BAGONG PILIPINAS

CEBU NORMAL UNIVERSITY

CITIZEN'S CHARTER

2026 (1ST EDITION)

CEBU NORMAL UNIVERSITY

CITIZEN'S CHARTER

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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.

TABLE OF CONTENTS

CEBU NORMAL UNIVERSITY – MAIN CAMPUS

OFFICES/UNITS UNDER THE UNIVERSITY PRESIDENT

INCOME GENERATING PROJECT OFFICE 19

External Services

1. Consignment Application 20
2. Rental Payments 22
3. Retailing of Goods from the University Store 23

Internal Services

1. Retailing of Goods from the University Store 25

INFORMATION & COMMUNICATION TECHNOLOGY UNIT 26

Internal Services

1. Phone Service Requests for Local Numbers and Direct Line 27
2. Phone Service Request for Local Numbers and Direct line requiring technical works 28
3. Technical Assistance Request 29
4. Desktop PC Repair Request 30
5. Web Administration Request 31
6. System and Database Administration Request 32
7. ICT Training Request 33

INFORMATION AND FM STATION UNIT 34

External Services

1. Customer Service Implementation 35
2. Benchmarking Receptions Protocol 39

Internal Services

1. Information Dissemination and Management 43
2. Brand Management Protocol 47
3. News Coverage and Media Relations 50

INTERNAL AUDIT UNIT 54

External Services

1. Request for Audit Reports 55

Internal Services

1. Request for Audit Reports 57

OFFICE OF THE BOARD AND UNIVERSITY SECRETARY 58

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) 59

OFFICE OF THE UNIVERSITY PRESIDENT 62

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) 63
2. Receiving of Documents (Occasionally Encountered e.g. Request Letter, Request to Schedule Appointment with the President, Invitations, Application Letter and Others) 69
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) 74

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) 79
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) 83
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) 87
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 {PMP}) 91
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) 95

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) 98
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) 102

PLANNING, FORESIGHT AND FUTURE'S THINKING UNIT 106

Internal Services

1. Issuance of Pertinent Planning, Foresight and Future's Thinking Unit Documents for Accreditation and other Purposes 107
2. Submission of Project Implementation Monitoring Reports form Concerned Units 109
3. Completion of University's Accomplishment Report for the Quarterly Physical Plan 111
4. Call-off for Cebu Normal University Consolidated Meals and Hotel Accommodation 112
5. Submission of BAR 1 for 1st – 4th Quarter 113

PROJECT MANAGEMENT UNIT 115

External Services

1. Processing of Bill for Project Contractors 116

QUALITY ASSURANCE UNIT 118

Internal Services

1. Customer Satisfaction Survey (CSS) Implementation Assistance 119
2. Guidance in addresing non-conformity findings 120
3. Guidance for Internal Auditor 122
4. Processing of Request for Revision and New Documents 123

SECURITY AND SAFETY UNIT 125

External Services

1. Procurement of Car Sticker 126
2. Parking Assistance within the Campus 127

Internal Services

1. Procurement of Car Sticker 129
2. Assistance for Safety within the Campus 130
3. Car Parking Assistance within the Campus 131

OFFICES/UNITS UNDER THE VICE PRESIDENT FOR ADMINISTRATION, FINANCE AND EXTERNAL AFFAIRS

ALUMNI RELATIONS AND AFFAIRS UNIT 133

External Services

1. Issuance of Alumni Conformity Membership 134
2. Online Issuance of Alumni Identification 136
3. Payment Process for the Issuance of Alumni Identification 138

CASH UNIT 140

External Services

1. Processing of Scholastic Records, Certification and other Fees payment Via over-the counter transactionc 141
2. Releasing of Payments of Different transactions 144

EXTERNAL AFFAIRS AND PARTNERSHIPS 145

External Services

1. Partnerships 146

FINANCIAL MANAGEMENT SERVICES DIVISION 149

External Services

1. Request of Student Credentials and Other Requests 150
2. Request for Refund of School Fees 152
3. Request of Excess Income, Guaranty or Security Deposits 154

Internal Services

1. Enrollment Assessment 157
2. Settlement of Outstanding Balance 164
3. Request of Student Credentials and Other Requests 166
4. Request for Refund of School Fees 168
5. Withdrawal and Dropping of Subjects 170
6. Adding and Changing of Subjects and Degree Program 172
7. Request of Excess Income, Guaranty or Security Deposits 174
8. Issuance of Certificate of Net Take Home Pay 176
9. Procesisng of Faculty/Staff Clearance 177
10. Employee Request for Issuance for BIR Form 2316 179
11. Budget Preparation 180
12. Budget Legislation 182
13. Budget Execution 183

GENERAL SERVICES UNIT 186

Internal Services

1. Plumbing, Carpentry, Welding, Electrical, Masonry, and Painting Works 187

HUMAN RESOURCE MANAGEMENT UNIT 189

Internal Services

1. Manpower Request 190
2. Back up and safekeeping of documents 192
3. Issuance of Certificate of Employment 193
4. Issuance of Service Records 195
5. Turn Over of Pre-Employment Requirements (Permanent, Temporary, Coterminous, Contractual & Casual) 197
6. Turn Over of Pre-Employment Requirements (Job Order) 200
7. Turn Over of Pre-Employment Requirements (Part-time Faculty) 202
8. Leave Application using CS Form no. 6 (Hard Copy) 204
9. Leave Application using CS Form no. 6 Through the HRIS 206
10. Request for Employee's 201 File Documents 207
11. Renewal of Service Contract for Job Order Employees 209
12. Receiving of Incoming Applications for Published Vacant Positions 212
13. Receiving, Processing and Releasing of Request Letter for Training / Seminar (Admin) 214
14. Receiving, Processing and Releasing of Request Letter for Training / Seminar (Faculty) 217
15. Receiving, Processing and Releasing of Request Letter for Training / Seminar (Faculty & Admin) 219

MEDICAL AND DENTAL SERVICES UNIT 222

Internal Services

1. Medical Consultation, Management and Health Counselling 223
2. Online/Virtual Consultation 224
3. Issuance of Medical Certificate/Clearance 225
4. Annual Physical examination and Dental Check-up of Students, Faculty and Non-teaching staff 228
5. Dental Consultation and Management 230

OFFICE OF THE CHIEF ADMINISTRATION OFFICER FOR ADMINISTRATION 232

Internal Services

1. Approval of GSIS Loan Application 233
2. Approval of HDMF Loan Application 235

3. Approval of City Savings Bank Local Office (CSLA) Salary Loan Application 237

PROCUREMENT UNIT 238

External Services

1. Received, process and facilitate the approval of Purchase Requests 239
2. Schedule of Approved Purcahse Request for Bidding Process 241
3. Preparation and Facilitate Apprival of the Purchase Order 246

PROPERTY AND SUPPLY MANAGEMENT UNIT 249

External Services

1. Delivery and Acceptance of Goods – Common Supplies (Office, Cleaning, Accountable and Construction Supplies among others 250
2. Disposal of Unserviceable Properties (Office, Cleaning, Accountable, Equipment and Construction Supplies among others) 251

Internal Services

1. Withdrawal of Common Supplies 255
2. Request for Transfer of Custodianship of Property and/or Return of Property 257

RECORDS MANAGEMENT UNIT 259

External Services

1. Request for Records/Documents 260

Internal Services

1. Request for Records/Documents 263
2. Borrowing/Returning of Records/Documents 265
3. Receipt/Routing and Claiming of mails 267
4. Transfer of Records “Inactive Files” to the Records Management Unit 269

OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION, FINANCE AND EXTERNAL AFFAIRS 271

External Services

1. Accommodating a Client and Endorsing to another Office 272

Internal Services

1. Receiving, Recommending Approval and Releasing of Documents 275

OFFICES/UNITS/COLLEGES UNDER THE VICE PRESIDENT FOR ACADEMIC AFFAIRS

CEBU HERITAGE MUSEUM 279

External Services

1. Receiving of Museum Visitors 280

COLLEGE OF COMPUTING, ARTIFICIAL INTELLIGENCES AND SCIENCES 281

External Services

1. Application for Incoming First Year Undergraduate Applicants 282
2. Application for Transferee Undergraduate Applicants 285
3. Application for Admission of Graduate Studies (GS) 288

Internal Services

1. Application for Comprehensive Examination 292
2. Process for Requisition of Course Outline 294
3. Requisition of Documents 296
4. Requisition of Risograph of Document 298

COLLEGE OF CULTURE, ARTS, AND SPORTS 300

External Services

1. Application for Incoming First Year Undergraduate Applicants 301
2. Application for Transferee Undergraduate Applicants 304
3. Application for Admission of Graduate Studies (GS) 307

Internal Services

1. Application for Comprehensive Examination 311
2. Process for Requisition of Course Outline 313
3. Requisition of Documents 315
4. Requisition of Risograph of Document 317

CEBU NORMAL UNIVERSITY – VICENTE SOTTO MEMORIAL MEDICAL CENTER COLLEGE OF MEDICINE 319

External Services

1. Application for Doctor of Medicine Program 320

Internal Services

1. Faculty Evaluation Process 324

COLLEGE OF NURSING AND ALLIED HEALTH SCIENCES 326

External Services

1. Application for Admission of Undergraduate Studies 327
2. Application for Admission of Graduate Studies 331

Internal Services

1. Pre-enrolment for Undergraduate Students 335
2. Enrolment for Undergraduate 338
3. Enrolment for Graduate Studies 341
4. Processing od Scholastic Records (Course Syllabi/Description) 345

COLLEGE OF TEACHER EDUCATION 347

External Services

1. New Student Admission for Undergraduate Studies 348
2. New Student Admission for Graduate Studies 351

Internal Services

1. Pre-enrolment Procedures for Undergraduate Students 354
2. Enrolment Procedure for Undergraduate Students 357
3. Enrolment Procedure for Graduate Students 361

INTEGRATED LABORATORY SCHOOL 367

External Services

1. Online Application for Pre-qualifying Exam for Kindergarten & Grade 7 368
2. Request of Academic Records and Certifications 370

Internal Services

1. Request of Academic Records and Certifications 374

LEARNING RESOURCES CENTER 376

External Services

1. Reference and Information Assistance 378
2. Ask a Librarian/Online Reference and Information Assistance 379
3. Electronic Library Services 380
4. Access to E-Resources 381
5. Issuance of Visitor's Permit for Off-Campus Researches 382
6. Document Delivery Service and Scanning Services 384

Internal Services

1. Activition of Student/Employee Account in the Library Database 387
2. Borrowing of Books for Home Use 388
3. Returning of Books for Home Use 390
4. Borrowing of Books/ Periodical materials for In-house Use (Over the counter) or Photocopy 392

5. Return of Books/ Periodical materials for In-house Use (Over the counter) or Photocopy 394
6. Reference and Information Assistance 395
7. Ask a Librarian/Online Reference and Information Assistance 396
8. Online Book Recommendation 397
9. Electronic Library Services 398
10. Access to E-Resources 399
11. Library Signing of Clearance/Request for Scholastic Records 400
12. Issuance of Referral letters 401
13. Document Delivery Service and Scanning Services 402
14. Request for Library Orientation/Instruction 404

STUDENT AFFAIRS AND DEVELOPMENT OFFICE 405

External Services

1. Issuance of Good Moral Certificate (Hybrid Request) 406
2. Issuance of Good Moral Certificate (Online Request) 409
3. Online Receiving, Approval, and Releasing of Documents 412
4. Receiving, Approval, and Releasing of Documents 414

Internal Services

1. Accreditation of Student Organizations 416
2. Application for Student Loan 418
3. Appointment for Student Assistants (SA) – New Student Assistant Request 420
4. Performance Evaluation and Renewal of Student Assistants Service 422
5. Commission on Higher Education (CHED) UniFAST Free Higher Education - Tagging of New Student 424
6. Commission on Higher Education (CHED) UniFAST Free Higher Education - Un-Tagging for Fresh Graduate Student 426
7. Conduct of Students' In-Campus Activities 428
8. Conduct of Students' Off-Campus Activies 430
9. Issuance of Excuse Slips to Students for Tardiness or Absence 433
10. Issuance of Good Moral Certificate (Hybrid Request) 435
11. Issuance of Good Moral Certificate (Online Request) 438
12. Online Receiving, Approval, and Releasing of Documents 441
13. Receiving, Approval, and Releasing of Documents 443

TESTING AND ADMISSION SERVICES UNIT 444

External Services

1. Acquiring a Testing Schedule for Undergraduate Students 445
2. Acquiring a Testing Schedule for Graduate School and Diploma in Professional Education 447
3. Acquiring a Testing Schedule for Integrated Laboratory School 451
4. Acquiring a Testing Schedule for College of Medicine 454
5. Acquiring a Testing Schedule for College of Law 456

6. Seeking for Change of Test Schedule before the Testing Date 460
7. Lost Admission Form/Slip 462
8. Failure to Take the Admission Test on Schedule Date 464
9. No ID during Test 466
10. Late Test Taker/s 468
11. Testing Schedule/Admission Testing Day 470
12. Failure to Finish the Admission Test 471
13. Checking of Answer Sheet 472
14. Encoding og Test Scores and Preparation of List of Qualifiers 473
15. Test Results Dissemination 474

UNIVERSITY REGISTRAR'S OFFICE 476

External Services

1. Issuance of Scholastic Record for Walk-in Clients 477
2. Online Processing of Scholastic Records 482
3. Application for Change Status 487
4. Online Applciation for Change Status 490
5. Request for Correction of Name or Wrong Entry in the Student's Official School Records 495
6. Records Verification 498
7. Client Complaints Desk 500

Internal Services

1. Creation of Student Records (New Student Admission) 503
2. Student Enrolment 505
3. Adding/Changing/Withdrawing/Dropping of Subjects (Courses) 518
4. Shifting of Degree/Program/Specialization 521
5. Completion of Requirements/Removal of "NG" Entry 524
6. Petition for Special Class/Opening of Subject 527
7. Issuance of Scholastic Record for Walk-in Clients 531
8. Online Processing of Scholastic Records 536
9. Application for Change Status 541
10. Online Applciation for Change Status 544
11. Request for Correction of Name or Wrong Entry in the Student's Official School Records 549
12. Client Complaints Desk 552

OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS 554

Internal Services

1. Receiving, Recommending Approval and Releasing of Documents 555

OFFICES/UNITS/COLLEGE UNDER THE VICE PRESIDENT FOR SPECIAL NEEDS, EARLY CHILDHOOD, INTERNATIONALIZATION AND LIFELONG LEARNING

COLLEGE OF SPECIAL NEEDS, EARLY CHILDHOOD EDUCATION, AND LIFELONG LEARNING 560

External Services

1. New Student Admission for Undergraduate Studies 561
2. New Student Admission for Graduate Studies 564

Internal Services

1. Pre-enrolment Procedures for Undergraduate Students 567
2. Enrolment Procedure for Undergraduate Students 570
3. Enrolment Procedure for Graduate Students 574

OFFICE OF THE INTERNATIONALIZATION & GLOBAL CITIZENSHIP 579

External Services

1. Development and Implementation of International Partnerships 580

Internal Servies

1. Securing Authority to Travel Abroad on Official Business 585
2. Securing Authority to Travel Abroad on Personal Capacity (For Faculty / Non-Teaching Staff) 589
3. Securing Authority to Travel Abroad on Personal Capacity (For Student) 591
4. Student Intership Aproad Program (SIAP) Application 593

