section and present the print-out or picture copy of the claiming date for verification, Valid I.D. (Claimants other than the owner please refer above for the requirements).	5.1. Receives and verifies the print-out of picture copy of the claiming date, Valid I.D. 5.2. Retrieves the permanent file in the Releasing filing rack.	None	5 minutes (Excluding waiting time)	<i>Registrar's staff</i> Registrar's Office
6. Receives the requested Scholastic Records.	6. Releases the requested Scholastic Records.	None	1 minute	
Total:		See assessment of fees in particulars	8 working days, 2 hours and 26 minutes (If the request is in order) 9 working days 2 hours 24 minutes (If the request is not in order)	



3. Application for Change Status

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

Office or Division	Office of the University Registrar			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Alumni Female Enrolled/Graduated Student			
Checklist of Requirements			Where to secure	
1. Application for Change Status (Family Name) In the Student's Records, 1 original copy 2. PSA Marriage Contract (For Married Females) 3. Annulment Result (For Females Whose Marriage Is Annulled), 1 original copy			University Registrar's Office Philippine Statistics Office (PSA) Philippine Statistics Office (PSA)	
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 minutes (Normal days) 5-15 minutes (Peak season)	<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 minutes	
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 minute	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. Fill up the application form.	No agency action yet	None	Client Control	
5. Submits filled up application form to Window 1 in – charge.	5.1. Receives duly filled up Application form. 5.2. Retrieves the permanent file of the client in the archive section. 5.3. Makes assessment of fees of the requested document. 5.4. Gives client instructions on how much to pay and where to pay.	None	10 minutes	Window 1 in – charge University Registrar's Office
6. Receives assessment fee of requested.	6.1. Hands out the assessment of fees and the processing time. 6.2. Explains the next step of the process.	None	5 minutes	
7. Client proceeds to the Cash Unit for order of payment (OP) issuance and secure signature of account/representative.	7.1. Cash Unit in-charge receives the request form. 7.2. Encodes the transaction of the client and issues order of payment number. 7.3. Stamps the form with the name of the accountant. 7.4. Accountant/ representative signs the form.	None	Based on Cashier response time	Cashier Cash Unit
8. Clients process the payment.	8. Cashier received the payment and issues Official Receipt to the client.	Php 130.00		



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
9. Return to Window 1 and submits to the in – charge the fully accomplished application form with the Official Receipt.	9.1. Receives the duly accomplished request form and the official receipt. 9.2. Writes the OR number and the claiming date in the request form. 9.3. Stamps at the back of the Official Receipt with releasing date. 9.4. Instructs the client to return on the release date. 9.5. Verifies, checks, evaluates, encodes, and prints the change status. The University Registrar counter signs the change status ready for signature by the University President.	None	3 minutes	<i>Window 1 in – charge</i> University Registrar's Office
10. Proceed to the Registrar's Office – Releasing Section and present the print-out or picture copy of the claiming date for verification, Valid I.D. (Claimants other than the owner please refer above for the requirements).	10.1. Receives the OR with claiming schedule. 10.2. Retrieves the permanent file in the Releasing filing rack.	None	5 minutes	<i>Releasing Section Over-all in-charge</i> University Registrar's Office
11. Receives the requested scholastic records	11. Releases the requested Scholastic Records.	None	1 minute	
Total:		Php 130.00	29 minutes	



4. 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	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Alumni Female/Graduated Student			
Checklist of Requirements		Where to secure		
1. Application for Change Status (Family Name) In the Student's Records, 1 scanned copy 2. PSA Marriage Contract (For Married Females), 1 scanned copy 3. Annulment Result (For Females Whose Marriage Is Annulled), 1 scanned copy		Office of the Registrar Philippine Statistics Office Philippine Statistics Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client open the CNU website (www.cnu.edu.ph) under the Registrar menu 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/Registrar official email. Print the Request Form.	None	11 minutes (Normal days) 15-30 minutes (Peak season)	Registrar's staff University 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 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	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	2 minutes	Registrar's staff University 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.	None	1 working day	
	1.2.1.B. The in-charge of the requesting section will have to request the client to submit additional supporting document/s.			
	1.3. Scan Request Form with assessment, attach in the email, and transmits to the Accounting Unit.	None	10 minutes	Accounting staff Accounting Unit
	1.4. Emails the client the status of the request and provide option to proceed to the accounting unit for payment of the assessment fees.	None	Based on Accounting Unit response time	
	1.5. Receive endorsement email from Registrar's Office on the assessment fee of the requested document/s.	Php 130.00		



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.6. Checks the client's account in the Student Information System if there's a previous accountability.	None	Based on Accounting Unit response time	<i>Clearance in-charge</i>
	1.7. Email client on the total amount to pay including the remaining balance and steps on how to pay the requested scholastic record using the LinkBiz Portal.	None		Accounting Unit <i>Accounting staff</i> Accounting Unit
2. Receives email from accounting unit the total amount to pay including the remaining balance and steps on how to pay the requested scholastic record using the LinkBiz Portal.	No agency action yet	Refer to email attachment	Client control	
3. Receives acknowledgement from LANDBANK after a successful payment using the LinkBiz Portal.	3.1. Generates the list of successful transactions in the LinkBiz Portal a day after the successful payment and shares the list to the Registrar's Office in a google sheet format.	none	Based on Cashier response time	<i>Cashier</i> Cash Unit
	3.2. In-charge of the Registrar's Office reviews the successful transactions in the google sheet.	None	10 minutes	<i>Registrar's staff</i> Registrar's Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3.3. Email client on claiming schedule.	None	10 minutes	<i>Registrar's staff</i>
	3.4. Verifies, checks, evaluates, encodes, scan and prints the requested records. Stamp appropriate remarks. Affix signature of the University Registrar.	None	7 working days (See processing time in particulars)	Registrar's Office
4. Receives email from the Registrar's Office the claiming schedule. For inquiries, please email the Registrar at registrar@cnu.edu.ph or through the contact details provided by the Office: (032)254-0067, (032) 254-1452 local 134 and Smart – 09212390307	4. Receives email/calls and inquiries of the client regarding the availability of their request.	None	10 minutes	
5. Proceed to the Registrar's Office – Releasing Section and present the print-out or picture copy of the claiming date for verification, Valid I.D. (Claimants other than the owner please refer above for the requirements)	5.1. Receives and verifies the print-out of picture copy of the claiming date, Valid I.D. 5.2. Retrieves the permanent file in the Releasing filing rack.	None	5 minutes (Excluding waiting time)	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
6. Receives the requested Scholastic Records.	6. Releases the requested Scholastic Records.	None	1 minute	<i>Releasing Section</i> <i>Over-all in-charge</i> University Registrar's Office
Total:		Php 130.00	8 working days, 2 hours and 7 minutes (If the request is in order) 9 working days, 2 hours and 5 minutes (If the request is not in order)	



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

The Office of the University Registrar in the Cebu Normal University 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	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	All Students			
Checklist of Requirements			Where to secure	
1. Request for correction of name or wrong entry, 1 original copy 2. PSA Live Birth Certificate, 2 copies (1 original and 1 photocopy) 3. Personal or Parent's Affidavit, 1 original copy 4. Affidavit of Two Disinterested Persons, 1 original copy 5. 2 x 2 Pictures in white background with name tag, 2 pieces 6. Photocopy of school record bearing the wrong entry, 1 copy			University Registrar's Office Philippine Statistics Office Personal or Parents Notary Public Any Photo center 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 minutes (Normal days) 5-15 minutes (Peak season)	<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	1 minute	
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 minute	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. Fill up the application form.	No agency action yet	None	Client Control	
5. Submits filled up application form to Window 1 in – charge.	5.1. Receives duly filled up application form. 5.2. Retrieves the permanent file of the client in the archive section. 5.3. Makes assessment of fees of the requested document. 5.3. Gives client instructions on how much to pay and where to pay.	None	10 minutes	Window 1 in – charge University Registrar’s Office
6. Receives assessment fee of requested documents.	6.1. Hands out the assessment of fees. 6.2. Explains the next step of the process.	None	5 minutes	
7. Client proceeds to the cash unit at the EMMA Center for order of payment (OP) issuance and secure signature of accountant/representative.	7.1. Cash Unit staff in-charge receives the Request form. 7.2. Encodes the transaction of the client and issues OP number 7.3. Stamps the form with the name of the accountant. 7.4 Accountant/ representative signs the form.	None	Based on Cashier response time	Cashier Cash Unit
8. Client process the payment.	8. Cashier receives the payment and issues Official Receipt to the client.	Php 130.00		



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
9. Return to Window 1 and submits to the in – charge the fully accomplished application form with the Official Receipt.	9.1. Receives the duly accomplished request form and the official receipt. 9.2. Writes the OR number and the claiming date in the request form. 9.3. Stamps at the back of the Official Receipt with releasing date. 9.4. Instructs the client to return on the release date. 9.5. Verifies, checks, evaluates, encodes, and prints the change status. The University Registrar counter signs the change status ready for signature by the University President.	None	5 minutes	<i>Window 1 in – charge</i> University Registrar's Office
10. Proceed to the Registrar's Office – Releasing Section and present the print-out or picture copy of the claiming date for verification, Valid I.D. (Claimants other than the owner please refer above for the requirements).	10.1. Receives the OR with claiming schedule. 10.2. Retrieves the permanent file in the Releasing filing rack.	None	5 minutes (Excluding waiting time)	<i>Releasing Section Over-all in-charge</i> University Registrar's Office
11. Receives the requested scholastic records.	11. Releases the correction of name or wrong entry in the student's Official School Records	None	1 minute	
Total:		Php 130.00	34 minutes	



6. 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	Complex				
Type of Transaction	G2B – Government to Business G2G – Government to Government				
Who may avail?	Prospective employers of Cebu Normal University graduates both in the public and private sectors, Government agencies requesting such verification, Representative of the Owner of the record and The court in the carriage of justice system.				
Checklist of Requirements			Where to secure		
1. Emailed verification requests, 1 original copy 2. Walk – in verification requests, 1 original copy 3. Authorization of the owner of the record, 1 original copy			Official registrar email address: registrar@cnu.edu.ph Transacting client Owner of the record		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Email verifications at registrar@cnu.edu.ph OR	1.1. Mails in – charge checks the registrar emails daily.	None	5 minutes	Mails or Window 1 in – charge University Registrar's Office	
1. Client goes to window 1 for filing of walk – in verification requests.	1.1. Window 1 in-charge receives verification requests. 1.2. Refers verification inquiries to the University Registrar / Verification in-charge.	None			
	1.3. University Registrar/ Verification in-charge refers to student records.	None	1 hour	Registrar's Staff University Registrar's Office	