OFFICES/UNITS UNDER THE VICE PRESIDENT FOR RESEARCH, PUBLICATION, INNOVATION, COMMERCIALIZATION AND EXTENSION

EXTENSION SERVICES OFFICE 597

Internal Services

1. Processing of Extension Project Proposal 598
2. Processing of Extension Project Activity Implementation 599

OFFICE OF THE ETHICS REVIEW COMMITTEE 600

Internal Services

1. Research Ethics Review Process 601

RESEARCH DEVELOPMENT AND PUBLICATIONS OFFICE 605

External Services

1. Plagiarism Check Certificaton 606

Internal Services

1. Processing of Research Project Proposal 609
2. Research Paper Presentation Grant 611
3. Technical Review for Publication Reimbursement 615

CEBU NORMAL UNIVERSITY – BALAMBAN CAMPUS

External Services

1. Admission Process 619
2. Visitor's Pass 622

Internal Services

1. Enrolment Process 624
2. Counseling for walk-in Clients 626
3. Counseling for Referral Clients 627
4. Follow up Service 628

CEBU NORMAL UNIVERSITY – MEDELLIN CAMPUS

External Services

1. Admission/Registration of Incoming First Year Students 631
2. Entrance Examination 634
3. Correction of Name/Change of Status 635
4. Issuance of Scholastic Record 636

Internal Services

1. Pre-enrolment 638
2. Enrolment for Freshmen 640
3. Enrolment for Old Students, Returnees, Shiftees 641
4. Adding, Changing, Withdrawing, Dropping of Subjects, Removal of NG/ Correction of Wrong Grade Entries 643
5. Correction of Name/Change of Status 644
6. Issuance of Scholastic Record 645

FEEDBACK AND COMPLAINTS MECHANISM 646

LIST OF OFFICES 648

CEBU NORMAL UNIVERSITY

MAIN CAMPUS

OFFICES/UNITS UNDER 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	Transacting Client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Submits application letter for the consignment of goods for sale.	1.1. Receives the letter of intent for consigning.	None	5 minutes	*Income Generating Project Director*
	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		*Income Generating Project Board* CNU IGP Office
2. Receives the approval from the IGP Director.	2. Initiates the agreement for the consignment implementation.	None	2 hours	*Income Generating Project Director*
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	*Income Generating Project Director* Income Generating Project Office
	Total:	Variable amount	8 working days, 3 hours & 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* Income Generating Project Office
	1.3. Endorses the payment to the university accounting office.		1 hour	
	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 & 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. 1.2. Endorses the request to the ICTU head.	None	5 minutes	*ICTU Staff* ICT Unit
	1.3. Reviews and evaluates the request. 1.4. Assigns an ICTU personnel to respond to the request.	None	15 minutes	*ICTU Head* ICT Unit
	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 Operator* 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. 1.2. Endorses the request to the ICTU head.	None	5 minutes	*ICTU Staff* ICT Unit
	1.3. Reviews and evaluates the request. 1.4. Assigns an ICT staff to respond to the request.	None	15 minutes	*ICTU Head* ICT Unit
	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 Operator* 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. 1.2. Endorses the request to the ICTU head.	None	5 minutes	*ICTU Staff* 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
	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* ICT Office
2. Unit head or representative discusses the technical request.	2.1. Does initial intervention of the requested assistance.	None	20 working days	
	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. 1.2. Endorses the request to the ICTU head.	None	5 minutes	*ICTU Staff* ICT Unit
	1.3. Reviews and evaluates the request. 1.4. Assigns an ICT staff to do assessment of the requested assistance.	None	15 minutes	*ICTU Head* ICT Unit
	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* 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. 1.2. Endorses the request to the ICTU head.	None	5 minutes	*ICTU Staff* 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
	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	*ICTU Technical Staff* ICT Unit
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	
	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. 1.2. Endorses the request to the ICTU head.	None	5 minutes	*ICTU Staff* 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
	1.5. Does initial assessment of the site or origin of the request.	None	10 minutes	*ICTU Technical Staff* ICT Unit
2. Unit head or representative discusses the technical request.	2.1 Does initial intervention of the requested assistance. 2.2. An additional attachment maybe asked from the client for works needing further verification.	None	1 hour	
	2.2. If request is not valid, request is rejected with proper remarks.	None	10 minutes	
	Total:	None	1 hour & 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	*ICTU Head* 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	*ICTU Technical Staff* ICT Unit
	2.2. If ICTU cannot conduct the training, referral to training providers will be done.	None	10 minutes	
	Total:	None	1 hour & 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. Infosheets 2. CSS form, 1 original copy		IFMSU Staff		
Walk – In Clients				
Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Client proceeds to the IFMSU Office for guidance and queries.	1. Answers queries/concerns. ***OR***	None	5 minutes – 1 hour or depending on the query/ies of the client	*IFMSU Staff* Information and FM Station Unit
	1.1.1. Provides instructions on the transactions process. ***OR***		5 minutes – 1 hour or depending on the query/ies of the client	
	1.1.2. Refers/endorses clients to the concerned college/office.	None	5 minutes – 1 hour or depending on the query/ies of the client	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.2. Requests client to answer the Customer Satisfaction Survey (CSS) form.	None	1 – 15 minutes	*IFMSU 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 - 3 hours, 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	*IFMSU 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	*IFMSU Staff* 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	*IFMSU Staff* 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	*IFMSU 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	

2. Benchmarking Receptions Protocol

The IFMSU helps receives organizations or individuals who wish to visit the university for campus tours and/or benchmarking activities. IFMSU's task is to cover the visit and to produce a story, photo or video, if applicable.

Office or Division	Information and FM Station Unit (IFMSU)
Classification	Complex
Type of Transaction	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail?	Stakeholders

Checklist of Requirements	**Where to secure**
1. Official Communication from the Stakeholders	Client

Before the benchmarking visit

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Drafts a formal benchmarking visit request via email or letter, and address the request to the university president. [Clearly outline the purpose of the visit, topics of interest, proposed dates and duration, and expected participants, among others. Also, provide contact information] and submits request to info@cnu.edu.ph	1. Receives email requests for benchmarking visit.	None	Within office hours from 8 a.m. to 5 p.m.	*IFMSU Staff* Information and FM Station Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Wait for the confirmation from the Office of the President or concerned office via email; or follows up request through CNU landline/trunkline number at 032-254-1452 local 115 during office hours from 8 a.m. to 5 p.m. (Monday to Friday) 2.1. Follows up request through CNU landline/trunkline number at 032-254-1452 local 115 during office hours from 8 a.m. to 5 p.m. (Monday to Friday)	2. Forwards/endorses request to the President's Office for information and approval. **OR**	None	Within office hours from 8 a.m. to 5 p.m.	*IFMSU Staff* Information and FM Station Unit
1. Fills out the IFMSU Job Request form and submits the hardcopy to IFMSU or email the form to info@cnu.edu.ph	1.1. Receives the request from the Office of the President or the Office of the External Affairs or concerned office	None	Within office hours from 8 a.m. to 5 p.m.	*IFMSU Staff* Information and FM Station Unit
	1.2. Calendars the visit for coverage/documentation.	None	5 minutes	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
On the day of the visit				
	1.1. Covers or documents the event/visit, if needed.	None	1 working day	*IFMSU Staff* Information and FM Station Unit
	1.2. Writes an article about the visit or activity.	None	1 working day	*Information Officers* Information and FM Station Unit
	1.3. IFMSU director reviews and approves the story.	None	1 working day	*Immediate Head* Information and FM Station Unit
	1.4. Posts/publishes the article in requested university media platforms (e.g. Facebook, website).	None	1 working day	*IFMSU Staff* Information and FM Station Unit
	1.5. Submits request via CNU cloud portal for ICTU to post/upload content on the website.	None	1 working day	
	Total:	None	5 minutes and 5 working days	

Information and FM Station Unit

Internal Services

1. Information Dissemination and Management

The IFMSU facilitates and coordinates the organization's internal and external communications, including during disasters.

Office or Division	Information and FM Station Unit
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail?	Faculty, Administrative Staff and Students

Checklist of Requirements	**Where to secure**
1. Website and Social Media Platforms	IFMSU Staff
2. Information and FM Station Unit Announcement Request Form, 1 original copy	IFMSU Staff
3. University e-mail	ICTU Staff
4. Printed/hard copy of document, 1 photocopy	Client
5. CSS form, 1 original copy	IFMSU Staff

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
For Public Announcement Request				
1. The client fills out the IFMSU Announcement Request form and submits the hardcopy to the Unit or email the form to info@cnu.edu.ph. Specify whether it should be shared via email, website, Facebook, and/or during flag ceremony.	1.1. Receives the request form.	None	1 hour	*IFMSU Staff* Information and FM Station Unit
	1.2. Reviews the completeness of the information indicated in the form. If incomplete, IFMSU returns the request form to the requisitioner for additional information/data.			

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Clearly outline the purpose of the announcement. Include key information, such as the event and its purpose and impact, name/s, date, time, location, and other relevant details; and ensure the message is clear and concise. Attach support materials like images, logos, or documents. Provide links to related websites or social media pages if needed. *If returned*, the requisitioner complies with the requested/ needed information (e.g. photos, videos, and/or publication materials)	1.3. Facilitates the request deemed relevant, significant, newsworthy, and with high public interest.	None	30 mins – 5 days or depending on the job required (e.g. video making material)	*IFMSU Staff* Information and FM Station Unit
	1.4. Writes/edits article, makes pubmat or AVP and/or includes in the weekly announcement	None	30 mins – 5 days or depending on the job required (e.g. video making material)	
	1.5. IFMSU director reviews and approves the request/announcement/communi cation material for posting	None	1 working day	*Immediate Head* Information and FM Station Unit
	1.6. Posts/publishes the article in requested university media platforms (e.g. Facebook, website)	None	1 working day	*IFMSU Staff* Information and FM Station Unit
Reviews and confirms approval of revised/edited material.	1.7. Submits request via CNU cloud portal for ICTU to post/upload content on the website	None	1 working day	
	Total:	None	30 minutes – 1 hour and 13 working days	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
For Disaster Announcement				
	1.1. Coordinate with the university disaster team and/or other external responders.	None	While the danger is present	*Director and IFMSU Staff* Information and FM Station Unit
	1.2. Writes article/make publication material re post-disaster announcements (e.g. resumption of class and work, etc.)	None	After the disaster	*IFMSU Staff* Information and FM Station Unit
	1.3. IFMSU director reviews and approves materials	None	After the disaster	*Director* Information and FM Station Unit
	1.4. Posts/publishes the article in requested university media platforms (e.g. Facebook, website)	None	After the disaster	*IFMSU Staff* Information and FM Station Unit
	1.5. Submits request via CNU cloud portal for ICTU to post/upload content on the website	None	After the disaster	
	Total:	None	While the danger is present and after the disaster	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
For Incoming Communication				
1. Submits/endorses communications to IFMSU or email the form to info@cnu.edu.ph	1.1. Receives and logs the communication in the incoming record book.	None	5 minutes	*IFMSU Staff* Information and FM Station Unit
	a. Calendars the communication/information, if needed, before filing it; or	None	5 minutes	
	b. Endorses/sends out communications to concerned office/college.	None	1 working day	
	Total:	None	10 minutes and 1 working day	

2. Brand Management Protocol

As the process owner in brand management, the IFMSU takes responsibility as the custodian of the university's brand identity system. It ensures that the specifications and usage principles for the brand mark, color palette, typography, photography, and language, are evident in the visual and written representations of the university. As part of the University branding, IFMSU shall provide all colleges, offices, and units with PowerPoint presentation template for consistency and uniformity. It may also layout tarpaulin, program, and other materials for official use.

Office or Division	Information and FM Station Unit
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail?	Faculty, Administrative Staff and Students

Checklist of Requirements	**Where to secure**
1. Information and FM Station Unit Announcement Request Form, 1 original copy	IFMSU staff

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
Brand compliance monitoring				
	1. Reviews the use of brand materials at the end of every semester (e.g. logo, letterheads, tarpaulins, proper official colors and fonts, etc.)	None	5-10 working days	*Immediate Head and IFMSU Staff* Information and FM Station Unit
	2. Drafts evaluation report.	None	2-15 working days	
	3. Submits report (i.e. non-compliant with brand identity use) to the head of agency.	None	2-15 working days	
	Total:	None	9-40 working days	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Provision of existing templates				
1. Fills out the IFMSU Job +Request form and submits the hardcopy to IFMSU or email the form to info@cnu.edu.ph (i.e. requests access for official logo, layout and other brand materials). *If returned,* the requisitioner complies with the requested/ needed information.	1.1. Receives the request form.	None	Within office hours from 8 a.m. to 5 p.m.	*IFMSU Staff* Information and FM Station Unit
	1.2. Reviews the completeness of the information indicated in the form. If incomplete, IFMSU returns the request form to the requisitioner for additional information.	None	1 working day	
	1.3. Provides existing templates and layouts to concerned offices as needed (e.g. logo (co-branding, templates) based on the directives of the administration.	None	1 working day	
	Total:	None	2 working days	
Creation of new design and layout				
1. Fills out the IFMSU Job Request form and submits the hardcopy to the Unit or email the form to info@cnu.edu.ph. five working days for regular/standard request or 1-5 hours for urgent requests (e.g. uncalendared activities) prior to use or printing	1.1. Receives the request form.	None	Normally within a day, 8:00 am–5:00 pm, Mondays to Fridays, or depending on the request	*IFMSU Staff* Information and FM Station Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
If returned, the requisitioner complies with the requested/ needed information	1.2. Reviews the completeness of the information indicated in the form. If incomplete, IFMSU returns the request form to the requisitioner for additional information.	None	1 working day	*IFMSU Staff* Information and FM Station Unit
	1.3. Makes new layout, design and/or templates (e.g. tarpaulin and programme).	None	3 working days – 5 working days or depending on the job request	*Information Officer II and Layout Artist* Information and FM Station Unit
	1.4. Sends initial output to requisitioner for review and approval.	None	1 working day	*IFMSU Staff* Information and FM Station Unit
	1.5. Director reviews and approves design and layout materials.	None	1 working day	*Immediate head* Information and FM Station Unit
2. Reviews and confirms approval of design/layout	2.1. Sends final layout to requisitioner through email.	None	1 working day	*IFMSU Staff* Information and FM Station Unit
	2.2. Requests client to answer the Customer Satisfaction Survey (CSS) form.	None	10 minutes	
3. Fills out the CSS form and submits to IFMSU.	3. Receives the CSS form and drops in the CSS box at the IFMSU.	None	5 minutes	
	Total:	None	15 minutes, 7 – 9 working days	

3. News Coverage and Media Relations

As the university's information arm, the IFMSU covers significant and newsworthy events that are hosted or held in the university or its extension campuses.

Office or Division	Information and FM Station Unit
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail?	Faculty and Administrative Staff

Checklist of Requirements	**Where to secure**
1. Information and FM Station Unit Announcement Request Form, 1 original copy	IFMSU staff

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
News Coverage				
1. Fills out the IFMSU Job Request form and submit the hardcopy to IFMSU or email the form to info@cnu.edu.ph. *If returned*, the requisitioner provides/complies with the requested/ needed information.	1.1. Receives the request form.	None	10 minutes	*IFMSU Staff* Information and FM Station Unit
	1.2. Reviews the completeness of the information indicated in the form. If incomplete, IFMSU returns the request form to the requisitioner for additional information.	None	10 minutes	
	1.3. Calendars the activity and/or perform the request deemed relevant, significant, newsworthy, and with high public interest.	None	1 working day	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.4. Covers event, including photo and video/livestream (if needed).	None	1 working day	*IFMSU Staff* Information and FM Station Unit
	1.5. Writes articles, makes publication materials and/or produces AVPs (if needed). IFMSU shall filter, assess and decide on the relevance and news worthiness of the information/data for publication.	None	1-3 working days depending on the activity/request	*Immediate Head and IFMSU Staff* Information and FM Station Unit
	1.5.1. For contributed stories, IFMSU edits/revises articles in conformity with journalistic standards.	None	1 working day	*Information Officers* Information and FM Station Unit
2. Reviews and confirms approval of article/pubmat.	2.1. Sends written/edited article, publication material to the requisitioner for review and approval.	None	1 working day	*IFMSU Staff* Information and FM Station Unit
	2.2. Director reviews and approves story, publication material, AVP and other communication materials.	None	1 working day	*Immediate Head* Information and FM Station Unit
	2.3. Posts/publishes materials in requested university media platforms.	None	1 working day	*IFMSU Staff* Information and FM Station Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.4. Requests client to answer the Customer Satisfaction Survey (CSS) form.	None	1 working day	*IFMSU Staff* Information and FM Station Unit
3. Fills out the CSS form and submits to IFMSU.	3. Receives the CSS form and drops in the CSS box at the IFMSU.	None	1 working day	
	Total:	None	20 minutes, 8-11 working days	
Media Relations (press conference, press release)				
1. Fills out the IFMSU Job Request form and submit the hardcopy to IFMSU or email the form to info@cnu.edu.ph for media coverage. *If returned*, the requisitioner complies the requested/ needed information	1.1. Receives the request form.	None	1 working day	*IFMSU Staff* Information and FM Station Unit
	1.2. Reviews the completeness of the information indicated in the form. If incomplete, IFMSU returns the request form to the requisitioner for additional information.	None	1 working day	
	1.3. Calendars the activity.	None	1 working day	
	1.3.1. Drafts invitation letter to mainstream media for coverage; invites media through FB Messenger /media group chat.	None	1-2 working days	*Information Officers* Information and FM Station Unit
	1.4. Writes the story and/or press release.	None	1 working day	
	1.4.1. Covers the press conference/activity; facilitates livestreaming; assists media practitioners during the activity.	None	1 working day	*Immediate Head and IFMSU Staff* Information and FM Station Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.5. Writes the story and/or press release.	None	1 working day	*Information Officers* Information and FM Station Unit
	1.6. Director reviews and approves story/press release.	None	1 working day	*Immediate Head* Information and FM Station Unit
	1.7. Posts/publishes story in all university media platforms; disseminates press release and photos to the media.	None	1 working day	*IFMSU Staff* Information and FM Station Unit
	Total:	None	9-10 working days	

Internal Audit Unit

External Services

1. Request for Audit Reports

This service is intended to address specific needs of government agencies and heads of offices/units/colleges within the University.

Office or Division	Project Management Unit
Classification	Highly Technical
Type of Transaction	G2G – Government to Government
Who may avail?	External Agencies and Entities with Written Approval from the Board of Regents and University President

Checklist of Requirements	**Where to secure**
1. Board of Regents (BOR) or University President approved request to obtain copy of audit report	Office of the University President

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Send approved letter request from the BOR or University President requesting of IAU reports.	1.1. Receives approved request letter and records it in the logbook.	None	1 minute	*Clerk* Internal Audit Unit
	1.2. Internal Audit Unit Clerk sends the approved request letter to the IAU Director.	None	1 minute	*Clerk / IAU Director* Internal Audit Unit
	1.3. Locate needed report and reproduce it.	None	3 working days	*Clerk or Assigned Internal Auditor* Internal Audit Unit
	1.4. Records the distribution of the request report.	None	1 minute	
2. Received the request repot.	2. Send the requested report to the recipient.	None	1 minute	*Clerk* Internal Audit Unit
	Total:	None	3 working day & 4 minutes	

Internal Audit Unit

Internal Services

1. Request for Audit Reports

This service is intended to address specific needs of government agencies and heads of offices/units/colleges within the University.

Office or Division	Project Management Unit
Classification	Highly Technical
Type of Transaction	G2G – Government to Government
Who may avail?	Audit Committee

Checklist of Requirements	**Where to secure**
1. Board of Regents (BOR) or University President approved request to obtain copy of audit report	Office of the University President

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
2. Send approved letter request from the BOR or University President requesting of IAU reports.	1.1. Receives approved request letter and records it in the logbook.	None	1 minute	*Clerk* Internal Audit Unit
	1.2. Internal Audit Unit Clerk sends the approved request letter to the IAU Director.	None	1 minute	*Clerk / IAU Director* Internal Audit Unit
	1.3. Locate needed report and reproduce it.	None	3 working days	*Clerk or Assigned Internal Auditor* Internal Audit Unit
	1.4. Records the distribution of the request report.	None	1 minute	
2. Received the request repot.	2. Send the requested report to the recipient.	None	1 minute	*Clerk* Internal Audit Unit
	Total:	None	3 working day & 4 minutes	

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	*University and Board Secretary Staff* 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	*President's secretary* OR *Office Staff* Office of the University President
	2.5. Approval of the University and Board Secretary for release	None	15 minutes	*University and Board Secretary* Office of the University and Board Secretary
	DENIED REQUESTS – The University and Board Secretary communicate the decision to the transacting client.	None	10 minutes	*University and Board Secretary Staff* 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	*University and Board Secretary Staff* 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	*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	*Receiving Staff* OR *Any OUP Staff available* 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	*Executive Assistant III/ Private Secretary 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	*University President* *Or* *Officer-in-Charge* 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	*Executive Assistant III/ Private Secretary 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	
	6. Photocopy document/s and record into the monitoring system.	None	10 minutes	*Receiving Staff* OR *Any OUP Staff available* Office of the University President
	7. Forward received copy to Office of the Board and University Secretary receiving staff.	None	5 minutes	*Releasing Staff* OR *Any OUP Staff available* 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	*Releasing Staff* OR *Any OUP Staff available*
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	*Executive Assistant III/ Private Secretary I* Office of the University President
	DISAPPROVED REQUEST – Return files to client. With attached excerpts from OBUS.	None	10 minutes	*Releasing Staff* OR *Any OUP Staff available* 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 *(depending on the schedule of Academic/Admin/ Board Meeting)*	

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	*Administrative Assistant III /Executive Assistant III/ Private Secretary 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	*Executive Assistant III/ Private Secretary 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	*University President Or Officer-in-Charge* 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	*Administrative Assistant III / Private Secretary 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 *(depending on the submitted document/s)*	

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	*Receiving Staff* OR *Any OUP Staff available* 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 (*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	15 minutes	*Receiving Staff* OR *Any OUP Staff available* 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	*Executive Assistant III/ Private Secretary 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	*University President* *Or* *Officer-in-Charge* 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	*Executive Assistant III/ Private Secretary I* Office of the University President
	DISAPPROVED REQUEST – Forward to receiving staff 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	*Receiving Staff* OR *Any OUP Staff available* 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	*Executive Assistant III/ Private Secretary 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	*Receiving Staff* OR *Any OUP Staff available* 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	*Releasing Staff* OR *Any OUP Staff available* 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 *(depending on the submitted document/s)*	
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	*Administrative Assistant III /Executive Assistant III/ Private Secretary 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	*Administrative Assistant III /Executive Assistant III/ Private Secretary 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	*University President Or Officer-in-Charge* Office of the University President
	3. Update client, update monitoring matrix, and file the document/s.		10 minutes	*Administrative Assistant III / Private Secretary 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	*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	*Receiving Staff* OR *Any OUP Staff available* 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. 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	*Executive Assistant III/ Private Secretary 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	*University President* *Or* *Officer-in-Charge* 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	*Executive Assistant III/ Private Secretary 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	*Receiving/ Releasing Staff Or any OUP staff available* 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	*Executive Assistant III/ Private Secretary 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	*Receiving/ Releasing Staff Or any OUP staff available* 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	*Releasing Staff* OR *Any OUP Staff available* 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 *(depending on the submitted document/s)*	

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)	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 *(as required)* 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	*Executive Assistant III/ Private Secretary 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	*University President Or Officer-in-Charge* 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	*Executive Assistant III/ Private Secretary 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	*Releasing Staff* OR *Any OUP Staff available* 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 *(depending on the submitted document/s)*	

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	*Administrative Assistant III /Executive Assistant III/ Private Secretary 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 *(depending on the submitted document/s)*	
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	*Administrative Assistant III /Executive Assistant III/ Private Secretary 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)	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	*Executive Assistant III/ Private Secretary 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	*University President Or Officer-in-Charge* 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	*Executive Assistant III/ Private Secretary 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	*Receiving/ Releasing Staff Or any OUP staff available* 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	*Executive Assistant III/ Private Secretary 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	*Receiving Staff* OR *Any OUP Staff available* Office of the University President
	7. Log document/s for release 7.1. Release or route signed document to client/s.	None	10 minutes	*Releasing Staff* OR *Any OUP Staff available* 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 *(depending on the submitted document/s)*	

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 *(Checklist from Accounting)*	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	*Executive Assistant III/ Private Secretary 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	*University President* *Or* *Officer-in-Charge* Office of the University President
	5. Counter check the signed documents.	None	5 minutes	*Executive Assistant III/ Private Secretary 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
	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	*Executive Assistant III/ Private Secretary I* Office of the University President
	6. Record signed document/s in preparation for release. 6.1 Forward to releasing Staff.	None	10 minutes	*Receiving Staff* OR *Any OUP Staff available* Office of the University President
	7. Log document/s for release. 7.1. Release or route signed document to client/s.	None	10 minutes	*Releasing Staff* OR *Any OUP Staff available* 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 *(depending on the submitted document/s)*	

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	*Executive Assistant III/ Private Secretary 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	*Executive Assistant III/ Private Secretary 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	*University President* *Or* *Officer-in-Charge* Office of the University President
	5. Counter check the signed documents.	None	5 minutes	*Executive Assistant III/ Private Secretary 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	*Receiving/Releasing Staff Or any OUP staff available* 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	*Executive Assistant III/ Private Secretary 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	*Receiving Staff* OR *Any OUP Staff available* Office of the University President
	7. Log document/s for release. 7.1. Release or route signed document to client/s.	None	10 minutes	*Releasing Staff* OR *Any OUP Staff available* 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	

		iii. 7 working days, 1 hour and 15 minutes *(depending on the submitted document/s)*	

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 *(Checklist from Accounting)*	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	*Executive Assistant III/ Private Secretary 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	*University President* *Or* *Officer-in-Charge* Office of the University President
	5. Counter check the signed documents.	None	5 minutes	*Executive Assistant III/ Private Secretary 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
	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	*Executive Assistant III/ Private Secretary I* Office of the University President
	6. Record signed document/s in preparation for release. 6.1 Forward to releasing Staff.	None	10 minutes	*Receiving Staff* OR *Any OUP Staff available* Office of the University President
	7. Log document/s for release. 7.1. Release or route signed document to client/s.	None	10 minutes	*Releasing Staff* OR *Any OUP Staff available* 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 *(depending on the submitted document/s)*	

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)	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	*Executive Assistant III/ Private Secretary 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	*University President* *Or* *Officer-in-Charge* Office of the University President
	5. Counter check the signed documents	None	5 minutes	*Executive Assistant III/ Private Secretary 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	*Receiving/ Releasing Staff* *Or any OUP staff available* 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	*Executive Assistant III/ Private Secretary 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	*Receiving Staff* OR *Any OUP Staff available* Office of the University President
	7. Log documents for release. 7.1. Release or route signed document.	Non3	10 minutes	*Releasing Staff* OR *Any OUP Staff available* Office of the University President

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 *(depending on the submitted document/s)*	

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)	Office of the University President (OUP)

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
Hand – carried documents with online transaction (as required)				
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
	2.2. **Complete documents** – 2.2.1. Stamp receive the documents. 2.2.2. 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	*Executive Assistant III/ Private Secretary 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. 7-10 working days	*University President* *Or* *Officer-in-Charge* Office of the University President
	WITH ROUTING SLIP – Forward to Board University Secretary (OBUS) for inclusion in the agenda of the Academic/Administrative Council/Board Meeting.	None	5 minutes	*Executive Assistant III/ Private Secretary I* Office of the University President

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	*Receiving Staff* OR *Any OUP Staff available* Office of the University President
	7. Forward received copy to Office of the Board and University Secretary receiving staff.	None	5 minutes	*Releasing Staff* OR *Any OUP Staff available* 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	*Releasing Staff* OR *Any OUP Staff available* 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	*Releasing Staff* OR *Any OUP Staff available* 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	*Executive Assistant III/ Private Secretary I* Office of the University President
	DISAPPROVED REQUEST – Return files to client. With attached excerpts from OBUS.	None	10 minutes	*Releasing Staff* OR *Any OUP Staff available* 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 *(depending on the schedule of Academic/Admin/ Board Meeting)*	

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	*Director for PFFTU* Planning, Foresight and Future's Thinking Unit
	1.7. Process the request. 1.8. Retrieves the requested file.	None	2 working days	*PFFTU Staff* 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 & 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. 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.	None	15 minutes	*PFFTU Staff* Planning, Foresight and Future's Thinking Unit
	1.4. Review and analyze the report.	None	10 minutes	*Director for PFFTU* 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 University President.	None	2 working days	*PFFTU Staff* Planning, Foresight and Future's Thinking Unit
	Total:	None	4 working days & 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	*PFFTU Staff* 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 & 40 minutes	

4. Call-Off for Cebu Normal University Consolidated Meals and Hotel Accommodation

Call Off Request for Meals & Accommodation / Venue Rentals is a formal request made under a Consolidated Framework Agreement.

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. Call-Off request from the requesting unit, 2 original copies 2. Request Form, 2 copies 3. Photocopy of highlighted PPMP, 2 copies 4. Framework, 1 copy	Requesting Unit

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Clients will submit the requirements to the Planning Office.	1.1. Check the requirements of the clients & the Framework.	None	10 minutes	*PFFTU Staff* Planning, Foresight and Future's Thinking Unit
	1.2. The Planning Officer will sign the Request Form and endorse the Call Off Form to the Director of PFFTU for signature.	None	10 minutes	*Director for PFFTU* Planning, Foresight and Future's Thinking Unit
	1.3. After the approval of the Director of PFFTU, the Planning Officer will write the Call-Off number	None		*PFFTU Staff* Planning, Foresight and Future's Thinking Unit
	Total:	None	20 minutes	

5. Submission of BAR 1 for 1st – 4th Quarter

It refers to the preparation and submission of a report that monitors the quarterly accomplishments of the office or agency.

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. BAR 1 google sheet 2. BAR 1, 1 copy 3. Supporting Documents/Evidence for each input	Concerned Units/Offices/Colleges

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Clients will input the data online on the google sheet provided by the Planning Office.	1. Save the inputs and consolidate it.	None	1 working day	*PFFTU Staff* Planning, Foresight and Future's Thinking Unit
2. Clients will fill out the hard copy monitoring for the BAR 1 for each quarter and the document will be sign by the Director/Head of College/Unit.	2. Collect & File the copy for the consolidation & reference.	None	1 working day	
3. Provide the supporting documents/evidence for each input.	3.1. Verify all the data with the evidence provided & compute all the data to check the targets for each quarter.	None	1 working day	
	3.2. The PFFTU Director will check all the computations & signed the consolidated file for each quarter.			*Director for PFFTU* Planning, Foresight and Future's Thinking Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3.3. The document / consolidated data will be endorsed to the Budget Officer & the University President for approval			*PFFTU Staff* Planning, Foresight and Future's Thinking Unit
	Total:	None	3 working days	

Project Management Unit

External Services

1. Processing of Bill Payments for Project Contractors

To create and process payments for Project Contractors.