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>Registrar's Staff</i> University Registrar's Office
Total:		None	2 hours, 5 minutes and depends on client request	

Particulars	Fees to be Paid	Processing Time	Responsible Person
Records from 2012 and above	None	3 working days	<i>Receiving Clerk/Archivist</i> University Registrar's Office
Records from 2012 and below	None	5 working days	<i>Receiving Staff/Processing Staff</i> University Registrar's Office



7. 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	Simple				
Type of Transaction	G2C – Government to Citizen G2G – Government to Government				
Who may avail?	All transacting clients				
Checklist of Requirements			Where to secure		
1. Emailed complaints, 1 original copy 2. Client Feedback Google Form 3. Walk – in customer complaints, 1 original copy			Official registrar email address: registrar@cnu.edu.ph Cebu Normal University Website The client will provide		
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	1 working day	<i>Mails in – charge</i> University Registrar's Office	
1. Fill out the CSS Google Form @ CNU Website. OR	1.1. Collates the Customer Satisfaction Survey Feedback.	None	1 minute	<i>Complaints desk officer</i> University Registrar's Office	
1. Walk – in customers with complaints approach the complaints desk Registrar's Office	1.1. Complaints desk officer receives the client complaints.	None	1 minute		



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.2. Responds to the complaint according to internal knowledge of procedures and processes of the office.	None	20 minutes	University Registrar University Registrar's Office
	1.3. Refers complain to the University Registrar, if issue remains unresolved.	None	5 minutes	
	1.4. Registrar takes appropriate action to address the complaint after assessment of the issue.	None	1 hour	
Total:		None	1 working day, 1 hour and 31 minutes	



University Registrar's Office

Internal Services



1. Student Enrolment

Student enrolment is initiated within the College where the program of the student is offered. The student then proceeds to the Office of the University Registrar or in the designated area to complete the enrollment process.

Office or Division	University Registrar's Office				
Classification	Simple				
Type of Transaction	G2C – Government to Citizen				
Who may avail?	Continuing/returning students				
Checklist of Requirements			Where to secure		
1. Duly Accomplished Student Clearance, 1 original WITH REMARKS "ok FOR ENROLLMENT" 2. Student's program evaluation (irregular students ONLY), 1 original 3. Plotting of Subjects Form (irregular and graduate level only), 1 original 4. Printed Assessment/Schedule of Fees (except under RA 10931 and RA 11509 WITH free TUITION AND MISCELLANEOUS FEES IN FULL), 1 original 5. Official Receipt (Undergraduate WITH MISCELLANEOUS FEES NOT COVERED UNDER RA 10931 And Ra 11509, Opt Out, And GS Students), 1 original 6. Proof of completion of the cnu survey form for socioeconomic data and other relevant information (pre-requisite for undergraduate level only)			Student Affairs and Development Office Dean's Office Dean's Office In The Designated Area For Enrollment Cash Unit Google Form Link: https://forms.gle/DVaDiixszarynAKL7		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Clients require the requirement 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	15 minutes	<i>College Enrolment Committee</i> Designated enrolment area	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<i>Undergraduate Students Qualified for Free Tuition</i>				
2. Go to Student Affairs and Development Office for tagging of enrolment into the system.	2. Scholarship in – charge tags the student enrolment into the system.	None	Based on Student Affairs and Development Office response time	<i>Scholarship in-charge</i> Student Affairs and Development Office
3. Go to the University Registrar and present to the enrolment in-charge: • Plotting form	3. Enrolment in-charge 3.1. Receives the pre-enrollment form. 3.2. Encodes the subjects/executes forward for payment in the Enrollment System.	None	5 minutes	<i>Enrolment in – charge</i> Designated enrolment area
Total:		None	20 minutes	
<i>Undergraduate Students on OPT Out Option/Not Qualified for the Free Higher Education and Graduate Students</i>				
2. Proceed to the cash unit.	2. Cash unit staff checks student assessment slip against the system data.	None	Based on Cashier response time.	<i>Cashier</i> Cash Unit
3. Present assessment slip to the Cash unit at the EMMA Center for issuance of Order of Payment (OP).	3. Issues Official Receipt.	None		
4. Proceed to Cashier.	4. Checks Official Receipt issuance.	Tuition fee particulars (See the table below)		



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
5. Pays required assessment fee.	5.1. Receives payment. 5.2. Issues Official Receipt (OR).			
6. Verifies the status if paid, validated and forced validated in the Student Portal.	6. Informs the student to verify in the student portal the status.	None		
Total:		Depend on student category	Based on Cashier response time.	

Particulars	Tuition Fee
UNDERGRADUATE STUDIES	None
CTE and CAS:	Php 131.00/unit
Nursing:	Php 600.00/unit
Foreign Students:	Php 1,800.00/unit
GRADUATE STUDIES	
Masteral (all colleges):	Php 400.00/unit
Doctoral (all Colleges)	Php 500.00/unit
Foreign Students	Php 6,000.00/unit
Miscellaneous charges as stipulated by BOR	Php 1000.00



2. 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	
1. 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 Cash Unit	Php 50.00 per transaction	10 minutes	Registrar Staff University Registrar's Office	
2. Client proceeds to the Cash Unit for order of payment (OP) issuance.	2. Cash unit staff in-charge encodes the transaction of the client and issues OP number.	None	Based on Cashier Unit response time	Cashier Staff Cash Unit	
3. Client pays at the Cashier for assessment fees.	3. Cashier receives the payment and issues Official Receipt to the client.	Assessment fee			
4. Go back to the registrar's office and present official receipt of payment.	4. Issues the requested form.	None	5 minutes	Registrar staff University Registrar's Office	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
5. Fills up the appropriate portions of the form.	No agency action yet	None	Client Control	
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	Based on Course Professor response time	<i>Course Professor</i> Concerned College
7. Secures approval from the College Dean.	7. College Dean approves the request.	None	Based on College Dean response time	<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 minutes	<i>University Bookkeeper</i> Cash Unit
9. Return to the registrar for the execution in the system.	9.1. Registrar signs and approves the request.	None	5 minutes	<i>Registrar staff</i>
	9.2. Execution in the system is initiated.	None	5 minutes	University Registrar's office
Total:		Php 50.00 per transaction	30 minutes	



3. 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	University Registrar's Office			
Classification	Complex			
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		
1. Letter of intent, 1 original copy 2. Approval of the intention to shift, 1 original copy		Enrolled Student 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	Based on College Dean response time	<i>College Dean</i> Concerned College



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.5. Receives the letter forwarded by the College Dean. 1.6. Acts on the endorsement of the College Dean.	None	Based on VPAA response time	<i>Office Staff</i> Vice President for Academic Affairs
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		
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 minutes	<i>Registrar Staff</i> University Registrar's Office
4. Client proceeds to the Cash unit at the EMMA Center for order of payment (OP) issuance.	4. Cash unit staff in-charge encodes the transaction of the client and issues OP number.	None	Based on Cashier response time	<i>Cashier</i> Cash Unit
5. Client pays at the Cashier for assessment fees.	5. Cashier receives the payment and issues Official Receipt to the client.	Assessment fee	Based on Cashier response time	
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 minutes	<i>Registrar Staff</i> University Registrar's Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	6.3. University Registrar approves the requested transaction.	None	5 minutes	University Registrar University Registrar's office
	6.4. Execution in the system is initiated	None	5 minutes	Registrar Staff University Registrar's office
Total:		Php 100.00 per transaction	20 minutes	



4. 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
1. Completion Grade Sheet, 3 copies fresh ink signed 2. Petition for Inclusion of Lapsed Completion Grade, 1 original copy 3. Submission of lacking academic requirements to the professor of the course where he/she has an “NG”, 1 original copy OR 3. Take the missed final term examination				University Registrar’s Office University Registrar’s Office The client will provide Professor handling the course
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Student approaches the professor to verify the No Grade (NG).	1. Professor handling the course verifies from his/her class record on the inquiry of the student.	None	Based on Professor response time	<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		
2. Take the missed final term examination.	2.1. Administers the missed final term examination.	None		



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
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.	None	10 minutes	<i>Registrar Staff</i> University Registrar's Office
4. Client proceeds to the Cash unit for order of payment (OP) issuance.	4. Cash unit staff in-charge encodes the transaction of the client and issues OP number.	None	Based on Cashier response time	<i>Cash unit staff</i> Cash Unit
5. Client pays at the Cashier for assessment fees.	5. Cashier receives the payment and issues Official Receipt to the client.	Php 100.00 per transaction		<i>Cashier</i> Cash Unit
6. Client goes 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	Based on Professor response time	<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	Based on College Dean response time	<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	Based on College Staff response time	<i>College Dean's office Staff</i> College where the program is offered



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
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	5 minutes	<i>Registrar Staff</i> University Registrar's Office
TOTAL:		Php 100.00 per transaction	15 minutes	



5. 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	University Registrar's Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Alumni, Graduating Students, Students who desire to transfer to another school, presently enrolled students and representative of the student or alumni			
Checklist of Requirements			Where to secure	
1. Scholastic Records Request Form, 1 original copy 2. Written and Signed Authorization Letter from the owner of the scholastic record, 1 original copy 3. Official Receipt, 1 original copy 4. Barangay Certification as First-Time Job Seeker Under RA No. 11261 (Client Who Wants to Avail of the Free Transcript of Records with Employment Purposes) 5. Letter/Certificate of No Objection (alumni or students who already transferred to another school)			Registrar's Office Owner of the scholastic record CNU Cashier Unit Barangay Center with Residence at least (6) months Attended Institution after CNU	
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 minutes (Normal days) 10 minutes (Peak season)	<i>Window 1 in – charge staff</i> Office of the University Registrar
2. Fill out client transaction logbook.	2. Requests the client to fill out transaction logbook.	None	1 minute	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. Ask in – charge for Scholastic Records request form.	3. Issues to the client Scholastic Records Request Form.	None	1 minute	<i>Window 1 in – charge</i> University Registrar's Office
4. Fill up the form.	No agency action yet	None	Client Control	
5. Indicate scholastic record required.		None		
6. Submits filled up request form to the Window 1 in – charge.	6.1. Receives duly filled up scholastic records request form. 6.2. Retrieves the permanent file of the client in the archive section. 6.3. Makes assessment of fees of the requested document. 6.4. Gives client instructions on how much to pay and where to pay.	None	10 minutes	<i>Window 1 in – charge</i> University Registrar's Office
7. Receives assessment fee of requested documents.	7.1. Hands out the assessment of fess. 7.2. Explains the next step of the process.	Fees start at Php 50.00 Please refer to assessment fees table for specific transaction and corresponding fees and processing time	5 minutes	



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
Certified True Copy of Scholastic Records	Php 50.00/page (max 10 pages @ Php 50.00 per page) + Php 30.00 doc stamp	1 working day
Certifications <ul style="list-style-type: none"> Subjects taken 	Php 50.00 + Php 30.00 doc stamp	1 working day (2012 and up) 3 working days (2011 and below)
<ul style="list-style-type: none"> Graduation 	Php 50.00 + Php 30.00 doc stamp	1 working day
<ul style="list-style-type: none"> Certification, Authentication, and Verification (CAV) 	Php 50.00 + Php 30.00 doc stamp	1 working day
<ul style="list-style-type: none"> Completion of Academic Requirements (CAR) 	Php 50.00 + Php 30.00 doc stamp	1 working day
<ul style="list-style-type: none"> Enrolment 	Php 50.00 + Php 30.00 doc stamp	1 working day
Certification of course description	Php 150.00/set + Php 30.00 doc stamp	3 working days
Document Sealed Envelope with documentary stamp	Php 50.00 + Php 30.00 doc stamp	1 working day
Document seal (dry seal)	Php 10.00/page + Php 30.00 doc stamp	1 working day
2nd copy of Grade Slip, Study Load, and Evaluation of Grades	Php 50.00/copy	1 working day
Certificate of Proficiency (COP)	Php 150.00 + Php 30.00 doc stamp	7 working days
Diploma/Qualifications Statement	Php 350.00 + Php 30.00 doc stamp	7 working days
Forms Aboard i.e. CGFNS, NCLEEx, etc	Php 150.00/set + Php 30.00 doc stamp	5 working days



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
8. Client proceeds to the Cash Unit at the Emma Center for order of payment (OP) issuance and to secure signature of accountant/representative.	8.1. Cash Unit in-charge receives the request for scholastic records form. 8.2. Encodes the transaction of the client and issues order of payment number. 8.3. Stamps the form with the name of the accountant. 8.4. Accountant/ representative signs the form.	None	Based on Cashier response time	Cashier Cash Unit
9. Clients process the payment.	9. Window 7 Cashier receives the payment and issues Official Receipt to the client	See assessment of fees in particulars	Based on Cashier response time	
10. Proceed to the library.	10. Library staff checks the online system of borrowed books, manuals and periodicals.	None	Based on Learning Resource Center response time	Library Staff Learning Resource Center
11. Secure the signature of the university librarian/ representative.	11. Initials the request for scholastic Records.	None		
12. Return to Window 1 and Submits to the in – charge the fully accomplished request form with the Official Receipt	12.1. Receives the duly accomplished scholastic records request form and the official receipt. 12.2. Writes the OR number and the claiming date in the scholastic records request form.	None	5 minutes	Window 1 in – charge University Registrar's Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	12.3. Stamps at the back of the Official Receipt with releasing date. 12.4. Instructs the client to return on the release date	None	5 minutes	<i>Window 1 in – charge</i> University Registrar's Office
13. Proceed to the Registrar's Office - Releasing Section and present the Official Receipt with claiming schedule, Valid I.D. (Claimants other than the owner please refer above for the requirements).	13.1. Receives the Official Receipts with claiming schedule. 13.2. Retrieves the permanent file in the Releasing filing rack.	None	5 minutes (Excluding waiting time)	<i>Releasing Section over-all in-charge</i> University Registrar's Office
14. Receives the requested scholastic records.	14. Releases the requested Scholastic Records.	None	1 minute	
Total:		See assessment of fees in particulars	7 working days, 46 minutes and depend on client transaction	



6. 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	University Registrar's Office			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Alumni, Graduating Students, Students who desire to transfer to another school, presently enrolled students and 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 5. Barangay Certification as First-Time Job Seeker Under RA No. 11261 (Client Who Wants to Avail of the Free Transcript of Records with Employment Purposes) 6. Letter/Certificate of No Objection (alumni or students who already transferred to another school)			Cebu Normal University Website under Registrar tab Owner of the scholastic record Owner of the scholastic record Cashier Unit Barangay Center with Residence at least (6) months Attended Institution after CNU	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client open the CNU website (www.cnu.edu.ph) under the Registrar menu 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/Registrar official email. Print the Request Form.	None	15 minutes (Normal days) 15-30 minutes (Peak season)	<i>Registrar's staff</i> University Registrar's Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.2. Retrieves the requested document from electronic file of the Student Information System or hard file from the Archive Section.	None	15 minutes	Registrar's staff University 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	2 minutes	
	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 working day	
	1.3. In-charge counts the number of pages for assessment of fees.	None	5 minutes	
	1.4. Scan Request Form with assessment, attach in the email, and transmits to the Cash Unit.	See assessment of fees in particulars	10 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.5. Emails the client the status of the request and provide option to proceed to the Accounting Unit for payment of the assessment fees.	None	Based on Cash Unit response time	<i>Accounting staff</i> Accounting Unit
	1.6. Receive endorsement email from Accounting Unit on the assessment fee of the requested document/s.	None		
	1.7 Checks the client's account in the Student Information System if there's a previous accountability.	None		<i>Clearance in-charge</i>
	1.8. Email client on the total amount to pay including the remaining balance and steps on how to pay the requested scholastic record using the LinkBiz Portal.	None	15 minutes	Accounting Unit
2. Receives email from Accounting Unit the total amount to pay including the remaining balance and steps on how to pay the requested scholastic record using the LinkBiz Portal.	No agency action yet	Refer to email attachment	Client control	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. Receives acknowledgement from LANDBANK after a successful payment using the LinkBiz Portal.	3.5. Generates the list of successful transactions in the LinkBiz Portal a day after the successful payment and shares the list to the Registrar's Office in a google sheet format.	None	30 minutes	Cashier Cash Unit
	3.6. In-charge of the Registrar's Office reviews the successful transactions in the google sheet.	None	10 minutes	Registrar's staff Registrar's Office
	3.7. Email client on claiming schedule.	None	10 minutes	
	3.8. Verifies, checks, evaluates, encodes, scan and prints the requested records. Stamp appropriate remarks. Affix signature of the University Registrar.	None	7 working days (See processing time in particulars)	
4. Receives email from the Registrar's Office the claiming schedule. For inquiries, please email the Registrar at registrar@cnu.edu.ph or through the contact details provided by the Office: (032)254-0067, (032) 254-1452 local 134 and Smart – 09212390307.	4. Receives email/calls and inquiries of the client regarding the availability of their request.	None	10 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
5. Proceed to the Registrar's Office – Releasing Section and present the print-out or picture copy of the claiming date for verification, Valid I.D. (Claimants other than the owner please refer above for the requirements).	5.1. Receives and verifies the print-out of picture copy of the claiming date, Valid I.D. 5.2. Retrieves the permanent file in the Releasing filing rack.	None	5 minutes (Excluding waiting time)	<i>Registrar's staff</i> Registrar's Office
6. Receives the requested Scholastic Records.	6. Releases the requested Scholastic Records.	None	1 minute	
Total:		See assessment of fees in particulars	8 working days, 2 hours and 26 minutes (If the request is in order) 9 working days 2 hours 24 minutes (If the request is not in order)	



7. 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 the presentation of required documents.

Office or Division	University Registrar's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Female Enrolled/Graduated Student			
Checklist of Requirements			Where to secure	
1. Application for Change Status (Family Name) In the Student's Records, 1 original copy 2. PSA Marriage Contract (For Married Females) 3. Annulment Result (For Females Whose Marriage Is Annulled), 1 original copy			University Registrar's Office Philippine Statistics Office (PSA) Philippine Statistics Office (PSA)	
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 minutes (Normal days) 5-15 minutes (Peak season)	<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 minutes	
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 minute	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. Fill up the application form.	No agency action yet	None	Client Control	
5. Submits filled up application form to Window 1 in – charge.	5.1. Receives duly filled up Application form. 5.2. Retrieves the permanent file of the client in the archive section. 5.3. Makes assessment of fees of the requested document. 5.4. Gives client instructions on how much to pay and where to pay.	None	10 minutes	Window 1 in – charge University Registrar's Office
6. Receives assessment fee of requested.	6.1. Hands out the assessment of fees and the processing time. 6.2. Explains the next step of the process.	None	5 minutes	
7. Client proceeds to the Cash Unit for order of payment (OP) issuance and secure signature of account/representative.	7.1. Cash Unit in-charge receives the request form. 7.2. Encodes the transaction of the client and issues order of payment number. 7.3. Stamps the form with the name of the accountant. 7.4. Accountant/ representative signs the form.	None	Based on Cashier response time	Cashier Cash Unit
8. Clients process the payment.	8. Cashier received the payment and issues Official Receipt to the client.	Php 130.00		