Office or Division	Project Management Unit
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may avail?	CNU Faculty and Staff, Project Contractor

Checklist of Requirements	**Where to secure**
1. Request letter for Billing	Project Management

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Submit Request letter and Billing Requirements.	1.1. Receive request billing letter addressed to the University president form Project Contractors.	None	1 minute	*Staff in-charge* Project Management Unit
	1.2. Conduct on-site inspection of on-going project.	None	1 working day	*Staff, Inspectorate Team* Project Management Unit
	1.3. Create Inspection report, Certification, Contract Time Evaluation, Scope of Work Accomplished (SWA), and Disbursement Voucher.	None	5 hours	
	1.4. Facilitate for signatories of CNU Inspectorate Team and CNU President.	None	1 hour	*Staff in-charge* Project Management Unit
	1.5. File copy of the billing documents.	None	10 minutes	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.6. Forward the billing documents to Accounting Office.	None	5 minutes	*Staff in-charge* Project Management Unit
	1.7. End of process	None		
	Total:	Variable amount	1 working day, 1 hour & 16 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. 1.2. Unit staff assess the need. 1.3. Refers the need to the Director for QA for further review and guidance.	None	30 minutes	*QA Staff* QA Unit
	1.4. Assesses the required assistance. 1.5. Arranges with the representative or unit head the mentoring activity.	None	30 minutes	*Director* 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 & 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	Unit head or representative
2. Call or email request	
3. Audit report, 1 copy	Auditor
4. Root cause analysis guide, 1 copy	QA Unit
5. Acceptance report and verification report, 1 copy	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 he 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	*Auditor* QA Unit
	2.4. Verifies audit report from Internal Auditor. 2.5. Close out audit.	None	1 hour	*Lead Auditor* QA Unit
	Total:	None	9 hours	

3. Guidance for Internal Quality Auditor

QA unit offers guidance to internal quality auditor especially first-time internal auditors in the conduct of internal quality 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	Internal Quality Auditor
2. Call or email request	
3. Audit report form, 1 copy	Quality Assurance Unit
4. Unit core process, 1 copy	Quality Assurance 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. 1.2. Explains the internal audit process and expected results. 1.3. Issues the explained audit checklist.	None	30 minutes	*Lead Auditor* QA Unit
	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	Unit head or representative
2. Documented Information Registration Form 1 original copy	QA Unit
3. Standard Documented Information Cover page 1 original copy	

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	*Document Control Officer/ QA Director* 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	*University President*
	6. Inform the requesting party of the approved document for utilization and filing.	None	5 minutes	*Document Control Officer* QA Unit
	Total:	None	3 working days & 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 original 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. 1.2. Checks availability of car sticker.	None	1 working day	*Staff* Security and Safety Unit
	1.3. Issues payment slip to the client, if sticker is available .	Php 150.00 per sticker	5 minutes	
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	*Staff* Security and Safety Unit
	Total:	Php 150.00	1 working day & 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**		
1. Letter of request, 1 original copy /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. 1.2. Transmits instruction to the roving guard on duty.	None	10 minutes	*Staff* Security and Safety Unit
	1.3. Facilitates parking of the requesting party.	None	5 minutes	*Roving Guard on Duty* CNU Security Force
2. Parks at the designated slot.	End of process	None	5 minutes	
	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
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 1.2. Checks number of car sticker issuances	None	30 minutes	*Staff*
	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 2.2. Issues Official Receipt		10 minutes	*Cashier* Cash Unit
3. Return to Security and Safety Unit and endorses official receipt of payment.	3.1. Logs the transaction in the SASU logbook 3.2. Releases the requested sticker	None	10 minutes	*Staff* 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 ● Personal ● Phoned in ● Letter request	1.1. Evaluation of the circumstances of the request.	None	1 working day	*Head of the Security and Staff* Security and Safety Unit
	1.2. Conference with the requesting party. 1.3. Lay out of safety procedure mechanism.	None	1 working day	
	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 ● Personal ● Phoned in ● Letter request	1.1. Evaluation of the circumstances of the request.	None	30 minutes	*Head of the Security and Staff* Security and Safety Unit
	1.2. Reservation of parking space.	None	5 minutes	*Guard on Duty* Cebu Normal University Grounds
	1.3. Parking assistance when the guest/invitee arrives.	None	5 minutes	
	Total:	None	40 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	Transacting Client
2. 2x2 Formal ID Picture, 1 copy	Any Photo center
3. Proof of Membership from Federation of CNU Alumni Association Incorporated (FCNUAAI)	FCNUAAI
4. Tracer Study document, 1 copy	Alumni Relations and Affairs Unit
5. Alumni Conformity Form, 1 copy	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 *(Online)* and hand over the Customer Satisfaction Survey (CSS) *(Online).*	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)	FCNUAAI
2. Alumni Conformity Form, 1 original	Alumni Relations and Affairs Unit
3. Tracer Study document, 1 original	Alumni Relations and Affairs Unit
4. 2x2 Formal ID Picture	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. *(Note: This has to be coordinated with the Office staff/head).*	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 & 21 minutes and	

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: *This has to be coordinated with the ARAU staff or the head of the said office*).	None	2 minutes	*Office Staff* Alumni Relations and Affairs Unit, FCNUAAI ID Issuance In-charge Outsourced ID producer
	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: *ID production happens here through the outsourced provider*.)	As per assessment of fees	1 working day	

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 & 3 minutes	

Cash Unit

External Services

1. Processing of Scholastic Records, Certification and other Fees payments via over-the counter transaction

This service allows clients to pay directly at our counters and receive an official receipt immediately.

Office or Division	Cash Unit
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail?	Alumni, Representative of the Alumni, Interested Applicants

Checklist of Requirements	**Where to secure**
1. Assessment Fee, 1 original copy	University Registrar's Office

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Proceed to the cashier or access the online payment portal.	1. Verify details and provide payment instructions.	None	2 – 5 minutes	*Cashier* Cash Unit
2. Present required documents and pay the amount due.	2. Process the payment and issue an official receipt.	Please refer to assessment fees table for corresponding fee.	3 – 5 minutes	
3. Receive the official receipt and keep it for future reference.	3. Confirm completion of transaction and update records.	None	5 minutes	
	Total:	Fees vary depending on the type of service availed	10 – 15 minutes	

Particulars	Tuition Fee
UNDERGRADUATE STUDIES	
CTE, CSNECELL, CCAS, CCAIS, CPGSS, CTHHM, BALAMBAN CAMPUS AND MEDELLIN CAMPUS:	Php 131.00/unit
CNAHS	Php 600.00/unit
Foreign Students (CTE, CSNECELL, CCAS, CCAIS, CPGSS)	Php 1,800.00/unit
POST-GRADUATE STUDIES	
DPSED	
COM	Php 800.00/unit
COL	Php 1,000.00/unit
GRADUATE STUDIES	
Masteral (all colleges):	Php 400.00/unit
Foreign Students	Php 5,000.00/unit
Doctoral (all Colleges)	Php 500.00/unit
Foreign Students	Php 6,000.00/unit
Miscellaneous charges as stipulated by BOR	Php 1000.00

Particulars	Assessment of Fees
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
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
Certified True Copy of Scholastic Records	Php 50.00/page (max 10 pages @ Php 50.00 per page) + Php 30.00 doc stamp
Certifications • Subjects taken	Php 50.00 + Php 30.00 doc stamp
• Graduation	Php 50.00 + Php 30.00 doc stamp

Particulars	Assessment of Fees
• Certification, Authentication, and Verification (CAV)	Php 50.00 + Php 30.00 doc stamp
• Completion of Academic Requirements (CAR)	Php 50.00 + Php 30.00 doc stamp
• Enrolment	Php 50.00 + Php 30.00 doc stamp
Certification of course description	Php 150.00/set + Php 30.00 doc stamp
Document Sealed Envelope with documentary stamp	Php 50.00 + Php 30.00 doc stamp
Document seal (dry seal)	Php 10.00/page + Php 30.00 doc stamp
2nd copy of Grade Slip, Study Load, and Evaluation of Grades	Php 50.00/copy
Certificate of Proficiency (COP)	Php 150.00 + Php 30.00 doc stamp
Diploma/Qualifications Statement	Php 350.00 + Php 30.00 doc stamp
Forms Aboard i.e. CGFNS, NCLEx, etc	Php 150.00/set + Php 30.00 doc stamp

2. Releasing of Payments of different transactions

This service facilitates the release of cheque for the payment of various transactions, including suppliers, service providers, reimbursements, and other financial obligations.

Office or Division	Cash Unit
Classification	Simple
Type of Transaction	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail?	Authorized payees, suppliers, employees, or representatives with an official authorization letter

Checklist of Requirements	**Where to secure**
1. Valid ID of the payee or authorized representative, 1 copy 2. Authorization letter (if applicable), 1 copy 3. Official receipt or proof of transaction (if required), 1 copy 4. Any supporting documents as required by the Finance Office	Transacting Client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Proceed to the Cashier/Cash Unit and present the required documents.	1. Verify the documents and validate the claim.	None	5 – 10 minutes	*Cashier* Cash Unit
2. Sign the acknowledgment receipt and provide any additional required information.	2. Prepare the release the cheque.	None	5 – 15 minutes	
3. Receive the cheque and confirm details.	3. Ensure proper documentation and update financial records.	None	5 minutes	
	Total:	None	15 – 30 minutes	

External Affairs and Partnerships

External Services

1. Partnerships

The External Affairs and Partnerships (EAAP) office responds to request from external stakeholders related to exploratory talks, campus tours, and extension-related activities. It also addresses to request related to local, national, and international partnerships that are aligned with academic, professional development, and community-based needs of both university employees and external partners. It also coordinates with the Alumni Affairs office on matters related to alumni engagements and developments. Regularly, EAAP office receives endorsements for prompt actions per instruction of the University President and requests of the interested partners. This becomes bonding through agreements forged between CNU and partners from NGO, GO, LGUs, SUCs, and other private entities.

Office or Division	External Affairs and Partnerships (EAAP)
Classification	Complex
Type of Transaction	G2C – Government to Citizen G2B – Government to Business
Who may avail?	Local, National, and International Interested Parties

Checklist of Requirements	**Where to secure**
1. Letter of Intent, 1 copy 2. Proposal, 1 copy 3. MOA/MOU Draft, 1copy	Transacting client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Client writes a Letter of Intent addressed to the University President.	1. Receive the Letter of Intent and approve it along with the proposal.	None	1 working day	*Director* External Affairs and Partnerships Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Submit proposals to the University President along with the Letter of Intent.	2. Receive the Letter of Intent and approve it along with the Letter of Intent.	None	1 working day	*Director* External Affairs and Partnerships Office
3. Schedule an Exploratory Talk / Benchmarking.	3. Tap the concerned implementing unit ahead of time. Prepare the venue in the University.	None	30 minutes	
4. Actual conduct of/ Attendance to the Exploratory talks/ Campus Tour.	4. Remind Identified attendees for the exploratory talks and campus visit through SO sent to the Offices.	None	3 minutes	
5. Submit a draft of Memorandum of Agreement /Understanding.	5. Review the MOA/MOU that contains the terms, scope, and expectation of the potential partner.	None	20 minutes	
6. Review the draft of the Memorandum of Agreement by the Legal Team/Unit.	6. Once the drafts are in place and approved by both Legal Units, the University's Legal Unit will release the Certificate of Approval. The EAAP Office will then endorse the potential partner to the Administrative Council. Once the Administrative Council approves, the University President will endorse the potential partner to the Board of Regents.	None	3 working days	*Director/ Legal Officer* External Affairs and Partnerships Office / Legal Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
7. Schedule the MOA/MOU Signing.	7. Once the Board of Regents approve, the EAAP office with its implementing units, will schedule the MOA/MOU signing. The University President will represent the CNU and the Partner's President/CEO will represent its institution.	None	10 minutes	*Private Secretary* Office of the University President
	Total:	None	5 working days, 1 hour & 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 University Registrar's Office

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
Onsite Request of Student Credentials and other Requests				
1. Client proceeds to Accounting Office 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 advises the client to proceed to Cashiering Windows 1 or 2 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 emails fmsd@cnu.edu.ph to request student credentials and other requests.	1.1. Accounting staff accesses email to view the request	Depends on client's transactions category	15 minutes	*FMSD Staff* 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'ing Cash Unit.		5 minutes	
	Total:	Depend on client category	30 minutes	

SCHEDULE 3		
SCHOLASTIC RECORDS, CERTIFICATION AND OTHER FEES		
ANTI-PLAGIARISM		**200.00**
CERTIFICATION with Documentary Stamps Tax		**80.00**
COMPREHENSIVE EXAMINATION FEE		**1,200.00**
DIPLOMA		**350.00**
ETHICS REVIEW	**MASTERAL**	**1,500.00**
	DOCTORAL	**2,000.00**
TESTING/EXAMINATION FEE	**ILS/UNDERGRADUATE**	**300.00**
	DPE/MEDICINE/MASTERS/DOCTORAL	**400.00**
TRANSCRIPT OF RECORDS	**LOCAL EMPLOYMENT**	**50/PAGE**
	OVERSEAS EMPLOYMENT	**100/PAGE**

Note: Amount is subject to change upon the approval of the Board of Regents.

2. Request for Refund of School Fees

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

Office or Division	Financial Management Services Division (FMSD) – Accounting Unit
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail?	Guests with payment transaction

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**
Onsite Request for Refund of School Fees				
1. Client proceeds to Accounting Office 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 & 30 minutes	

3. Refund of Excess Income, Guaranty or Security Deposits

The process flow shows the client steps or procedure for refund of excess income, guaranty or security deposits.

Office or Division	Financial Management Services Division (FMSD) – Accounting Unit
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may avail?	Suppliers

Checklist of Requirements	**Where to secure**
1. Signed request for refund, 1 copy 2. Original Official Receipt or Proof of Online Payment, 1 copy 3. Certificate of Acceptance, Performance Security in exchange of the Deposit 4. Disbursement Voucher (DV), Obligation Request and Status (ORS)	Transacting Client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Client submits request to Implementing Unit, Implementing Unit forwards DV and supporting documents to Finance Office.	1.1. Receiving Clerk checks the supporting document based on the checklist of documentary requirements, stamps received, indicates the date and time and initials the Disbursement Voucher on its face.	None	15 minutes	*Receiving Clerk* Financial Management Services Division
	1.2. Receiving Clerk assigns DV Number and records the DV in the monitoring sheet of the Unit indicating the particulars and the amount.	None	15 minutes	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.3. Reviews DV for completeness and propriety of supporting documents. Retrieves Index of Payments (IoP) in the eNGAS and determines if claim is in order. If with prior payment on the same claim, returns the DV, SDs and ORS informing the requesting office/party of prior payment made. If in order, verifies ORS against DV If the amounts in the ORS and DV are the same, prepares Journal Entry Voucher in the Box B of the DV and forwards it to the accountant for final review.	None	2 – 3 hours	*Pre-Audit Staff / Accountant* Financial Management Services Division
	1.4. Reviews DV and SDs. Signs Box C of DV and forwards the documents to the Receiving/Releasing Staff if found complete and proper. If there are noted deficiencies, log the DV together with the supporting documents and return to the requesting office for compliance. Once accomplished, the date and the time the DV is received should be stamped on the face and forwards to Accountant III for review of compliance.	None	2 – 3 hours	
	1.5. Records in the logbook the release of the DV together with the supporting documents to the Head of Agency or Authorized Representative for approval of the DV.	None	15 minutes	*Releasing Clerk* Financial Management Services Division
	Total:	None	4 – 6 hours & 45 minutes	

Financial Management Services Division

Internal Services

1. Enrollment Assessment

The process flow shows steps or procedures for assessment of tuition and other fees during onsite enrolment.