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
9. Return to Window 1 and submits to the in – charge the fully accomplished application form with the Official Receipt.	9.1. Receives the duly accomplished request form and the official receipt. 9.2. Writes the OR number and the claiming date in the request form. 9.3. Stamps at the back of the Official Receipt with releasing date. 9.4. Instructs the client to return on the release date. 9.5. Verifies, checks, evaluates, encodes, and prints the change status. The University Registrar counter signs the change status ready for signature by the University President.	None	3 minutes	<i>Window 1 in – charge</i> University Registrar's Office
10. Proceed to the Registrar's Office – Releasing Section and present the print-out or picture copy of the claiming date for verification, Valid I.D. (Claimants other than the owner please refer above for the requirements).	10.1. Receives the OR with claiming schedule. 10.2. Retrieves the permanent file in the Releasing filing rack.	None	5 minutes	<i>Releasing Section Over-all in-charge</i> University Registrar's Office
11. Receives the requested scholastic records	11. Releases the requested Scholastic Records.	None	1 minute	
Total:		Php 130.00	29 minutes	



8. 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	University Registrar's Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Female Enrolled/Graduated Student			
Checklist of Requirements		Where to secure		
1. Application for Change Status (Family Name) In the Student's Records, 1 scanned copy 2. PSA Marriage Contract (For Married Females), 1 scanned copy 3. Annulment Result (For Females Whose Marriage Is Annulled), 1 scanned copy		Office of the Registrar Philippine Statistics Office Philippine Statistics Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client open the CNU website (www.cnu.edu.ph) under the Registrar menu 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/Registrar official email. Print the Request Form.	None	11 minutes (Normal days) 15-30 minutes (Peak season)	Registrar's staff University 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 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	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	2 minutes	Registrar's staff University 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 working day	
	1.3. Scan Request Form with assessment, attach in the email, and transmits to the Accounting Unit.	None	10 minutes	
	1.4. Emails the client the status of the request and provide option to proceed to the accounting unit for payment of the assessment fees.	None	Based on Accounting Unit response time	Accounting staff Accounting Unit
	1.5. Receive endorsement email from Registrar's Office on the assessment fee of the requested document/s.	Php 130.00		



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.6. Checks the client's account in the Student Information System if there's a previous accountability.	None	Based on Accounting Unit response time	<i>Clearance in-charge</i>
	1.7. Email client on the total amount to pay including the remaining balance and steps on how to pay the requested scholastic record using the LinkBiz Portal.	None		Accounting Unit <i>Accounting staff</i> Accounting Unit
2. Receives email from accounting unit the total amount to pay including the remaining balance and steps on how to pay the requested scholastic record using the LinkBiz Portal.	No agency action yet	Refer to email attachment	Client control	
3. Receives acknowledgement from LANDBANK after a successful payment using the LinkBiz Portal.	3.1. Generates the list of successful transactions in the LinkBiz Portal a day after the successful payment and shares the list to the Registrar's Office in a google sheet format.	none	Based on Cashier response time	<i>Cashier</i> Cash Unit
	3.2. In-charge of the Registrar's Office reviews the successful transactions in the google sheet.	None	10 minutes	<i>Registrar's staff</i> Registrar's Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3.3. Email client on claiming schedule.	None	10 minutes	<i>Registrar's staff</i>
	3.4. Verifies, checks, evaluates, encodes, scan and prints the requested records. Stamp appropriate remarks. Affix signature of the University Registrar.	None	7 working days (See processing time in particulars)	Registrar's Office
4. Receives email from the Registrar's Office the claiming schedule. For inquiries, please email the Registrar at registrar@cnu.edu.ph or through the contact details provided by the Office: (032)254-0067, (032) 254-1452 local 134 and Smart – 09212390307	4. Receives email/calls and inquiries of the client regarding the availability of their request.	None	10 minutes	
5. Proceed to the Registrar's Office – Releasing Section and present the print-out or picture copy of the claiming date for verification, Valid I.D. (Claimants other than the owner please refer above for the requirements)	5.1. Receives and verifies the print-out of picture copy of the claiming date, Valid I.D. 5.2. Retrieves the permanent file in the Releasing filing rack.	None	5 minutes (Excluding waiting time)	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
6. Receives the requested Scholastic Records.	6. Releases the requested Scholastic Records.	None	1 minute	<i>Releasing Section</i> <i>Over-all in-charge</i> University Registrar's Office
Total:		Php 130.00	8 working days, 2 hours and 7 minutes (If the request is in order) 9 working days, 2 hours and 5 minutes (If the request is not in order)	



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

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

Office or Division	University Registrar's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	All Students			
Checklist of Requirements			Where to secure	
1. Request for correction of name or wrong entry, 1 original copy 2. PSA Live Birth Certificate, 2 copies (1 original and 1 photocopy) 3. Personal or Parent's Affidavit, 1 original copy 4. Affidavit of Two Disinterested Persons, 1 original copy 5. 2 x 2 Pictures in white background with name tag, 2 pieces 6. Photocopy of school record bearing the wrong entry, 1 copy			University Registrar's Office Philippine Statistics Office Personal or Parents Notary Public Any 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 minutes (Normal days) 5-15 minutes (Peak season)	<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	1 minute	
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 minute	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. Fill up the application form.	No agency action yet	None	Client Control	
5. Submits filled up application form to Window 1 in – charge.	5.1. Receives duly filled up application form. 5.2. Retrieves the permanent file of the client in the archive section. 5.3. Makes assessment of fees of the requested document. 5.3. Gives client instructions on how much to pay and where to pay.	None	10 minutes	Window 1 in – charge University Registrar’s Office
6. Receives assessment fee of requested documents.	6.1. Hands out the assessment of fees. 6.2. Explains the next step of the process.	None	5 minutes	
7. Client proceeds to the cash unit at the EMMA Center for order of payment (OP) issuance and secure signature of accountant/representative.	7.1. Cash Unit staff in-charge receives the Request form. 7.2. Encodes the transaction of the client and issues OP number 7.3. Stamps the form with the name of the accountant. 7.4 Accountant/ representative signs the form.	None	Based on Cashier response time	Cashier Cash Unit
8. Client process the payment.	8. Cashier receives the payment and issues Official Receipt to the client.	Php 130.00		



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
9. Return to Window 1 and submits to the in – charge the fully accomplished application form with the Official Receipt.	9.1. Receives the duly accomplished request form and the official receipt. 9.2. Writes the OR number and the claiming date in the request form. 9.3. Stamps at the back of the Official Receipt with releasing date. 9.4. Instructs the client to return on the release date. 9.5. Verifies, checks, evaluates, encodes, and prints the change status. The University Registrar counter signs the change status ready for signature by the University President.	None	5 minutes	<i>Window 1 in – charge</i> University Registrar's Office
10. Proceed to the Registrar's Office – Releasing Section and present the print-out or picture copy of the claiming date for verification, Valid I.D. (Claimants other than the owner please refer above for the requirements).	10.1. Receives the OR with claiming schedule. 10.2. Retrieves the permanent file in the Releasing filing rack.	None	5 minutes (Excluding waiting time)	<i>Releasing Section Over-all in-charge</i> University Registrar's Office
11. Receives the requested scholastic records.	11. Releases the correction of name or wrong entry in the student's Official School Records	None	1 minute	
Total:		Php 130.00	34 minutes	



10. 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	University Registrar's Office				
Classification	Simple				
Type of Transaction	G2C – Government to Citizen G2G – Government to Government				
Who may avail?	All transacting clients				
Checklist of Requirements			Where to secure		
1. Emailed complaints, 1 original copy 2. Client Feedback Google Form 3. Walk – in customer complaints, 1 original copy			Official registrar email address: registrar@cnu.edu.ph Cebu Normal University Website The client will provide		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
2. Email complaints @ registrar@cnu.edu.ph OR	2.1. Mails in – charge checks the registrar emails daily.	None	1 working day	<i>Mails in – charge</i> University Registrar's Office	
1. Fill out the CSS Google Form @ CNU Website. OR	1.1. Collates the Customer Satisfaction Survey Feedback.	None	1 minute	<i>Complaints desk officer</i> University Registrar's Office	
2. Walk – in customers with complaints approach the complaints desk Registrar's Office	2.1. Complaints desk officer receives the client complaints.	None	1 minute		



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.2. Responds to the complaint according to internal knowledge of procedures and processes of the office.	None	20 minutes	University Registrar University Registrar's Office
	2.3. Refers complain to the University Registrar, if issue remains unresolved.	None	5 minutes	
	2.4. Registrar takes appropriate action to address the complaint after assessment of the issue.	None	1 hour	
Total:		None	1 working day, 1 hour and 31 minutes	



OFFICES/UNITS UNDER THE VICE PRESIDENT FOR SPECIAL NEEDS, EARLY CHILDHOOD, INTERNATIONALIZATION AND LIFELONG LEARNING (VP-SNECILL)



Office of Internationalization

Internal Services



1. Establishing International Linkages

As the primary center for internationalization the Office for Internationalization is designated to explore and identify area of collaboration and establish linkages with foreign higher education institutions as well as various legitimate international organizations and/or agencies.

Office or Division	Office for Internationalization			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail?	CNU Personnel (Administrative Officials, Unit Heads and Faculty)			
Checklist of Requirements		Where to secure		
1. Letter of Intent (LOI), 1 copy Other supporting documents: <ul style="list-style-type: none"> • Updated profile of the institution/organization/agency • Areas of potential collaboration • Place in World Rankings and Accreditations • Niches of the institution • List of International Network or Partners in the Philippines Website/Social Media Platforms • Draft Partnership Agreement 		Transacting Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submission of Letter of Intent and/or other supporting documents.	1. Receive, record & acknowledge the submission. error/s seen). 1.1 If documents are insufficient, request transacting client to submit supporting documents.	None	30 minutes	<i>Office Staff</i> Office for Internationalization



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Wait for reply.	2. Conduct background investigation of the requesting institution/organization/agency: 2.1. Review letter of intent and other support documents. 2.2. Verify the status of prospective foreign partner-HEIs and their accredited/recognized programs with the CHED International Affairs Service (IAS). 2.3. Coordinate with the External Affairs and Partnerships Office and other units for an exploratory meeting. 2.4. Invite potential partner for an exploratory meeting.	None	10 working days	<i>Office Staff/IZN Director</i> Office for Internationalization
3. Receive invitation and attend exploratory meeting.	3. Record minutes of the meeting. 3.1. Discuss partnership goals and objectives. 3.2. Negotiate provisions of the partnership agreement.	None	1 working day	<i>Office Staff/ IZN Director and other Administrative Officials</i> Office for Internationalization
4. Wait for draft MOU/MOA.	4. Draft MOU/MOA. 4.1. Submit draft MOU/MOA to the External Affairs and Partnerships Office and Legal Unit for review. 4.2. Share draft MOU/MOA to potential partner for review.	None	5 working days	<i>Office Staff/IZN Director</i> Office for Internationalization



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
5. Review for draft MOU/MOA.	5. Wait for feedback. .	None	5 working days	Office Staff/IZN Director Office of IZN & Global Citizenship
6. Submit reviewed MOU/MOA.	6. Receive, record and acknowledge the submission. 6.1. Finalize the MOU/MOA.	None	5 working days	Office Staff/IZN Director/Legal Officer Office of IZN & Global Citizenship/Legal Unit
7. Wait for approval of the Administrative Council	7. Write an endorsement letter for the partnership addressed to the University President attaching the profile of the potential partner and the finalized MOU/MOA. 7.1. Sign endorsement letter. 7.2. Present partnership to the Administrative Council. 7.2.1. If approved, prepare other documents for the Board of Regents (if required) 7.2.2. If disapproved, either comply with remarks or additional requirements or communicate to potential partner about the disapproval.	None	10 working days	Office Staff/IZN Director Office for Internationalization



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
8. Wait for approval of the Board of Regents.	8. Prepare other documents required by the Board of Regents. 8.1. Wait for BOR meeting schedule. 8.2. Wait for the passage of the BOR Resolution. 8.3. If disapproved, inform transacting client.	None	10 working days	Office Staff/IZN Director Office for Internationalization
9. Enter into MOU/MOA signing with the University President.	9. Reproduce 8 copies of the MOU/MOA; 4 copies between CNU and partner. 9.1. Facilitate MOU/MOA Signing Ceremony.	None	1 working day	
LAST STEP: Office staff requests the customer to fill-out the office customer satisfaction survey form and inform them that they have any issues or concerns that they would like the management to address, they may email through international.linkages@cnu.edu.ph and/or Quality Assurance Office at qa@cnu.edu.ph		Total: None	65 working days and 30 minutes	



2. Securing Authority to Travel Abroad on Official Business

In accordance with the issuance on foreign travel authority on official business, the IAS Form No.15 is given to the SUC personnel. The Office will process the request for assessment of legitimacy of international conferences/meetings per Memorandum from the CHED dated July 24, 2019 titled "Guidelines for Securing Authority to Travel Abroad for State Universities and Colleges (SUCs).

Office or Division	Office for Internationalization
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail?	CNU Personnel (Administrative Officials, Unit Heads, Faculty, and Non-teaching Staff)
Checklist of Requirements	Where to secure
1. Request letter addressed to IAS Director, 1 copy 2. IAS Form No.15: Evaluation Form for the Necessity of Travel for SUCs 3. Invitation Letter/Acceptance Letter 4. Profile of Organizer 5. Background Information on International Event/Conference/Meeting 6. For paper presentations: Proof that papers presented in the conference will be published in journals indexed by Elsevier/Scopus/ASEAN Citation Index (ACI) 7. Re-entry Action Plan 8. CHED IAS Assessment 9. BOR Resolution ➤ Other documents required by the Board of Regents 10. Memorandum-A/F-TA	Office for Internationalization Office for Internationalization Organizer Event/Conference website cross referenced with trustworthy sources Event/Conference website cross referenced with trustworthy sources Screenshot of Elsevier/Scopus/ASEAN Citation Index (ACI) websites Office for Internationalization Office for Internationalization Office of the Board and University Secretary; Accounting Office; Legal Unit Office of the University President



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Request for International Affairs Services Form No. 15.	1. Acknowledge request and provide IAS Form No. 15 as well as checklist.	None	5 minutes	<i>Office Staff</i> Office for Internationalization
2. Fill-out IAS Form No. 15 and submit supporting documents.	2. Received, record, and acknowledge submission. 2.1. If documents are insufficient, request transacting client to submit supporting documents.	None	10 working days	<i>Office Staff</i> Office for Internationalization
3. Wait for approval of IAS Form No. 15.	3. Evaluate international event/conference/meeting. 3.1. Sign IAS Form No. 15 3.2. Forward IAS Form No. 15 to the Office of the University President. 3.3. Sign IAS Form No. 15.	None	1 working day	<i>Office Staff/ IZN Director and University President</i> Office for Internationalization



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. Wait for draft MOU/MOA. 4.1. Fill out the <i>Foreign Travel of State Universities and College for IAS Assessment Form</i> .	4. Write a request letter to the IAS Director. 4.1. Submit request letter, approved IAS Form No. 15, and supporting documents to CHED IAS Assessment. 4.2. Wait for reply of IAS Assessment 4.3. Transmit the <i>Foreign Travel of State Universities and Colleges for IAS Assessment Form</i> to the transacting client. *Note from CHED IAS: request with complete requirements will be processed strictly within fifteen (15) working days.	None	15 working days	Office Staff/IZN Director Office for Internationalization
5. Wait for approval of the Administrative Council.	5. Receive, record & acknowledge IAS Assessment 5.1. Fill out IAS Client Satisfaction Survey. 5.2. Forward IAS Assessment to the Office of the Board and University Secretary. 5.3. Inform transacting client about IAS Assessment. 5.4. Present request to travel abroad to the Administrative Council. 5.4.1. If approved, coordinate with the Office of the Board and University Secretary for other requirements needed by the Board of Regents and inform transacting client. 5.4.2. If disapproved, inform transacting client.	None	5 working days	Office Staff/IZN Director Office for Internationalization



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
6. Wait for approval of the Board of Regents. 6.1. Wait for the release of the Memorandum / Travel Authority.	6. Wait for the BOR meeting schedule. 6.1. Wait for the passage of the BOR Resolution. 6.2. If disapproved, inform transacting client.	None	5 working days	<i>Office Staff</i> Office for Internationalization
LAST STEP: Office staff requests the customer to fill-out the office customer satisfaction survey form and inform them that they have any issues or concerns that they would like the management to address, they may email through international.linkages@cnu.edu.ph and/or Quality Assurance Office at qa@cnu.edu.ph		Total: None	34 working days and 5 minutes	



3. Securing Authority to Travel Abroad on Personal Capacity

In accordance with the issuance on foreign travel authority on personal capacity/purpose, the CNU Foreign Travel Recommendation Form is given to the SUC personnel, as well as a checklist of other requirements pursuant to CNU Memorandum Order No. 4, s.2023 and CNU Memorandum Circular No. 40, s. 2024.

Office or Division	Office for Internationalization			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail?	CNU Personnel (Administrative Officials, Unit Heads, Faculty, and Non-teaching Staff)			
Checklist of Requirements			Where to secure	
1. Request letter addressed to the University President, 1 copy 2. CNU Foreign Travel Recommendation Form 3. Affidavit of Undertaking for Travel Abroad on Personal Capacity [Notarized] 4. Certificate of Employment 5. Memorandum-PC/P-TA: Travel Authority on Personal Capacity/Purpose			Transacting Client Office for Internationalization Office of the University President Human Resource Management Unit Office of the University President	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Request for CNU Foreign Travel Recommendation Form.	1. Acknowledge request and provide CNU Foreign Travel Recommendation Form as well as checklist of supporting documents.	None	5 minutes	Office Staff Office for Internationalization
2. Fill-out CNU Foreign Travel Recommendation Form and transmit to authorized signees and submit supporting documents	2. Receive, record, & acknowledge Submission. 2.1. If documents are insufficient, request	None	4 working days	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	transacting client to submit lacking documents. 2.2. Evaluate CNU Foreign Travel Recommendation Form. 2.3. Sign CNU Foreign Travel Recommendation Form.	None		Office Staff Office for Internationalization
3. Submit CNU Foreign Travel Recommendation Form and supporting documents to the Office of the University President.	3. Submit CNU Foreign Travel Recommendation Form and supporting documents to the Office of the University President on behalf of transacting client.	None	1 working day	
LAST STEP: Office staff requests the customer to fill-out the office customer satisfaction survey form and inform them that they have any issues or concerns that they would like the management to address, they may email through international.linkages@cnu.edu.ph and/or Quality Assurance Office at qa@cnu.edu.ph		Total: None	5 working days and 5 minutes	



OFFICES/UNITS UNDER THE VICE PRESIDENT FOR RESEARCH, PUBLICATION, INNOVATION, COMMERCIALIZATION AND EXTENSION (VP-RPICE)



Extension Services Office

Internal Services



1. 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	Extension Services Office			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail?	Project proponents			
Checklist of Requirements			Where to secure	
1. Extension project proposal, 1 copy original 2. Supporting Documents, 1 photocopy			Transacting client 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.	None	5 – 10 working days	Office Staff Extension Services Office
	1.2. Incomplete attachment, return the proposal to the proponents for completion.			
	1.3. Forward to the Director of Extension Services for perusal and approval.	None	1 – 2 working days	Director Extension Services Office
	1.4. Reviews the proposal. 1.5. Makes recommendations. 1.6. Forward to the VP-RPRICE.	None	4 – 6 working days	
Total:		None	18 working days	



2. Processing of Extension Project Activity Implementation

Facilitates the approval and execution of community extension projects. This service ensures that proposed activities align with institutional goals, comply with guidelines, and receive necessary endorsements, enabling smooth coordination and effective outreach initiatives.