Office or Division	Financial Management Services Division (FMSD) – Accounting Unit
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 by Registrar's Office	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 Accounting Unit.	1.1. Accounting Staff accepts assessment and verifies assessment in the Student Information System (SIS).	Depends on client's transactions category	15 minutes	*FMSD Staff* 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	
	1.3. If the assessment is valid, advise the client to proceed to Cashiering Windows 1 or 2 for payment.		Based on Cashier response time	*Cashier* Cash Unit
	Total:	Depend on Client category	30 minutes	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Enrollment Assessment via Email				
	1.1. 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	

SCHEDULE OF TUITION AND OTHER SCHOOL FEES	
SCHEDULE 1	
PARTICULARS	**AMOUNT**
Tuition Fee/unit - All Other Undergraduate Program	**131.00**
Tuition Fee/unit - College of Nursing and Allied Health Sciences	**600.00**
Tuition Fee/unit- Diploma in Professional Education	**250.00**
Tuition Fee/unit - College of Medicine	**800.00**
Tuition Fee/unit - College of Law	**1,000.00**
Tuition Fee/unit - Masteral	**400.00**
Tuition Fee/unit- Doctoral	**500.00**

OTHER SCHOOL FEES - COMMON TO UNDERGRADUATE PROGRAM	
NSTP	**115.00**
ENTRANCE FEE/SUMMER MATRICULATION	**20.00**
ANG SUGA PUBLICATION	**30.00**
ATHLETICS	**75.00**
CULTURAL	**100.00**
GUIDANCE FEE	**20.00**
SCHOOL ID	**100.00**
LABORATORY FEE	**100.00**
LIBRARY FEE	**100.00**
MEDICAL/DENTAL	**30.00**
SSC	**60.00**
PRACTICUM FEE (CAS & CTE ONLY)	**400.00**

OTHER SCHOOL FEES - PROGRAM SPECIFIC	
COLLEGE OF MEDICINE	
TUITION FEE PER UNIT	**800.00**
OTHER FEES	
ENTRANCE	**100.00**
ANG SUGA PUBLICATION	**50.00**
ATHLETICS	**75.00**
CULTURAL	**100.00**
GENERAL SERVICES	**100.00**
GUIDANCE FEE	**100.00**
SCHOOL ID	**100.00**
LABORATORY FEE (PER SUBJECT)	**500.00**
AFFILIATION FEE	**2,500.00**
INTERNET FEE	**300.00**
STUDENT WELFARE FEE	**50.00**
THEIS FEE	**1,500.00**
LIBRARY FEE	**100.00**
MEDICAL/DENTAL	**30.00**
SSC	**100.00**

OTHER SCHOOL FEES - PROGRAM SPECIFIC	
COLLEGE OF NURSING	
TUITION FEE PER UNIT	**600.00**
RELATED LEARNING EXPERIENCE	**85.25/hour** **DEPENDING ON HOURS OF DUTY AND CI TO STUDENT RATIO PER CMO NO. 15 S. 2017**
AFFILIATION FEE	**30.00/day** **DEPENDING ON NO. OF DAYS AND HOSPITAL ROTATION**
HOSPITAL USERS FEE	**15.00/day** **DEPENDING ON NO. OF DAYS AND HOSPITAL ROTATION**
NSTP	**817.50**

OTHER SCHOOL FEES - PROGRAM SPECIFIC	
COLLEGE OF LAW	
TUITION FEE PER UNIT	**1,000.00**
OTHER FEES	
ENTRANCE	**100.00**
ANG SUGA PUBLICATION	**50.00**
ATHLETICS	**75.00**
CULTURAL	**100.00**
GENERAL SERVICES	**300.00**
GUIDANCE FEE	**300.00**
SCHOOL ID	**100.00**

OTHER FEES	
LABORATORY FEE (PER SUBJECT)	**500.00**
INTERNET FEE	**500.00**
STUDENT WELFARE FEE	**50.00**
THEIS FEE	**1,500.00**
LIBRARY FEE	**300.00**
MEDICAL/DENTAL	**30.00**
SSC	**60.00**
TECHNOLOGY FEE	**1,000.00**

SCHEDULE 2		
ADVANCE HIGHER EDUCATION	**MASTERAL**	**DOCTORAL**
CURRENT	**400.00**	**500.00**
OTHER FEES		
ANG SUGA PUBLICATION	**30.00**	**30.00**
ATHLETICS	**75.00**	**75.00**
CULTURAL	**100.00**	**100.00**
LIBRARY	**100.00**	**100.00**
LABORATORY	**100.00**	**100.00**
MEDICAL DENTAL	**30.00**	**30.00**

OTHER FEES		
DISSERTATION ADVISING		**4,000.00**
ORAL DEFENSE FEE	**500.00**	**1,000.00**
PANEL OF EXAMINERS- MASTER'S PROGRAM (PROFESSIONAL/ACADEMIC/RESEARCH TRACK)	**11,000.00**	**14,300.00**
PANEL OF EXAMINERS -MASTER'S PROGRAM (CAPSTONE/PRACTICE-BASED)	**9,000.00**	
PANEL OF EXAMINERS -MASTER'S PROGRAM (TECHNICAL/PRACTICUM)	**9,000.00**	
THESIS ADVISING	**3,000.00**	

SCHEDULE 3		
SCHOLASTIC RECORDS, CERTIFICATION AND OTHER FEES		
ANTI-PLAGIARISM		**200.00**
CERTIFICATION with Documentary Stamps Tax		**80.00**
COMPREHENSIVE EXAMINATION FEE		**1,200.00**
DIPLOMA		**350.00**
ETHICS REVIEW	**MASTERAL**	**1,500.00**
	DOCTORAL	**2,000.00**
TESTING/EXAMINATION FEE	**ILS/UNDERGRADUATE**	**300.00**
	DPE/MEDICINE/MASTERS/DOCTORAL	**400.00**
TRANSCRIPT OF RECORDS	**LOCAL EMPLOYMENT**	**50/PAGE**
	OVERSEAS EMPLOYMENT	**100/PAGE**

Note: Amount is subject to change upon the approval of the Board of Regents.

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) – Accounting Unit
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail?	Students

Checklist of Requirements	**Where to secure**
1. Student ID	Transacting Client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
Settlement of Outstanding Balance				
1. Client proceeds to Accounting Unit 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	*FMSD Staff* Financial Management Services Division
	1.2. Accounting Staff advise the client to proceed to Cashiering Window 1 or 2 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 proceeds to Accounting Office for inquiry of outstanding balance.	1.1. Accounting staff accesses email to view the request	Actual amount per Statement of Account (SOA)	15 minutes	*FMSD Staff* 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

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**
Onsite Request of Student Credentials and other Requests				
1. Client proceeds to Accounting Office 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. 1.2. Accounting Staff advises the client to proceed to Cashiering Windows 1 or 2 for payment.	Depends on client's transactions category	15 minutes	*FMSD Staff* Financial Management Services Division
	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 emails fmsd@cnu.edu.ph to request student credentials and other requests.	1.1. Accounting staff accesses email to view the request	Depends on client's transactions category	15 minutes	*FMSD Staff* 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'ing Cash Unit.		5 minutes	
	Total:	Depend on client category	30 minutes	

SCHEDULE 3		
SCHOLASTIC RECORDS, CERTIFICATION AND OTHER FEES		
ANTI-PLAGIARISM		**200.00**
CERTIFICATION with Documentary Stamps Tax		**80.00**
COMPREHENSIVE EXAMINATION FEE		**1,200.00**
DIPLOMA		**350.00**
ETHICS REVIEW	**MASTERAL**	**1,500.00**
	DOCTORAL	**2,000.00**
TESTING/EXAMINATION FEE	**ILS/UNDERGRADUATE**	**300.00**
	DPE/MEDICINE/MASTERS/DOCTORAL	**400.00**
TRANSCRIPT OF RECORDS	**LOCAL EMPLOYMENT**	**50/PAGE**
	OVERSEAS EMPLOYMENT	**100/PAGE**

Note: Amount is subject to change upon the approval of the Board of Regents.

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.

Office or Division	Financial Management Services Division (FMSD) – Accounting Unit
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**
Onsite Request for Refund of School Fees				
1. Client proceeds to Accounting Office and submits request with complete supporting documents.	1.5. Accounting Staff receives request.	None	15 minutes	*FMSD Staff* Financial Management Services Division
	1.6. 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
	1.7. 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	
	1.8. Accounting Staff logs Disbursement voucher for approval of Agency Head.	None	15 minutes	
	Total:	None	2 working days & 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) – Accounting Unit
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 Accounting Office and submits the form.	1.1. Accounting Staff receives form.	Depends on client's transactions category	15 minutes	*FMSD Staff / Accountant* 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 1 or 2 for payment.		5 minutes	
	Total:	Depends on client's transactions category	1 hour &10 minutes	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Online Withdrawal and Dropping of Subjects				
1. Clients emails fmsd@cnu.edu.ph to request withdrawal and dropping of subjects.	1.1. Accounting Staff accesses email to view the request	None	15 minutes	*FMSD Staff / Accountant* 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'ing Cash Unit.	Depends on client's transactions category	5 minutes	
	Total:	Depends on client's transactions category	1 hour & 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) – Accounting Unit			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	Students			
Checklist of Requirements		**Where to secure**		
1. Approved adding and changing form from the registrar's office, 3 copies		Registrar's Office		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
Onsite Adding and Changing of Subjects and Degree Program				
1. Client proceeds to Accounting Office and submits the form	1.1. Accounting Staff receives form.	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 prepares Order of Payment for applicable fees, if any.		15 minutes	
	1.4. Accounting staff advise the client proceeds to Window 1 or 2 for payment.	Depends on client's transactions category	10 minutes	
	Total:	Depends on client's transactions category	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 emails fmsd@cnu.edu.ph to request adding and changing of subjects and degree program.	1.1. Accounting Staff accesses email to view the request.	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'ing Cash Unit.	Depends on client's transactions category	5 minutes	
	Total:	Depends on client's transactions category	45 minutes	

7. Refund of Excess Income, Guaranty or Security Deposits

The process flow shows the client steps or procedure for refund of excess income, guaranty or security deposits.

Office or Division	Financial Management Services Division (FMSD) – Accounting Unit
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail?	Students

Checklist of Requirements	**Where to secure**
1. Signed request for refund, 1 copy 2. Original Official Receipt or Proof of Online Payment, 1 copy 3. Certificate of Acceptance, Performance Security in exchange of the Deposit 4. Disbursement Voucher (DV), Obligation Request and Status (ORS)	Transacting Client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Client submits request to Implementing Unit, Implementing Unit forwards DV and supporting documents to Finance Office.	1.1. Receiving Clerk checks the supporting document based on the checklist of documentary requirements, stamps received, indicates the date and time and initials the Disbursement Voucher on its face.	None	15 minutes	*Receiving Clerk* Financial Management Services Division
	1.2. Receiving Clerk assigns DV Number and records the DV in the monitoring sheet of the Unit indicating the particulars and the amount.	None	15 minutes	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.3. Reviews DV for completeness and propriety of supporting documents. Retrieves Index of Payments (IoP) in the eNGAS and determines if claim is in order. If with prior payment on the same claim, returns the DV, SDs and ORS informing the requesting office/party of prior payment made. If in order, verifies ORS against DV If the amounts in the ORS and DV are the same, prepares Journal Entry Voucher in the Box B of the DV and forwards it to the accountant for final review.	None	2 – 3 hours	*Pre-Audit Staff / Accountant* Financial Management Services Division
	1.4. Reviews DV and SDs. Signs Box C of DV and forwards the documents to the Receiving/Releasing Staff if found complete and proper. If there are noted deficiencies, log the DV together with the supporting documents and return to the requesting office for compliance. Once accomplished, the date and the time the DV is received should be stamped on the face and forwards to Accountant III for review of compliance.	None	2 – 3 hours	
	1.5. Records in the logbook the release of the DV together with the supporting documents to the Head of Agency or Authorized Representative for approval of the DV.	None	15 minutes	*Releasing Clerk* Financial Management Services Division
	Total:	None	4 – 6 hours & 45 minutes	

8. Issuance of Certificate of Net Take Home Pay

The process flow shows the client steps or procedure for issuance of certificate of net take home pay.

Office or Division	Financial Management Services Division (FMSD) – Accounting Unit
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail?	Teaching and Non-Teaching Staff

Checklist of Requirements	**Where to secure**
1. Accomplished Form: Agreement to Deduct and Remit GSIS/PAG-IBIG, 1 copy 2. Loan Amortization and Certification of Net Take Home Pay, 1 copy	Office of the Chief Administrative Officer for Administration

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Client proceeds to Accounting Office and submits the form.	1.1. Accounting Staff receives the filled-out form.	None	15 minutes	*Receiving Clerk* Financial Management Services Division
	1.2. Accounting Staff reviews form, ensures correctness of data, attaches recent payslip from HRIS, reviews if amortization will not exceed maximum deduction against current salary, affixes his/her signature, then endorses it to the accountant for final review.	None	30 minutes	*Accounting Staff* Financial Management Services Division
	1.3. Accountant certifies correctness.	None	15 minutes	*Accountant* Financial Management Services Division
	Total:	None	1 hour	

9. Processing of Faculty/Staff Clearance

The process flow shows the client steps or procedure for the processing of faculty/staff clearance.

Office or Division	Financial Management Services Division (FMSD) – Accounting Unit
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail?	Teaching and Non-Teaching Staff

Checklist of Requirements	**Where to secure**
1. Clearance Form, 2 copies	Human Resource Management Unit

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Client submits application for Clearance to the Accounting Staff.	1.1. Accounting Staff receives clearance from client.	None	15 minutes	*Receiving Clerk* Financial Management Services Division
	1.2. Accounting Staff access SIS and validates outstanding balances of teaching and non-teaching staff if any. If found with outstanding balance, advise client to settle the account. If none, sign the clearance of the client and forward to Administrative Officer for validation of money or property accountability. If no accountability on record, forward to Accountant for signature. If found accountable, advise client to settle accountability or client may execute authority to deduct from claims money or property accountability if applicable	None	15 minutes	*Accounting Staff* Financial Management Services Division

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.4. Accountant signs clearance.	None	15 minutes	*Accountant* Financial Management Services Division
	1.5. Accounting Staff releases the clearance to the client.	None	15 minutes	*Accounting Staff* Financial Management Services Division
	Total:	None	1 hour	

10. Employee Request for Issuance for BIR Form 2316

The process flow shows the client steps or procedure for the request for issuance of BIR Form 2316.

Office or Division	Financial Management Services Division (FMSD) – Accounting Unit
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail?	Teaching and Non-Teaching Staff

Checklist of Requirements	**Where to secure**
1. Request Form, 1 copy	Accounting Section / Unit

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Client submits accomplished request form to Accounting Unit.	1.1. Accounting Staff receives request form and retrieves tax ledger for data needed in BIR Form 2316.	None	5 minutes	*Receiving Clerk* Financial Management Services Division
	1.2. Accounting Staff encodes data to BIR Form 2316 (via BIR Alpha list or Manual).	None	15 minutes	*Accounting Staff* Financial Management Services Division
	1.3. Accounting Staff prints the form and forwards it for signature to the accountant.	None	5 minutes	*Accountant* Financial Management Services Division
	1.4. Accounting Staff forwards the signed BIR Form 2316 to the Client.	None	5 minutes	*Accounting Staff* Financial Management Services Division
	Total:	None	30 minutes	

11. Budget Preparation

The process flow shows the client steps or procedure for the Budget preparation.

Office or Division	Financial Management Services Division (FMSD) – Budget Unit			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail?	All Delivery Units			
Checklist of Requirements		**Where to secure**		
1. Budget Call 2. DBM Issuances 3. BP Forms		Board of Regents Department of Budget and Management		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
Collection of budget proposals				
1. Units submit proposals together with the detailed engineering and architectural designs for infrastructure, technical specifications for equipment, PPMP and other working papers.	1.1. Budget Staff accepts budget proposals submitted by units.	None	3 working days	*Budget Staff* Financial Management Services Division
	1.2. Budget unit consolidates all proposals to become the agency budget proposal.	None	3 working days	*Budget Officer III* Financial Management Services Division
	1.3. Budget unit submits consolidated budget proposal to the University President for approval	None	3 working days	*Budget Officers* Financial Management Services Division
	Total:	None	9 working days	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Submission of proposal to DBM				
	1.1. The Budget Unit encodes proposals at DBM Online Submission Budget Proposal (OSBP) portal.	None	5 working days	*Budget Staff* Financial Management Services Division
	1.2. The Budget Unit prints 14 copies of the Budget Proposal for approval of the appropriate university officials.	None	2 working days	
	1.3. The Budget Unit sends 3 copies of the Budget Proposal to DBM.	None	1 working day	
	Total:	None	8 working days	
Submission of object of expenditure and PPMP per NEP level				
	1. Distributes budget ceiling per NEP	None	1 working day	*Budget Officer II* Financial Management Services Division
2. Responsibility centers submit their object of expenditure and PPMP following amounts.	2.1. Budget Staff accepts the object of expenditure and PPMP submitted by units.	None	5 working days	*Budget Staff* Financial Management Services Division
	2.2. Reviews submitted object of expenditure and PPMP submitted.	None	2 working days	*Budget Officer II* Financial Management Services Division
	2.3. Forward the object of expenditure and PPMP submitted.	None	1 working day	*Budget Staff* Financial Management Services Division
	Total:	None	9 working days	

12. Budget Legislation

The process flow shows the client steps or procedure for the Budget Legislation.

Office or Division	Financial Management Services Division (FMSD) – Budget Unit			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail?	Concerned Unit Heads			
Checklist of Requirements		**Where to secure**		
1. PASUC Advisory 2. Checklist of Documentary Requirements		Office of the University President		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
Submission of budgetary documents to Senate and House of Representatives				
1. Units concerned submits required documents to Budget Unit.	1.1. Budget Staff accepts documents from units concerned.	None	3 working days	*Budget Staff* Financial Management Services Division
	1.2. Budget unit consolidates all budgetary documents for submission.	None	3 working days	*Budget Officer III* Financial Management Services Division
	1.3. Attend budget hearings at Senate and at House of Representatives.	None	4 working days	*Budget Officers, CAO – Finance* Financial Management Services Division
	Total:	None	10 working days	

13. Budget Execution

The process flow shows the client steps or procedure for the Budget Execution.

Office or Division	Financial Management Services Division (FMSD) – Budget Unit
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail?	Unit Heads and Responsibility Clerks

Checklist of Requirements	**Where to secure**
1. Notice of Budget Ceiling 2. Advice of Allotment 3. Proposed Object of Expenditure 4. Certificate of Availability of Funds 5. Advice of Cancellation of Earmark 6. Obligation Request and Status 7. Budget Utilization Request and Status	Budget Unit

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
Distribution and uploading of budget ceiling in the eBudget System				
	1. Budget office distributes budget ceilings to the various responsibility centers	None	4 hours	*Budget Officer II* Financial Management Services Division
2. Units concerned submits Proposed Object of Expenditure to Budget Unit and PPMP.	2.1. Budget Staff accepts documents from units concerned.	None	15 minutes	*Responsibility Clerk*
	2.2. Upload the Object of Expenditure in the E-budget System.	None	30 minutes	*Budget Officer II* Financial Management Services Division
	Total:	None	10 working days	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Earmarking and Certifying Availability of Funds (CAF)				
1. Units concerned submits Certificate of Earmarked Funds and Certificate of Availability of Funds (CAF) to Budget Units.	1.1. Budget Staff accepts documents from units concerned.	None	5 minutes	*Budget Staff* Financial Management Services Division
	1.2. Reviews earmarks and Certificate of Availability of Funds.	None	20 minutes	*Budget Officer II* Financial Management Services Division
	1.3. Approves Certificate of Availability of Funds and forward them to Accountant.	None	10 minutes	*Budget Officer III* Financial Management Services Division
	Total:	None	35 minutes	
Review of ORS and BURS				
1. Units concerned submits ORS or BURS duly approved by the unit head, with necessary documents to FMSD.	1.1. Budget Staff accepts documents from units concerned.	None	5 minutes	*Budget Staff* Financial Management Services Division
	1.2. Reviews ORS or BURS against earmarks and CAF and also in the e-Budget System.	None	15 minutes	*Budget Officer II* Financial Management Services Division
	1.3. Reviews ORS or BURS and supporting documents. If all documents are in order, approves ORS or BURs and forward them to Accountant.	None	15 minutes	*Budget Officer III* Financial Management Services Division

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.4. Returns documents to the end user If there is an issue with documents submitted.	None	5 minutes	
	Total:	None	40 minutes	
Modification of Allotment				
1. Units concerned submits Modification Allotment Form duly signed by unit head.	1.1. Budget Staff accepts documents from units concerned.	None	5 minutes	*Budget Staff* Financial Management Services Division
	1.2. Reviews Modification Allotment Form as against the e-Budget System.	None	15 minutes	*Budget Officer II* Financial Management Services Division
	1.3. Approves Modification Allotment Form and forwards to releasing clerk	None	15 minutes	*Budget Officer III* Financial Management Services Division
	1.4. Releases Modification Allotment Form to the Office of the University President	None	5 minutes	*Budget Staff* Financial Management Services Division
	1.5. Returns Modification Allotment Form to responsibility center concerned if there is an issue with the modification.	None	5 minutes	*Budget Officer III* Financial Management Services Division
	Total:	None	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 ● Location ● Specification ● Signature of ▪ 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. 1.8. Requests for needed supplies and materials	None	1 working day	*Maintenance Personnel* General Services Unit
	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 & 25 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 Human Resource Management Unit

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Unit Head/Division/College Dean writes a letter request and Personnel Request Form duly endorsed and approved by the Vice President for Administration, Finance and External Affairs, Vice President for Academic Affairs, Head of the Human Resource Management Unit and University President.	1.1 HRMU receives duly approve letter request and Personnel Request form signed by the authorized signatories Unit/Division/College Head, Vice President for Administration, Finance and External Affairs, Vice President for Academic Affairs, Head of the Human Resource Management Unit and University President.	None	2 working days	*HRMU 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	
	1.4 HRMU Staff forward the duly received documents to HRMU Head for further instructions.	None	5 minutes	*HRMU Staff* Human Resource Management Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.5 HRMU Head affix notation on the document for HRMU Recruitment Staff to perform.	None	5 minutes	*HRMU Head* Human Resource Management Unit
	1.6 HRMU Recruitment Officer reads the notation and if favorable starts the hiring process.	None	3 working days	*Recruitment Officer* Human Resource Management Unit
	1.7 HRMU Recruitment Officer informs the requesting Unit/Division/College on the progress of the request.	None	5 minutes	
2. Get client feedback.	2. Clients will fill out the CSS Google Form of CSS Form.	None	Client Control	
	Total:	None	5 working days & 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 Human Resource Management Unit.	1.1. Receives and Check the documents from client.	None	2 minutes	*HRMU Staff* Human Resource Management Unit
	1.2. Records the received documents in the incoming 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. Job Order Request form, 1 original copy 2. Official receipt of payment, 1 original copy	Human Resource Management Unit Cash Unit

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Fills up the Job Order Request Form / Tracker.	1.1. HRMU staff checks the filled-up form for completeness. 1.2. Issues order of payment. 1.3. Instructs client to go to the Cash Unit for payment.	None	2 minutes	*HRMU Staff* Human Resource Management Unit
2. Pays to the Cashier at Cash Unit.	2.1. Instructs client to go to the Cash Unit for payment. 2.2. Issues official receipt of payment	Php 80.00	Based on Cashier response time	*Cashier* Cash Unit
3. Return to HRMU and endorses official receipt of payment.	3.1. Initiates generation of certificate of employment.	None	5 minutes	*HRMU Staff* 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.	None	5 minutes	*HRMU Staff and* Human Resource Management Unit
	3.4. HRMU Head signs the Certificate of Employment.	None	3 minutes	*HRMU Head* Human Resource Management Unit
4. Get client feedback.	4. Clients will fill out the CSS Google Form or CSS Form.	None	Client control	*HR Staff* Human Resource Management Unit
	Total:	Php 80.00	15 minutes	

4. 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. Job Order Request Form / Tracker, 1 copy original 2. Official receipt of payment, 1 original copy	Human Resource Management Unit Cash Unit

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Fills up the Job Order Request Form/Tracker.	1.1. HRMU Staff checks the filled-up form for completeness. 1.2. Issues order of payment. 1.3. Instructs client to go to the Cash Unit for payment.	None	2 minutes	*HRMU Staff* Human Resource Management Unit
2. Pays to the cashier at Cash Unit.	2.1. Instructs client to go to the Cash Unit for payment. 2.2. Issues official receipt of payment.	Php 80.00	Based on Cashier response time	*Cashier* Cash Unit
3. Return to HRMU and endorses official receipt of payment	3.1. Initiates generation of Service Record. 3.2. Prints the Service Record.	None	10 minutes	*HRMU Staff* Human Resource Management Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3.3. HRMU Staff checks and countersign the printed Service Record for completeness and validity of entries.	None	5 minutes	*HRMU Staff* Human Resource Management Unit
	3.4. HRMU Head signs the Service Record.	None	5 minutes	*HRMU Head* Human Resource Management Unit
	3.5. Releases the certificate of Employment.	None	2 minutes	*HRMU staff* Human Resource Management Unit
4. Get client feedback.	4. Clients will fill out the CSS Google Form or CSS Form.	None	3 minutes	
	Total:	Php 80.00	27 minutes	

5. Turn Over of Pre-Employment Requirements (Permanent, Temporary, Coterminous, Contractual & Casual)

This service facilitates the submission and verification of required documents from newly hired personnel under permanent, temporary, coterminous, contractual, or casual appointments. This process ensures that all pre-employment requirements are complete and properly recorded prior to the employee's official assumption of duty.

Office or Division	Human Resource Management Unit (HRMU)
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail?	Newly Hired Personnel of CNU

Checklist of Requirements	**Where to secure**
1. Pre – employment requirements, 1 original copy 2. Document checklist form, 1 original copy	Transacting client Human Resource Management Unit

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Client submits the requirements together with the Document Checklist Form.	1.1. HRMU Staff receives the documents of the client. 1.2. HRMU Staff checks the completeness of the documents against the Document Checklist Form.	None	10 minutes	*HRMU Staff* Human Resource Management Unit
	1.3. HRMU Staff prepares and releases the Certification for Bank Account application use.	None	3 minutes	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.4. HRMU Staff and HRMU Recruitment Officer prepares the issuance of Appointment (CS Form No. 33-B), Plantilla of Casual Appointments (CS Form No. 34-B), Position Description Form (DBM- CSC Form No. 1), Oath of Office (CS Form No. 32) and Certification of Assumption to Duty (CS Form No. 4).	None	3 working days	*HRMU Staff* Human Resource Management Unit
2. Fills out and signs the issued documents.	2.1. HRMU Staff receives the duly filled out and signed documents.	None	5 minutes	*HRMU Staff* Human Resource Management Unit
	2.2. Endorses the documents to the HRMU Head.			
	2.3. HRMU Staff encodes personnel data in the HRIS.	None	7 minutes	
	2.4. HRMU Staff registers newly hired personnel into the biometrics system.			
	2.5. HRMU Head verifies the completeness of the documents.	None	2 working days	*HRMU Head* Human Resource Management Unit
	2.6. HRMU Head signs the documents.			

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.7. HRMU Staff endorses the signed documents to the Office of the University President for signature.	None	1 working day	*HRMU Staff* Human Resource Management Unit
	2.8. HRMU Staff and HRMU Recruitment Officer endorses the signed document to Civil Service Commission for validation.	None	1 working day	
	Total:	None	3 working days & 26 minutes	

6. Turn Over of Pre-Employment Requirements (Job Order)

This process ensures that all necessary pre-employment requirements are complete and properly documented prior to the issuance of the Job Order contract and commencement of services.

Office or Division	Human Resource Management Unit (HRMU)
Classification	Complex
Type of Transaction	G2G – Government to Government
Who may avail?	Newly Hired Personnel of CNU

Checklist of Requirements	**Where to secure**
1. Pre – employment requirements, 1 original copy 2. Document checklist form, 1 original copy	Transacting client Human Resource Management Unit

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Client submits the requirements together with the Document Checklist Form.	1.1. HRMU Staff receives the documents of the client. 1.2. HRMU Staff checks the completeness of the documents against the Document Checklist Form.	None	10 minutes	*HRMU Staff* Human Resource Management Unit
	1.3. HRMU Staff prepares and releases the Certification for Bank Account application use.	None	3 minutes	
2. Preparation of necessary documents after careful reading and inspection.	2.1. HRMU Staff prepares the Service Contract for signing.	None	5 minutes	
	2.2. Client signs the Service Contract.			

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.3. HRMU Staff forwards the Service Contract to the Immediate Head for signature.	None	2 working days	*HRMU Staff* Human Resource Management Unit
	2.4. HRMU Staff secures the signature of the Immediate Head and HRMU Head.			
	2.5. HRMU Staff secures the signature of the University President.	None	1 working day	
	2.6. HRMU Staff calls the client and endorse the Service Contract for notarization.	None	1 working day	
	2.7. HRMU Staff encodes personnel data in the HRIS.	None	7 minutes	
	2.8. HRMU Staff registers newly hired personnel into the biometrics system.	None		
3. Client returns to HRMU and submits the notarized Service Contract.	3. HRMU Staff receives the notarized Service Contract.	None	2 minutes	
	Total:	None	4 working days & 27 minutes	

7. Turn Over of Pre-Employment Requirements (Part-time Faculty)

This service facilitates the submission and verification of required documents from individuals hired as part-time faculty members. This process ensures that all pre-employment requirements are complete and properly documented prior to the issuance of the appointment and commencement of teaching duties.

Office or Division	Human Resource Management Unit (HRMU)
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail?	Newly Hired Personnel of CNU

Checklist of Requirements	**Where to secure**
1. Pre – employment requirements, 1 original copy 2. Document checklist form, 1 original copy	Transacting client Human Resource Management Unit

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Client submits the requirements together with the Document Checklist Form.	1.1. HRMU Staff receives the documents of the client. 1.2. HRMU Staff checks the completeness of the documents against the Document Checklist Form.	None	10 minutes	*HRMU Staff* Human Resource Management Unit
	1.3. HRMU Staff prepares and releases the Certification for Bank Account application use.	None	3 minutes	
2. Preparation of necessary documents after careful reading and inspection.	2.1. HRMU Staff encodes personnel data in the HRIS.	None	7 minutes	
	2.2. HRMU Staff registers newly hired personnel into the biometrics system.			