Office or Division	Extension Services Office			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail?	Project proponents			
Checklist of Requirements		Where to secure		
1. Approved Extension project proposal, 1 copy 2. Supporting documents, 1 copy		Transacting client Transacting client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submission of Program, Activity and Project (PAP) Executive Brief/Concept Note of Extension Services project.	1. Initial checking of the submitted documents of completed extension project (PAP).	None	3 – 5 working days	<i>Office Staff / Director</i> Extension Services Office
2. Recommendation for approval of POW to VP-RPRICE via email.	2. Endorsement of PAP for recommendation of VP-RPRICE.	None	3 – 5 working days	<i>Director</i> Extension Services Office
3. Conduct an Extension Projects session.	3. Preparing the venue to be used to the faculty ahead of time	None	2 – 3 working days	<i>Office Staff</i> Extension Services Office
Total:		None	13 working days	



Research & Development and Publications Office

External Services



1. Plagiarism Check Certification

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

Office or Division	Research and Development and Publications (RDP) Office			
Classification	Complex			
Type of Transaction	G2C - Government to Citizens			
Who may avail?	Researchers both professional and student			
Checklist of Requirements		Where to secure		
Request for plagiarism check form, 1 original copy Official Receipt, 1 original copy Research manuscript, 1 electronic copy		Research and Development and Publications Cash Unit 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 online request form.	1.1. Checks for the completeness of the required data. 1.2. Instruct client to proceed to Cashier Unit 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> RDP Office
2. Pay the plagiarism check fees.	2.1. Receive the payment. 2.2. Issues official receipt (OR).	As assessed	Based on Cash Unit response time	<i>Cashier</i> Cash Unit



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. Return to RDP Office and hands in the Official Receipt.	3.1. Receives the Official Receipt.	None	5 minutes	Staff in – charge RDP Office
	3.2. Request for the submission of the electronic copy through e-mail: crdsupport@cnu.edu.ph .			
	3.3. Set date for follow – up.			
	3.4. Check RDP official mail. 3.5. Initiate plagiarism check run.	None	3 working days	
4. Client follows up the result.	3.6. Notifies the client on initial result. 3.7. Give instructions for compliance.	None		RDP Staff RDP Office
	4. Inform the client on the initial result of the plagiarism run. If >10%, proceed to Step 5. If ≤ 10%, Proceed to Step 7.	None		
5.	5. Give instructions to the client on what to do to lower the Similarity Index.	None	1 working day	
6. Revises the manuscript to lower the similarity index.	6. Repeats Step 3.5. (2 nd run & 3 rd run).	None	1 working day	
7. Claims Plagiarism Check Certificate.	7.1. Issuance of Plagiarism Check Certificate. 7.2. Client is required to accomplish the Client Satisfaction Management (CSM) via Online or Hard Copy Form in RDP Unit.	None	1 working day	
Total:		As assessed	6 working days, 1 hour and 5 minutes	



Research & Development and Publications Office

Internal Services



1. 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	Research & Development and Publications (RDP) Office			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail?	Faculty researchers of the university			
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 (SDTR), 1 original copy • Terms of Reference, 1 photocopy • GANTT Chart, 1 original copy • Modus Operandi, 1 original copy • Line-Item Budget, 1 original copy • GAD / SDGs impact of the project, 1 copy 			Transacting client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits proposal to the RDP Office.	1.1. Initial checking of the submitted document for completeness. The proposal is returned for compliance if incomplete; accepted if complete.	None	10 minutes	Staff in – charge RDP Office
	1.2. Submit research proposal for review by 2 externals evaluators/experts on the topic. This includes finding external evaluators who are experts on the topic/ discipline which the research proposal belongs to.	None	7 working days	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.3. Collates evaluation results and recommendations from two (2) external evaluators and return proposal to proponents.	None	3 working days	Staff in – charge RDP Office
2. Complies the recommendations for revision from the evaluators and submits revised full-blown proposal.	2. Follow up and monitor.	None		
3. Submits compliance and revised proposal to RDP Office.	3.1. Validates if the submitted revised proposal complies with the comments and suggestions of the external reviewers.	None	3 working days	
	3.2. Check and validates the Compliance sheet and revised proposal; check if attachments are complete and correct.	None	3 working days	
	3.3. Collate all complete and validated proposals for endorsement by RDP Director to URAC; Forward the verified proposal to RDP Director	None	1 working day	
	3.4. Submits the collated and validated proposals to URAC for approval.	None	3 working days	
Total:		None	20 working days	



2. Research Paper Presentation Grant

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

Office or Division	Research & Development and Publications (RDP) Office			
Classification	Simple for Research paper published; Complex for Research paper for not yet published			
Type of Transaction	G2G - Government to Government			
Who may avail?	Faculty researchers of the university			
Checklist of Requirements				Where to secure
Request Letter request address to the President initially signed by the College Dean and Research Chair together with the following attachments: <ul style="list-style-type: none"> • Acceptance Notice from the organizer of the research event, 1 original copy • Conference Brochure, 1 photocopy • Electronic or hard copy of the full research paper to be submitted to the RDP Office or through RDP email, 1 copy • Powerpoint presentation of the study, 1 copy 				Transacting client
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<i>Research paper already published</i>				
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; The request is returned for compliance if incomplete; accepted for technical review if attachments are complete.	None	20 minutes	Staff in – charge RDP Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.2. Reviews the papers for technical soundness and verify the journal where the research study was published.	None	1 working day	Staff in – charge RDP Office
	1.3. Review Powerpoint presentation submitted.	None	1 working day	
	1.4. Prepare Evaluation Summary Report.	None	1 working day	
	1.5. Forward the Evaluation Summary Report together with the attached documents to RDP Director for signature; action is either endorsed to VP-RPICE or returned to the requesting party for compliance with observations.	None	10 minutes	
	1.6. If all is in order, forward the Evaluation Summary Report together with the attached documents to VP-RPICE for signature.	None	10 minutes	
Total:		None	3 working days	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Research paper not yet published				
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. The request is returned for compliance if incomplete; accepted for technical review if attachments are complete.	None	10 minutes	Staff in – charge RDP Office
	1.2. Reviews the papers for technical soundness and verify the journal where the research study was published.	None	3 working days	
	1.3. Review Powerpoint presentation submitted.	None		
	1.4. Check Plagiarism of the research paper (the Similarity Index should be ≤ 10%) (if the Similarity Index is 10% or below proceed to Step 6.). <u>OR</u> Inform proponent to lower Similarity Index (if more than 10%) and complies other technical comments and suggestions.	None	3 working days	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Complies with the review comments and suggestions back to RDP Office.	2.1. Check the compliance of the research paper. Evaluate if all comments and suggestions are integrated and that Similarity Index is within range.	None	1 working day	Staff in – charge RDP Office
	2.2. Prepare Evaluation Summary Report.	None		
	2.3. Forwards the Evaluation Report together with the attached documents to RDP Director for signature; action is either endorsed or returned to the requesting party for compliance with observations.	None	10 minutes	
	2.4. If all in order, forward the Evaluation Summary Report together with the attached documents to VP-RPICE for signature.	None	10 minutes	
Total:		None	7 working days	



3. 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	Research & Development and Publications (RDP) Office			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail?	Faculty researchers of the university			
Checklist of Requirements			Where to secure	
Request Letter request address to the President initially signed by the College Dean and Research Chair together with the following attachments: <ul style="list-style-type: none"> • Acceptance Notice from the journal, 1 copy • Official Receipt (or if Paypal or other mode of payment without physical Official Receipt, secure acknowledgement of payment from the Journal), 1 copy • Invoice billing, 1 copy • Invoice payment, 1 copy • Mode of payment (Credit card, bank transfer, money transfer, etc.), 1 copy • Comments from the Reviewer of the Journal, 1 copy • Journal Information which may include (Impact factor, Indexing, etc.), 1 copy • Published copy of the paper, 1 copy 			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; The request is returned for compliance if incomplete; accepted for technical review if attachments are complete.	None	10 minutes	Staff in – charge RDP Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.2. Technical Review of the publication reimbursement request.	None	3 working days	Staff in – charge RDP Office
	1.3. Prepare Publication Summary Report, with Publication Reimbursement Order of Request per author.	None	3 working days	
	1.4. Forward the verified Publication Reimbursement request with all the attached documents to RDP Director for signature; action is either endorsed or return to requesting party for compliance of observations.	None	1 working day	
	1.5. If all in order, endorse the signed Publication Reimbursement to the Office of the VP-RPICE for approval.	None	5 minutes	
Total:		None	7 working days	



CEBU NORMAL UNIVERSITY – BALAMBAN CAMPUS



Cebu Normal University – Balamban Campus

External Services



1. Admission Process

Documents from external clients are received by the CNU Balamban Admin Office as hand – carry or emailed documents.

Office or Division	Cebu Normal University – Balamban Campus – Admin Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	All First Year Applicants			
Checklist of Requirements		Where to secure		
1. Scanned or Certified True copy of Senior High School Report Card showing a GPA (whichever is available i.e. Grade 11 or Grade 12), LRN, and Strand with school seal should be visible, 1 copy		School where the applicant studied his/her Senior High School		
2. Scanned or Certified True copy of Certificate of Good Moral Character		School where the applicant studied his/her Senior High School		
3. Scanned/Photocopy of PSA issued Birth Certificate, 1 copy		Philippine Statistics Authority (PSA)		
4. 2x2 decent colored ID picture with name tag and white background		Any Photo center		
5. Scanned/Certified true copy Certificate of Enrollment in Grade 12 from the Principal or School Administrator		School where the applicant studied his/her Senior High School		
6. Accomplished Application Form (for the college reference) and Admission Form (for TAGCS Unit reference)		Cebu Normal University website		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<i>Hand – carried documents/ Face-to-face Application</i>				
1. Client submits requirements in the Admin Office of CNU Balamban Campus. 1.1. For transferees, client submits Transcript of Records (evaluative copy).	1.1. Office staff reviews and evaluates submitted requirements. 1.2. The program chair evaluates the grades.	None	3 working days	Office Staff CNU Balamban Campus



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Client waits for the final instructions on the examination schedule.	2. Office staff provides final instructions for examination schedule and paraphernalia.	None		Office Staff CNU Balamban Campus
3. Upon passing the examination, the client waits for interview schedule.	3. The staff releases results as provided by the Testing Center and provides schedule for interview.	None		
4. Upon passing the interview, the client proceeds for the pre-enrollment procedure.	No agency action yet	None	Client control	None
Total:		None	3 working days	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Application				
1. The Applicant will accomplish the Google Form for the College/Department/Campus applied (Google form from the colleges).	1. Office staff evaluates the requirements. <ul style="list-style-type: none"> Applicants with lacking requirements: The office staff will send an email to the applicants. Applicants with complete requirements: The office staff will forward the application to the TAGCS Unit (testing@cnu.edu.ph) along with a carbon copy of the applicant (cc the applicant). Forwarding of Applications of applicants from the Colleges and/or Campuses to the TAGCS Unit will be two (2) days after the application of an applicant or earlier. So that the applicant will be given a testing schedule the soonest time possible. 	None	2 working days	<i>Dean's office staff</i> College Dean's office
Total:		None	2 working days	



2. Enrolment Process

Documents from external clients are received by the CNU Balamban Admin Office as hand – carry.