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.3. HRMU Staff receives the Service Contract from the College/External Campus.	None	2 working days	*HRMU Staff* Human Resource Management Unit
	2.4. HRMU Staff secures the signature of the HRMU Head.			
	2.5. HRMU Staff endorse the signed Service Contract back to the College/External Campus.			
3. Responsibility Clerk from the College/External Campus submits the notarized Service Contract of the Part-Time Faculty.	3. HRMU Staff receives the notarized Service Contract.	None	2 minutes	
	Total:	None	2 working days & 22 minutes	

8. Leave Application using CS Form no. 6 (Hard Copy)

Leave application (hard copy) had to be initiated and submitted for approval to the Human Resource Management Unit.

Office or Division	Human Resource Management Unit (HRMU)
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail?	CNU Employees

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. Client print CS Form No. 6 (Leave Application Form) from the HRIS. *Note: leave forms had to be approved and signed by the immediate head.*	1.1. HRMU Staff receives the duly filled out Leave Application Form (CS Form No. 6).	None	2 minutes	*HRMU staff* Human Resource Management Unit
	1.2. HRMU Staff reviews the Leave Application Form (CS Form No. 6) and record in the logbook.	None	5 minutes	
	1.3. HRMU Head signs the Leave Application Form (CS Form No. 6).	None	5 minutes	*HRMU Head* Human Resource Management Unit
	1.4. HRMU Staff endorse the Leave Application Form (CS Form No. 6) to the Office of the CAO-Administration.	None	1 working day	*HRMU staff* Human Resource Management Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.5. CAO-Administration signs the Leave Application Form (CS Form No. 6).	None	1 working day	*CAO Administration* Chief Administrative Officer for Administration
	1.6. HRMU Staff retains one approved copy Leave Application Form (CS Form No. 6) for HRMU file and other one endorses to HRMU Payroll Maker for payroll computation.	None	2 minutes	*HRMU staff* Human Resource Management Unit
2. Get client feedback.	2. Clients will fill out the CSS Google Form or CSS Form.	None	1 minutes	
	Total:	None	2 working days & 15 minutes	

9. Leave Application using CS Form no. 6 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. Supporting documents for sick leave, 1 original copy	HRMU Unit Transacting Client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Client applies for Leave Application through the HRIS Portal. *Note: Upload supporting documents for Sick Leave and Maternity Leave.*	1.1. Immediate head approves the Leave Application.	None	5 minutes	*Immediate head of the concerned Personnel*
	1.2. HRMU Head approves the Leave Application (Online).	None	1 working day	*HR Head* Human Resource Management Unit
	1.3. CAO-Administration approves the Leave Application (Online).	None	Based on CAO - Administrative response time	*CAO Administration* Chief Administrative Officer for Administration
	Total:	None	1 working day & 5 minutes	

10. Request of 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. Job Order Request form, 1 original copy	HRMU Unit

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Clients fills out the Job Request Form / Tracker for request of document/s.	1.1. HRMU Staff receives the duly accomplished Job Request Form / Tracker. 1.2. HRMU Staff checks the completeness of the required information. 1.3. HRMU Staff checks the completeness of the required information.	None	8 minutes	*HRMU Staff* Human Resource Management Unit
	1.4. HRMU Head review and approve the request. 1.5. HRMU Head endorse the approved Job Request Form / Tracker to the HRMU Staff (201-File In- Charge)	None	1 working day	*HRMU Head* Human Resource Management Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.6. HRMU Staff retrieves the requesting clients' 201- File. 1.7. HRMU Staff reproduce the request document/s.	None	1 working day	*HRMU staff* Human Resource Management Unit
	1.8. HRMU Staff calls the client once document/s requested are ready for pick up.	None	5 minutes	
2. Returns to HRMU to claim the requested document.	2. HRMU Staff release the requested document.	None	5 minutes	
3. Get client feedback.	3. Clients will fill out the CSS google form or CSS form.	None	Client Control	
	Total:	None	2 working days & 18 minutes	

11. Renewal of Service 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?	CNU Job Order personnel

Checklist of Requirements	**Where to secure**
1. Evaluation and Renewal Form (Performance Appraisal), 1 copy original 2. Coaching and Feedback Form, 1 copy original 3. Recommendation Letter, 1 copy original	Human Resource Management Unit Human Resource Management Unit Immediate Head of Job Order Employee

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: • Recommendation letter from his/her immediate head performance; • Evaluation and Renewal Form (Performance Appraisal) with rating, comments and signature comments from the Immediate Head.	1.1. Receives the duly accomplished documents. 1.2. HRMU Staff checks the completeness of the Evaluation and Renewal Form (Performance Appraisal), Coaching and Feedback Form and the Recommendation Letter from the Immediate Head. 1.3. HRMU Staff endorses the submitted documents to the HRMU Head.	None	5 minutes	*HRMU Staff* Human Resource Management Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
• Coaching and Feedback Form with comments and signature from the Immediate Head.	1.4. HRMU Head reviews the submitted documents. 1.5. HRMU Head signs the Evaluation and Renewal Form (Performance Appraisal).	None	1 working day	*HRMU Head* Human Resource Management Unit
	1.6. HRMU Staff secures approval and signature of the Vice President for Administration, Finance and External Affairs.	None	1 working day	*HRMU Staff* Human Resource Management Unit
	1.7. HRMU Staff endorses the Evaluation and Renewal Form (Performance Appraisal), Coaching and Feedback Form and Recommendation Letter to the Office of the University President for review and signatory.	None	30 minutes	
	1.8. HRMU Staff calls the Job Order employee and gives instructions on the in-between contract gap (5 days).	None	30 minutes	
	1.9. HRMU Staff prepares the new Service Contract for signing.	None	5 minutes	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Processing of the new Service Contract.	2.1. Job Order Employee receives and signs the new Service Contract.	None	5 minutes	*HRMU Staff* Human Resource Management Unit
	2.2. HRMU Staff secures the signature of the Immediate Head and the HRMU Head.	None	1 working day	
	2.3. HRMU Staff endorses the new Service Contract to the Legal Unit for Legal Endorsement.	None	5 minutes	
	2.4. Legal Unit endorses new Service Contract with Legal Endorsement the to the Office of the University President for review and signatory.	None	1 working day	*Attorney IV* Legal Unit
	2.5. HRMU Staff receives the approved and signed Service Contract from the Office of the University President.	None	5 minutes	*HRMU Staff* Human Resource Management Unit
	2.6. HRMU Staff informs the Job Order Employee to notarize the new Service Contract.	None	5 minutes	
	2.7. HRMU Staff receives the notarized Service Contract and endorses renewed Job Order Employee to the designated office assignment.	None	5 minutes	
	Total:	None	4 working days, 1 hour & 30 minutes	

12. Receiving of Incoming Applications for Published Vacant Positions

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

Office or Division	Human Resource Management Unit (HRMU)
Classification	Highly Technical
Type of Transaction	G2G – Government to Government
Who may avail?	CNU Unit Heads/Directors/College Dean

Checklist of Requirements	**Where to secure**
1. Application documents (as per posting both from Civil Service Commission and CNU- Facebook page), 1 copy original	Transacting client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Client hands in the application document/s to the HRMU.	1.1. HRMU Staff receives the application documents.	None	12 minutes	*HRMU Staff* Human Resource Management Unit
	1.2. HRMU Staff records the received documents in the logbook.			
	1.3. HRMU Staff scans the document/s for back up.			
	1.4. HRMU Staff endorse the document/s to HRMU Recruitment Officer for review and safekeeping.			
2. Client emails the application document/s to the HRMPSB Email.	2.1. HRMU Recruitment Officer receives the application documents through email.	None	2 minutes	
	2.2. HRMU Recruitment Officer encodes the received document/s both hardcopy and email for tracking purposes.	None	7 working days	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.3. HRMU Recruitment Officer forwards the tracker to the requesting Unit Head/Division/College Dean for shortlisting.	None	2 minutes	
3. Requesting Unit Head/Division/College Dean selects applicant/s for shortlisting and endorsement to the HRMPSB.	3.1. Unit Head/Division/College Dean checks and reviews the tracker for selection. 3.2. Unit Head/Division/College Dean selects applicant/s for shortlisting and endorse it back to the HRMU Recruitment Officer.	None	1 working day	*Requesting Unit Head/Division/ College Dean*
	3.3. HRMU Recruitment Officer endorses the shortlisted applicant/s to the HRMPSB.	None	5 minutes	*HRMU Recruitment Staff* Human Resource Management Unit
	Total:	None	8 working days & 22 minutes	

13. Receiving, Processing and Releasing of Request Letter for Training / Seminar (Admin)

This service facilitates the receipt, evaluation, and issuance of request letters related to the participation of university personnel in trainings, seminars, and other professional development activities. This process ensures that requests are properly documented, reviewed, and endorsed in accordance with university policies.

Office or Division	Human Resource Management Unit (HRMU)
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail?	CNU Non-Teaching Personnel

Checklist of Requirements	**Where to secure**
1. Letter Request / PAP Concept Note, Invitation Letter 2. Travel Authority / Authority to Attend 3. Budget	Transacting client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Submission of request letter to attend / join the training / seminar. The attendee submits a PAP / Concept Note or request letter for training / seminar signed by the attendee/s and the Immediate Supervisors. *Note: Letter Request must be signed by the Immediate Head as Recommending Approval, with attached Invitation Letter.*	1.1. Learning and Development Staff and Learning and Development Officer receives PAP / Concept Note and other supporting documents for completeness, tracking and monitoring purposes.	None	2 minutes	*Learning and Development Staff* Human Resource Management Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Verification of PAP / Concept Note or request letter for training / seminar of the employee/s.	2.1. Learning and Development Staff and Learning and Development Officer verifies whether the requested training / seminar is not in the Individual Development Plan.	None	5 minutes	*Learning and Development Staff* Human Resource Management Unit
	2.2. If the training / seminar is NOT in the Individual Development Plan, the attendee/s must revise their IDP and obtain approval from the University President before proceeding.	None	1 minutes	
	2.3. Learning and Development Staff and Learning and Development Officer issued Earmark through the E-Budget System and Certificate of Availability of Funds.	None	30 minutes	
3. Endorsement of the document/s to the requesting party for further processing.	3.1. Learning and Development Clerk and Learning and Development Officer released the document/s to the requesting party with the Earmark and Certificate of Availability of Funds.	None	3 minutes	
	3.2. The requesting party forwards the document/s to the Accounting Unit and Budget Unit for approval of the Earmark and Certificate of Availability of Funds and other signatory of the letter.	None	1 working day	*Requesting administrative personnel from the Unit*

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3.3. The requesting party returns the document/s to the HRMU for issuance and approval of ORS / BURS through E-Budget System.	None	1 working day	*Learning and Development Staff* Human Resource Management Unit
	3.4. Learning and Development Staff and Learning and Development Officer issued BURS / ORS and secures the signatory of the End User or the HRMU Head.	None		
	3.5. Learning and Development Staff and Learning and Development Officer logs in the monitoring and release the document to the requesting party.	None	2 minutes	
	3.6. The requesting party endorses the document/s to the Office of the University President for approval.	None	2 minutes	*Requesting administrative personnel from the Unit*
	Total:	None	2 working days & 45 minutes	

14. Receiving, Processing and Releasing of Request Letter for Training / Seminar (Faculty)

This service facilitates the receipt, review, and issuance of request letters for faculty members who intend to participate in trainings, seminars, conferences, and other professional development activities. This process ensures that requests are properly documented, evaluated, and endorsed in accordance with university policies and faculty development guidelines.

Office or Division	Human Resource Management Unit (HRMU)
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail?	CNU Faculty Members

Checklist of Requirements	**Where to secure**
1. Letter Request / PAP Concept Note, Invitation Letter 2. Travel Authority / Authority to Attend, 3. Budget	Transacting client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Submission of request letter to attend / join the training / seminar. The attendee submits a PAP / Concept Note or request letter for training / seminar signed by the attendee/s and the Immediate Supervisors. *Note: Letter Request must be signed by the College Dean as Recommending Approval, with attached Invitation Letter.*	1.1. Learning and Development Staff and Learning and Development Officer receives PAP / Concept Note and other supporting documents for completeness, tracking and monitoring purposes.	None	2 minutes	*Learning and Development Staff* Human Resource Management Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Verification of PAP / Concept Note or request letter for training / seminar of the employee/s.	2.1. Learning and Development Staff and Learning and Development Officer verifies whether the requested training / seminar is not in the Individual Development Plan.	None	5 minutes	*Learning and Development Staff* Human Resource Management Unit
	2.2. If the training / seminar is NOT in the Individual Development Plan, the attendee/s must revise their IDP and obtain approval from the University President before proceeding.	None	1 minute	
	2.3. Learning and Development Clerk and Learning and Development Officer attached the approved Individual Development Plan.	None	1 minute	
	2.4. HRMU Head checks and signs the request letter for training / seminar.	None	3 minutes	*HRMU Head* Human Resource Management Unit
	2.5. Learning and Development Staff and Learning and Development Officer released the document to the requesting party.	None	2 minutes	*Learning and Development Staff* Human Resource Management Unit
	Total:	None	14 minutes	

15. Receiving, Processing and Releasing of Request Letter for Training / Seminar (Faculty & Admin)

This service facilitates the receipt, evaluation, and issuance of request letters for faculty members and administrative personnel who intend to participate in trainings, seminars, conferences, and other professional development activities. This process ensures that requests are properly documented, reviewed, and endorsed in accordance with university policies and guidelines.

Office or Division	Human Resource Management Unit (HRMU)
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail?	CNU Faculty Members

Checklist of Requirements	**Where to secure**
1. Training Proposal, Individual Development Plan 2. Budget	Transacting client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Submission of the following documents to the Learning and Development at the HRMU or via Email.	1.1. Learning and Development recommending Faculty and Staff to send training / seminar based on the interventions they requested in their Individual Development Plan.	None	3 minutes	*Recommending Learning and Development Faculty and Staff*
	1.2. Learning and Development Staff and Learning and Development Officer prepares letter proposal for the participants.	None	1 working day	*Learning and Development Staff* Human Resource Management Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.3. Learning and Development Staff and Learning and Development Officer issued Earmark through E-Budget System and Certificate of Availability of Funds, applicable for Non- Teaching.	None	30 minutes	*Learning and Development Staff* Human Resource Management Unit
	1.4. Learning and Development Staff and Learning and Development Officer forwards the documents to the Vice President for Academic Affairs for the issuance of Earmark and Certificate of Availability of Funds for Faculty Development Plan.	None	2 minutes	
	1.5. Learning and Development Staff and Learning and Development Officer forwards the documents to the Accounting Unit and Budget Unit for the approval of Earmark and Certificate of Availability of Funds.	None	1 working day	
	1.6. Learning and Development Staff and Learning and Development Officer claims the signed and approved documents from the Accounting Unit and Budget Unit.	None	2 minutes	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.7. Learning and Development Staff and Learning and Development Officer issued ORS / BURS signed by the End User or the HRMU Head.	None	1 working day	
	1.8. Learning and Development Staff and Learning and Development Officer secures other signatories of the documents for approval.	None	1 working day	
	1.9. Learning and Development Staff and Learning and Development Officer forwards the documents to the Office of the University President for approval.	None	2 minutes	
	Total:	None	4 working days & 39 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 (fill-out health card) 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	7 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	10 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	5 minutes	*Nurse on Duty* University Clinic
	Total:	None	25 - 30 minutes	

2. Online/Virtual Consultation

Online consultation is offered to all CNU Community necessary to continue provision of healthcare services utilizing technical functionality and digital tools upholding convenience without compromising quality health services and safety.

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 opt for DIRECT Online Teleconsult with Medical Officer thru messenger or clinic email address: clinic@cnu.edu.ph	1.1. Medical Officer answers online consultation.	None	20 minutes	*University Dentist* University Clinic
	1.2. Email received and forwarded to the Medical Officer.	None		
	1.3. Medical Officer contacts the client for virtual consultation.	None		
	1.4. Medical Officer may require additional laboratories to aid in accuracy of diagnosis and management.	None		
	1.5. Medical Officer reviews and prescribes medicines appropriately.	None		
	Total:	None	20 minutes	

3. 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. Laboratory Results (CBC, URINALYSIS, CHEST X-RAY and DRUG TEST)- DONE OUTSIDE CNU; Medical Examination Report, 1 copy 2. Official Receipt (for Re-issuance of Medical Certificate), 1 copy 3. Medical Certificate, 1 copy	Laboratories (client's medical facility of choice) CNU Cashier University Physician

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Client comes to the clinic on their appointment date and time with the duly accomplished MEDICAL EXAMINATION REPORT. ***Note:*** Incoming freshmen/ GS/ DPE/ OJT/ INTERNSHIP students uploads required laboratory results to this link: https://portal.cnu.edu.ph/cosas/#/dashboard	1.1. Nurse on duty checks client's name in the list of qualifiers for students (Freshmen/ GS/DPE).	None	10 minutes	*Nurse on Duty* University Clinic
	1.2. Students for OJT/ Practicum: Clinic staff checks client's name in the official masterlist submitted by the coordinator.	None		
	1.3. Checks HR checklist for NEW EMPLOYEES.	None		

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
***FOR NEWLY HIRED FACULY & STAFF:** Bring required laboratory results (CBC, UA, CXR and DRUG TEST) *** FOR RE- INSTATEMENT:** Medical certificate issued by their attending physician and /or other related medical records.	1.4. Application for re-instatement.	None		*Nurse on Duty* University Clinic
	1.5. Nurse on duty receives and reviews laboratory results (official qualifiers: Freshmen/ GS/ OJT/ ST/ re- instatement).	None		
	1.6. Vital signs taking, height and weight measurements. *Note: NEW STUDENTS/ STAFF: No record yet of consultation.*	None		
2. Client enters the consultation room for assessment.	2. Review medical history and laboratory results presented and physical examination is performed.	None	10 minutes	*University Physician* University Clinic
3. Client receives the issued medical certificate/ clearance.	3. 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	*Nurse on Duty* University Clinic
2. Go to the cashier for payment.	2.1. Receive payment. 2.2. Issue official receipt (OR).	Php 80.00	10 minutes	*Cashier* Cash Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
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	*Nurse on Duty* University Clinic
	Total:	Php 80.00	18 minutes	

4. 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	*Nurse on Duty* 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	*University Physician* 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	*Nurse on Duty* University Clinic
	Total:	None	20 minutes	

5. Dental Consultation and Management

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

Office or Division	Medical and Dental 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 ***Note:*** *new client, fill out dental chart.*	1.1. Retrieval of Patient's Record. 1.2. Reviews completeness of required data. 1.3. History taking / Assessment.	None	5 minutes	*Dental Aide / Nurse on duty* 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	*University Dentist* University Clinic
	Total:	None	15 minutes	
ONLINE CONSULTATION				
1. Client opt for Online Teleconsult.	1.1. Dentist answers online consultation.	None	20 minutes	*University Dentist* 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	
Dental Management				
1. Client submits for dental procedure/s.	1. Perform any or combination of the following ● Oral prophylaxis ● Extraction ● Restoration ● Canker Restoration ● Request Dental Radiograph/ Issue Referrals (if needed) ● Prescription and Dispensation of Medicines	None	5 – 15 minutes / case *Note: may vary on client's current oral health status*	*University Dentist* University Clinic
	Total:	None	5 – 15 minutes	

Office of the Chief Administration Officer for Administration

Internal Services

1. Approval of GSIS Salary Loan Application

This service facilitates the verification and endorsement of GSIS salary loan applications of Cebu Normal University employees. The process ensures that the applicant meets the necessary requirements and that the loan application is properly reviewed and approved before submission to the Government Service Insurance System (GSIS) for processing.

Office or Division	Office of the Chief Administrative Officer for Administration
Classification	Simple
Type of Transaction	G2C - Government to Government
Who may avail?	Members of the CNU Community

Checklist of Requirements	**Where to secure**
1. GSIS Loan Agreement Form, 1 original copy	Office of the Chief Administrative Officer – Admin

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. The client will inform the CAO-Admin Office that they have filed for a loan at the Kioks or online application requirements.	1. The staff in-charge will inform the client to fill out the Borrower's Agreement form	None	2 minutes	*CAO-Admin Staff* Office of the Chief Administrative Officer for Administration
2. The client will fill out the Borrower's Agreement form.	2. The staff in-charge will instruct the client to go to the Accounting Unit to have the form signed by the identified authorized officers for the certification of net take home pay.	None	3 minutes	
3. The client will go to the Accounting Unit to have the form signed by the identified authorized officers for the certification of net take home pay.	3.1. The accounting staff will forward the duly signed borrower's agreement form to the CAO-Admin Office.	None	2 minutes	*Accounting Staff* Accounting Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3.2. The staff in-charge receives the form and forward to the Agency Authorized Officer (AAO)/ Chief Admin Officer for the approval of loan	None	2 minutes	*CAO-Admin Staff* Office of the Chief Administrative Officer for Administration
	3.3. The Agency Authorized Officer will approve the loan application	None	2 minutes	*Chief Administrative Officer - Admin* Office of the Chief Administrative Officer for Administration
	3.4. The staff in-charge will inform the client through email or SMS message confirming that the loan application has been approved.	None	5 minutes	*CAO-Admin Staff* Office of the Chief Administrative Officer for Administration
	Total:	None	16 minutes	

2. Approval of HDMF Salary Loan Application

This service facilitates the verification and endorsement of salary loan applications of Cebu Normal University employees filed through the Home Development Mutual Fund (HDMF/Pag-IBIG Fund). The process ensures that the applicant complies with the required documents and eligibility criteria prior to approval and submission to HDMF for further processing.

Office or Division	Office of the Chief Administrative Officer for Administration
Classification	Simple
Type of Transaction	G2C - Government to Government
Who may avail?	Members of the CNU Community

Checklist of Requirements	**Where to secure**
1. HDMF Loan Agreement Form, 1 original copy 2. HDMF Loan Form, 1 original copy	Office of the Chief Administrative Officer – Admin Pag-ibig Local Office

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. The client will inform the CAO-Admin Office that they have filed for a loan at the Kioks or online application requirements.	1. The staff in-charge will inform the client to fill out the Borrower's Agreement form.	None	2 minutes	*CAO-Admin Staff* Office of the Chief Administrative Officer for Administration
2. The client will fill out the Borrower's Agreement form.	2. The staff in-charge will instruct the client to go to the Accounting Unit to have the form signed by the identified authorized officers for the certification of net take home pay.	None	3 minutes	
3. The client will go to the Accounting Unit to have the form signed by the identified authorized officers for the certification of net take home pay.	3.1. The accounting staff will forward the duly signed borrower's agreement form to the CAO-Admin Office.	None	2 minutes	*Accounting Staff* Accounting Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3.2. The staff in-charge receives the form and forward to the Agency Authorized Officer (AAO)/ Chief Admin Officer for the approval of loan	None	2 minutes	*CAO-Admin Staff* Office of the Chief Administrative Officer for Administration
	3.3. The Agency Authorized Officer will approve the loan application	None	2 minutes	*Chief Administrative Officer - Admin* Office of the Chief Administrative Officer for Administration
	3.4. The staff in-charge will inform the client through email or SMS message confirming that the loan application has been approved.	None	5 minutes	*CAO-Admin Staff* Office of the Chief Administrative Officer for Administration
	Total:	None	16 minutes	

3. Approval of City Savings Bank Local Office (CSLA) Salary Loan Application

This service facilitates the verification and endorsement of salary loan applications of Cebu Normal University employees applying for loans through the City Savings Bank Local Office (CSLA). This process ensures that the required documents are complete and that the applicant meets the necessary eligibility requirements prior to approval and endorsement for loan processing.

Office or Division	Office of the Chief Administrative Officer for Administration
Classification	Simple
Type of Transaction	G2C - Government to Government
Who may avail?	Members of the CNU Community

Checklist of Requirements	**Where to secure**
1. City Savings Loan Form, 1 original copy	City Savings Bank Local Office

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Client personally submit the duly filled-up loan form/s for signature. *Note: Form must be signed by authorized person from City Savings Bank and that loan amount and amortization must be indicated therein.*	1. The Chief Admin Officer will sign and approve the loan application form.	None	2 minutes	*Chief Administrative Officer - Admin* Office of the Chief Administrative Officer for Administration
	2. End of process.			
	Tota:	None	2 minutes	

Procurement Unit

External Services

1. Receive, process, and facilitate the approval of Purchase Requests

The Procurement Unit serves as the central administrative and technical support office for all procurement activities of the University, in accordance with Republic Act No. 12009 and its 2025 Implementing Rules and Regulations (IRR). The Unit facilitates, documents, and monitors procurement processes, provides support to the Bids and Awards Committee (BAC) in its capacity as BAC Secretariat, ensures compliance with procurement laws, rules, and regulations, and manages posting requirements, supplier coordination, and audit-related documentation. It likewise receives and processes Purchase Requests (PRs) and Purchase Orders (POs).

Office or Division	Procurement Unit
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail?	All regular/existing campuses/colleges/offices/units/responsibility centers

Checklist of Requirements	**Where to secure**
1. Purchase Request, 1 original copy (as required)	Procurement Unit
2. Approved PPMP and APP, 1 copy	End-users/Responsibility Centers/BAC
3. Earmark and Certificate of Availability of Funds (CAF)	Budget / Accounting Unit
4. Terms of Reference (if applicable)	End-users/Responsibility Centers
5. Program of Works and BOQ (for infra projects)	End-users/Responsibility Centers
6. Certificate of Sole Distributorship (if direct contracting)	Supplier
7. Price Quotation (if direct contracting and agency to agency	Supplier

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
Hand – carried documents				
1. Client/s will check and review the requirements based on the checklist. 1.1. Ensure required documents are complete.	1. Review the technical specifications and the completeness of the requirements for the requests submitted by the client.	None	10 minutes	*Receiving Staff / any PU Staff available* Procurement Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Submit the required documents to the receiving staff for initial assessment and verification.	2.1. Receive and assess the completeness of the documents based on the type of concern. 2.1. **Lacking documents –** Return to client for compliance. 2.2. **Complete documents –** 2.2.1. Receive and stamp the documents per page (as required) 2.2.2. Forward the received documents to the highest-ranking Procurement Officer for counter signature.	None	10 minutes	*Receiving Staff / any PU Staff available* Procurement Unit
	2.2. Assign Purchase Request/Tracking Number and Countersign under the University President's name 3.1 Endorse/transmit the document to the office of the University President.	None	5 minutes	*Procurement Officer* Procurement Unit
	Total:	None	35 minutes	

2. Scheduling of Approved Purchase Request for Bidding Process

The Procurement Unit serves as the central administrative and technical support office for all procurement activities of the University, in accordance with Republic Act No. 12009 and its 2025 Implementing Rules and Regulations (IRR). The Unit facilitates, documents, and monitors procurement processes, provides support to the Bids and Awards Committee (BAC) in its capacity as BAC Secretariat, ensures compliance with procurement laws, rules, and regulations, and manages posting requirements, supplier coordination, and audit-related documentation. It likewise receives and processes Purchase Requests (PRs) and Purchase Orders (POs).

Office or Division	Procurement Unit / Bids and Awards Committee (BAC)			
Classification	G2G - Government to Government			
Type of Transaction	Highly Technical			
Who may avail?	All regular/existing campuses/colleges/offices/units/responsibility centers			
Checklist of Requirements		**Where to secure**		
1. Approved Purchase Request, 1 original copy (as required) 2. Approved PPMP and APP 3. Earmark and Certificate of Availability of Funds (CAF) 4. Terms of Reference (if applicable) 5. Program of Works and BOQ (for infra projects) 6. Bidding Documents (applicable for Competitive/Public Bidding)		Procurement Unit (PR format) End-users/Responsibility centers/BAC End-users/Responsibility centers End-users/Responsibility centers End-users/Responsibility centers GPPB		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
2.1. Competitive / Public Bidding				
1. Client/s will forward the duly approved documentary requirements.	1. Prepare public bidding documents and an invitation to bid, detailing the timeline of each procurement stage.	None	4 hours	*BAC Secretariat* Bids and Awards Committee (BAC)

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	Timeline of Procurement Activities			
	a. Pre-Procurement Conference	None	1 working day	*BAC, BAC Secretariat / End user* Bids and Awards Committee (BAC)
	a.1. Advertise the Invitation to Bid on the Philgeps Website.	None	7 working days	*BAC, BAC Secretariat* Bids and Awards Committee (BAC)
	b. Pre-Bid Conference	None	1 working day (conducted at least 1 hour)	*Bids and Awards Committee (BAC), BAC Secretariat, Technical Working Group (TWG), End user, Prospective Bidders*
	b.1. Releasing of Bidding Documents.	None	30 minutes	*Bids and Awards Committee (BAC), BAC Secretariat/ Prospective Bidders*
	b.2. Receipt of the submitted Eligibility Documents and Bid Proposal of the Prospective Bidder/s.	None	30 minutes	*BAC Secretariat Staff/ Prospective Bidder*
	c. Eligibility Checking and Bid Opening Conference.	None	1 working day (conducted at least 1 hour)	*Bids and Awards Committee (BAC), BAC Secretariat, TWG, End user, Bidders*

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	d. Bid Evaluation Conference	None	7 working days	*BAC, BAC Secretariat, TWG, End-user*
	e. Post-Qualification	None	7 working days	*TWG, End-user*
	f. Issuance of Notice of Award (within the University President's authority to award the contract). f.1. Approval of Resolution. f.2. Issuance of Notice of SCB/LCB.	None	10 working days	*BAC, BAC Secretariat, University President*
	g. Issuance of Notice of Award (beyond the University President's authority to award the contract) g.1. Approval of Resolution. g.2. Issuance of Notice of SCB/LCB.	None	1 – 45 working days	*BAC, BAC Secretariat, University President, Board of Regents, Board Secretary*
	h. Contract/Purchase Order Preparation.	None	1 working day	*BAC Secretariat, Procurement Staff, Legal Office, Accounting Unit, University President*
	i. Prepare Notice to Proceed and facilitate approval of the University President	None	1 working day	*BAC, BAC Secretariat* Bids and Awards Committee (BAC)
	Total:	None	37 – 81 working days & 5 hours	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2.2. Procurement through Small Value Procurement				
1. Client/s will forward the duly approved PR with the complete documentary requirements.	1.1. Prepare BAC Resolution adopting/changing the Mode of Procurement and facilitate approval of the same.	None	3 working days	*BAC Secretariat, BAC, University President*
	1.2. Prepare Request for Quotation.	None	1 hour	*Procurement Unit Staff/ BAC Secretariat Staff*
	1.2.1. Forward RFQ for signature of the Procurement Officer.	None	3 – 5 minutes	*Procurement Officer* Procurement Unit
	1.3. Posting of RFQ in the Philgeps Website (for ABC PHP50k above). 1.3.1. Serve RFQ/Canvass Forms to Prospective Suppliers/Bidders.	None	5 working days	*Canvasser/Buyer, BAC Secretariat*
	1.4. Retrieve RFQs from the Prospective Suppliers/Bidders.	None	3 working days	*Canvasser/Buyer*
	1.5. Prepare Abstract of Bids/Quotation.	None	1 working day	*BAC Secretariat Staff*

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.6. Issuance of Notice of Award. 1.6.1. Approval of BAC Resolution Recommending Award.	None	5 working days	*BAC Secretariat Member/