Office or Division	Cebu Normal University – Balamban Campus – Admin Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	All Students			
Checklist of Requirements		Where to secure		
1. Original Copy of Form 138 2. Original Copy of Certificate of Good Moral Character 3. Original Copy of PSA Birth Certificate 4. Postage Stamp worth Php 40.00, 1 pc 5. 2 x 2 colored ID picture, 3 pcs. 6. Expanded Brown Envelope, 1 pc. 7. Medical Certificate (Stool test result, x-ray result, CBC result, urinalysis)		School where the applicant graduated Senior HS School where the applicant graduated Senior HS PSA Office BIR Office or Postal Office Any photocenter Any office/educational materials supplier Nearby diagnostic laboratory		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<i>Carried Documents (incoming 1st year students)</i>				
1. Client submits requirements to the office.	1. Office Staff checks the submitted requirements.	None	3 working days	Office Staff CNU Balamban Campus
2. Clients fills out he plotting forms based on their approved class schedule.	2. Office staff checks correctness of entry in the plotting form and validates form.	None		
3. Client submits reviewed plotting form for encoding in the system.	3. Office staff enrolls the student in the system.	None		
Total:		None	3 working days	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Carried Documents (2nd year- 4th year)				
1. Client presents accomplished student's clearance.	1. Office staff provides plotting form.	None	3 working days	Office Staff CNU Balamban Campus
2. Client fills out the plotting forms based on their approved class schedule.	2. Office staff checks correctness of entry in the plotting form and validates form.	None		
3. Client submits reviewed plotting form for encoding in the system.	3. Office staff enrolls the student in the system.	None		
Total:		None	3 working days	
Carried Documents (returnees)				
1. Client presents accomplished student's clearance, approved letter to return to school and validation/endorsement form from the chair of the student's degree program.	1. Office staff provides plotting form.	None	3 working days	Office Staff CNU Balamban Campus
2. Client fills out the plotting forms based on their approved class schedule.	2. Office staff checks correctness of entry in the plotting form and validates form.	None		
3. Client submits reviewed plotting form for encoding in the system.	3. Office staff enrolls the student in the system.	None		
Total:		None	3 working days	



3. Visitor's Pass

External clients transacting in the Campus are accommodated by the CNU Balamban Admin Office.

Office or Division	Cebu Normal University – Balamban Campus – Admin Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	Interested Applicants, Parties, and Stakeholders			
Checklist of Requirements		Where to secure		
1. Visitor's Pass, 1 copy		Guard-on-duty, CNU Balamban Campus		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client presents valid ID.	1. Guard-on-duty checks valid ID and initially asks purpose of transaction.	None	3 working days	Office Staff CNU Balamban Campus
2. Client logs in the visitor's log book.	2. Guard-on-duty provides Visitor's Pass to the client upon completion of log book	None		
3. Client surrenders Visitor's pass after completing campus' transactions.	3. Guard-on-duty logs the time when the client leaves the Campus.	None		
Total:		None	3 working days	



Cebu Normal University – Balamban Campus

Internal Services



1. Counseling for walk-in Clients

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

Office or Division	Cebu Normal University – Balamban Campus – Office of Guidance and Counseling			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	Members of the CNU Balamban Community			
Checklist of Requirements		Where to secure		
1. Willingness to undergo counseling		Office of the Guidance and Counseling		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client transact business with the concerned unit.	1.1. Guidance counselor conducts a preliminary interview of a walk-in client about his/her concern.	None	5 minutes	Guidance Counselor CNU Balamban Campus
2. Client signs the official record book.	2. Guidance counselor conducts counseling service.	None	45 minutes / session	
Total:		None	50 minutes	



2. Counseling for Referral Clients

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

Office or Division	Cebu Normal University – Balamban Campus – Office of Guidance and Counseling			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	Members of the CNU Balamban Community			
Checklist of Requirements		Where to secure		
1. Referral Form, 1 copy 2. Consent Form, 1 copy		Office of the Guidance and Counseling		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client transact business with the concerned unit.	1.1. Counselor provides the referral form.	None	3 minutes	Guidance Counselor CNU Balamban Campus
	1.2. Counselor prepares the client consent form to validate the willingness of the client to participate in the guidance and counseling session.	None	3 minutes	
2. Client signs the official record book.	2. Guidance counselor conducts the counseling service.	None	45 minutes / session	
Total:		None	51 minutes	



3. Follow-up Service

Follow-up service is done to counselee/s who need further individual assistance.

Office or Division	Cebu Normal University – Balamban Campus – Office of Guidance and Counseling			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	Members of the CNU Balamban Community			
Checklist of Requirements		Where to secure		
1. Call slip, 1 copy		Office of the Guidance and Counseling		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client responds to the call slip and visits the guidance counselor at the Guidance and Counseling Office.	1. Counselor process the call slip.	None	3 minutes	Guidance Counselor CNU Balamban Campus
2. Client signs the official record book.	2. Guidance counselor conducts the counseling service.	None	45 minutes / session	
Total:		None	48 minutes	



CEBU NORMAL UNIVERSITY – MEDELLIN CAMPUS



Cebu Normal University – Medellin Campus

External Services



1. Admission/Registration of Incoming First Year Students

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

Office or Division	Cebu Normal University – Medellin Campus Office of the Campus Director			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Interested Applicants			
Checklist of Requirements		Where to secure		
1. Scanned or Certified True copy of Senior High School Report Card showing a GPA (whichever is available i.e. Grade 11 or Grade 12), LRN, and Strand with school seal should be visible, 1 copy		School where the applicant studied his/her Senior High School		
2. Scanned or Certified True copy of Certificate of Good Moral Character		School where the applicant studied his/her Senior High School		
3. Scanned/Photocopy of PSA issued Birth Certificate, 1 copy		Philippine Statistics Authority (PSA)		
4. 2x2 decent colored ID picture with name tag and white background		Any Photo center		
5. Scanned/Certified true copy Certificate of Enrollment in Grade 12 from the Principal or School Administrator		School where the applicant studied his/her Senior High School		
6. Accomplished Application Form (for the college reference) and Admission Form (for TAGCS Unit reference)		Cebu Normal University website		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Hand – carried documents/ Face-to-face Application				
1. Inquiries on admission requirements.	1. Attend to the inquiries of the clients	None	2 minutes	Office Staff Campus Director's Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Perform the following: 2.1. Submits the required documents; 2.2. Signs the logbook; 2.3. 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 minutes	<i>Office Staff</i> Campus Director's Office
	2.2. Compute the GPA; 2.3. Provide the applicants the application form/ admission testing form; 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.	None	20 minutes	
Total:		None	25 minutes	



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Application				
1. The Applicant will accomplish the Google Form for the College/Department/Campus applied (Google form from the colleges).	1. Office staff evaluates the requirements. <ul style="list-style-type: none"> • Applicants with lacking requirements: The office staff will send an email to the applicants. • Applicants with complete requirements: The office staff will forward the application to the TAGCS Unit (testing@cnu.edu.ph) along with a carbon copy of the applicant (cc the applicant). Forwarding of Applications of applicants from the Colleges and/or Campuses to the TAGCS Unit will be two (2) days after the application of an applicant or earlier. So that the applicant will be given a testing schedule the soonest time possible. 	None	2 working days	<i>Dean's office staff</i> College Dean's office
Total:		None	2 working days	



2. Entrance Examination

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

Office or Division	Cebu Normal University – Medellin Campus Office of the Campus Director			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Interested Applicants			
Checklist of Requirements			Where to secure	
1. Validated testing slip/Admission slip, 1 copy			Testing & Admission Unit	
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 minutes	Office Staff Campus Director's Office
Total:		None	10 minutes	



3. 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	Cebu Normal University – Medellin Campus Office of the Campus Director				
Classification	Simple				
Type of Transaction	G2C – Government to Citizen				
Who may avail?	Interested Applicants				
Checklist of Requirements			Where to secure		
1. Pre – enrolment list, 1 photocopy 2. Pre – enrolment requirements <ul style="list-style-type: none">• Personal Data Sheet, 1 copy• List of requirements for the free tuition• Certificate of Good Moral Character, 1 original• PSA issued Birth Certificate, 1 original• Postage stamps worth P30• referral form for laboratory test required by the University, 1 copy 3. Laboratory results, 1 original			Campus Director’s office Campus Director’s office <		



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1.2. Proceeds to the Director's office for interview.	1.2. Assigned faculty, interviewers conduct the interview of the qualifiers.	None	30 mins	<i>Assigned Faculty Interviewers</i> Campus Director's Office
2. Secure from the admin staff the necessary forms.	2. Admin staff releases the needed forms for enrolment to the applicant. <ul style="list-style-type: none"> • Personal Data Sheet, • list of requirements for the free tuition; and • Pre-enrolment form 	None	10 mins	<i>Campus Registrar-in-Charge</i> Campus Director's Office
3. Secures from the staff the necessary form for medical.	3.1. Staff releases referral form for laboratory test required by the University. 3.2. Physical and dental assessments are performed. 3.2. Issuance of medical certificate.	None	1 hour	<i>Office Staff /Campus Nurse</i> Campus Director's Office /CNU Medellin Clinic
Total:		None	1 hour and 45 minutes	



4. Enrolment for Freshmen

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

Office or Division	Cebu Normal University – Medellin Campus Office of the Campus Director			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Incoming First Year Students			
Checklist of Requirements		Where to secure		
1. Accomplished/Signed Personal Data Sheet, 1 original 2. 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.	1.1. Checks the completeness of the information and validates the data.	None	10 minutes	Enrolment Committee Campus Director's Office
	1.2. Gives plotting sheet.	None	3 minutes	
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 minutes	
Total:		None	23 minutes	



Cebu Normal University – Medellin Campus

Internal Services



1. Enrolment for Old Students, Returnees, Shiftees

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?	All enrolled students in Undergraduate Programs			
Checklist of Requirements		Where to secure		
1. For Old Students: Accomplished semestral clearance, 1 original		Client		
1. For Returnees: Approved letter of request to return to school, 1 original		Client		
1. For Shiftee: approval letter to shift program, 1 original		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
OLD Student: 1. Presents duly accomplished semestral clearance and copy of the Evaluation of Grades to the Program Chairs. 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.	1.1. Receives the clearance and the copy of the Evaluation Grades. 1.2. Checks if there is No Grade or none. If there is No Grade, ask the proof of the processed completion of grade.	None	10 mins	<i>Enrolment Committee</i> Campus Director's Office



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Shiftee: 1. Presents approval letter to shift program.		None		<i>Enrolment Committee</i> Campus Director's Office
2. Presents the signed enrolment slip by the program chair to the enrolment committee.	2.1. Countersigns the subject to be enrolled. 2.2. Validates the subjects, prints assessment of fees and study load.	None	10 minutes	<i>Program Chairs; Enrolment Committee</i> Campus Director's Office
Total:		None	20 minutes	
Online Enrolment				
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	1 working day	<i>Enrolment Committee</i> Campus Director's Office
IRREGULAR Student 1. Submits a plotting form.	1.1. Evaluate the plotting form.	None	4 hours	Campus Director's Office
	1.2. Release the approved plotting form to the student.			
	2. Instruct the student to proceed with the enrolment process through the link in the CNU website.	None	15 minutes	
Total:		None	1 work day, 4 hours and 15 minutes	



2. 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			
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	
1. Adding, Changing, Withdrawing, Dropping of Subjects, Removal of No Grade/Correction of Wrong Grade Entries form, 1 original copy			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.	Php 100.00	7 working days	
	2.4. Instructs the client for the required fees.			
	2.5. Initiates the required service on the student’s record.	None		
Total:		Php 100.00	7 working days and 10 minutes	



3. 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			
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		
1. 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-out completely and correctly.	Php 100.00	5 mins	
	2.2. Photocopies the form to be the received copy of the student.	Doc stamp Php 30.00		
	2.3. Transmits the request to the main campus.	2.4. Initiates the required service on the student's record	None	
Total:		Php 130.00	7 working days and 10 minutes	




4. 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		
1. 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 minutes	<i>Office Staff</i> 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	<i>Registrar's Staff</i> University Registrar's Office
Total:		Php 1000.00	7 working days and 5 minutes	



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: 10px; 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 Director for Quality Assurance. Referral of the complaint to the concerned unit/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 unit 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 the complaints to <ol style="list-style-type: none"> ga@cnu.edu.ph (Quality Assurance Unit) information@cnu.edu.ph (Information Unit and FM Station) pres@cnu.edu.ph (Office of the University President) Write a formal complaint and send to <ol style="list-style-type: none"> Quality Assurance Unit (QA) ga@cnu.edu.ph Information Unit and FM Station info@cnu.edu.ph Complaints can also be filed via landline Contact number/s: Trunk Line (032) 254 – 1452; (032) 254 – 6814 Local Number: QA – 157 IUFMS – 115



	<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 unit will be transmitted to the university complaint officer. 1.2. Complaints received by the IUFMS will be transmitted to the QA unit. 2. 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 officer. 4. Complaint officer makes recommendations for action into the complaint to the <ol style="list-style-type: none"> 4.1. VP – Administration, Finance and External Affairs for complaints concerning administrative transactions. 4.2. VP – Academics Affairs for academic concerns. 4.3. VP – RPICE – 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>



LIST OF OFFICES

Office	Address	Contact Information
Office of the University President	CEFTEX – ASAB Building Osmeña Blvd, Cebu City	Direct: (032) 253-9611 Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 100/101 Email: pres@cnu.edu.ph
Information and FM Station Unit	Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 115 Email: info@cnu.edu.ph
Vice President for Academic Affairs (VP-AA)	CTE Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: vpacademic@cnu.edu.ph
Vice-President for Administration, Finance and External Affairs	CTE Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: vpadmin@cnu.edu.ph
Vice-President for Research, Publication, Innovation, Commercialization and Extension	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: vpprep@cnu.edu.ph
Vice President for Special Needs, Early Childhood Education, Internationalization and Lifelong Learning	CTE Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: vpsnecill@cnu.edu.ph
Chief Administrative Officer – Administration	Sentro ng Wika Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 132 Email: caoadmin@cnu.edu.ph
Chief Administrative Officer – Finance	EMMA Center – ASAB Building Osmeña Blvd, Cebu City	Direct: (032) 253-8072 Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: accountant@cnu.edu.ph
Alumni Relations and Affairs Office	Balay Alumni Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: alumni@cnu.edu.ph
Quality Assurance Unit	TAC Building Osmeña Blvd, Cebu City	Direct: (032) 254-3851 Trunk Line: (032) 254 – 1452;



		(032) 254 – 6814 Local: 157 Email: ga@cnu.edu.ph
Planning, Foresight and Futures Thinking Unit	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (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) 254 – 1452; (032) 254 – 6814 Local: 144 Email: cte@cnu.edu.ph ; cteug@cnu.edu.ph ; ctegs@cnu.edu.ph
College of Culture, Arts, and Sports	ACAS Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: cacs@cnu.edu.ph ; cnucas@cnu.edu.ph ;
College of Computing, Artificial Intelligences and Sciences	ACAS Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: ccaais@cnu.edu.ph
College of Public Governance and Safety and Sustainability	ACAS Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: cpgs@cnu.edu.ph ; cpgsqs@cnu.edu.ph ;
College of Tourism, Hospitality and Hotel Management	ACAS Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: cthhm@cnu.edu.ph
College of Nursing and Allied Health Sciences	CN Building Osmeña Blvd, Cebu City	Direct: (032) 254 – 1452 Local: 160 Email: cn@cnu.edu.ph
College of Medicine	VSMC Building Osmeña Blvd, Cebu City	Email: cnuvsmmccm@cnu.edu.ph
Special Needs, Early Childhood Education, and Lifelong Learning	ILS Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 182 Email: snecellug@cnu.edu.ph ; snecellgs@cnu.edu.ph
Student Affairs and Development Office	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (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) 254 – 1452; (032) 254 – 6814 Local: 182 Email: ils@cnu.edu.ph
CNU Medellin Campus	Medellin, Cebu	Email: medellincampus@cnu.edu.ph
CNU Balamban Campus	Balamban, Cebu	Email: balambancampus@cnu.edu.ph
Research and Development, and Publication (RDP)	CTE Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: crd@cnu.edu.ph
Extension Services Office	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 124 Email: extension.services@cnu.edu.ph
Income Generating Projects (IGP)	CTE Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 119 Email: igp@cnu.edu.ph
Testing, Admission, Guidance and Counseling Services Unit	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 150 Email: testing@cnu.edu.ph
Security and Safety Unit	Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 181 Email: chiefsecurity@cnu.edu.ph
Disaster Risk Reduction and Public Services Continuity Unit	Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: drmo@cnu.edu.ph
Office of the University and Board Secretary	CEFTEX – ASAB Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: sec@cnu.edu.ph
Legal Unit	CEFTEX – ASAB Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: legal@cnu.edu.ph
Accounting Unit	EMMA Center – ASAB Building Osmeña Blvd, Cebu City	Direct: (032) 253-8072 Trunk Line: (032) 254 – 1452; (032) 254 – 6814



		Local: No landline yet Email: accountant@cnu.edu.ph
Budget Unit	EMMA Center – ASAB Building Osmeña Blvd, Cebu City	Direct: (032) 253-8072 Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: accountant@cnu.edu.ph
Cash Unit	EMMA Center – ASAB Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: cash@cnu.edu.ph ; cnudisbursing2019@gmail.com
General Services Unit	Sentro ng Wika Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 111 Email: gso@cnu.edu.ph ; engineer@cnu.edu.ph
Human Resource Management Unit	TAC Building Osmeña Blvd, Cebu City	Direct: (032) 254 – 6818 Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: hrmo@cnu.edu.ph
University Registrar	Sentro ng Wika Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 133/ 134 Email: registrar@cnu.edu.ph
Property, Supply and Management Unit	CTE Building Osmeña Blvd, Cebu City	Direct: (032) 254 – 6813 Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: supplyofficer@cnu.edu.ph
Information and Communication Technology Unit	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 158/ 175/ 187 Email: icto@cnu.edu.ph
Medical and Dental Services Office	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 174 Email: clinic@cnu.edu.ph
Curriculum Development and Enhancements Office	CTE Building, Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: cde@cnu.edu.ph



Internal Audit Unit	CTE Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: internalaudit@cnu.edu.ph
Gender and Development Center	ACAS Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: gad@cnu.edu.ph
Project Management Unit	Library Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 200 Email: pmu@cnu.edu.ph
Innovation, Intellectual Property and Commercialization Office	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: ipro@cnu.edu.ph ; itso@cnu.edu.ph
National Service Training Program Office (NSTP)	Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 181 Email: nstp@cnu.edu.ph
Internationalization Office	CTE Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: international.linkages@cnu.edu.ph
External Affairs and Partnerships Office	CTE Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: external.affairs@cnu.edu.ph
Educational Sustainable Development Office	ACAS Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: cnuesdoffice@cnu.edu.ph ; garcesji@cnu.edu.ph
Culture and Sports Development Office	ACAS Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: dionesl@cnu.edu.ph
Sentro ng Wika at Kultura Office	Sentro ng Wika Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet



		Email: bacallal@cnu.edu.ph
Cebu Heritage Museum	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: museum@cnu.edu.ph
Learning Resource Center/ Library Services	Library Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 167 Email: library@cnu.edu.ph
Records Unit	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: records@cnu.edu.ph
Procurement Unit	CTE Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: procurementunit@cnu.edu.ph
Bids and Award Committee Office	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 146 Email: c nubacsec@gmail.com
Ethics Review Committee Office	ACAS Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: cnuerc@cnu.edu.ph
Federation of Faculty Associations, Inc. Office	Library Building Osmeña Blvd, Cebu City	Direct: (032) 254 – 3851 Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: fai@cnu.edu.ph
Federation of Student Councils Office	Science Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: ssc@cnu.edu.ph

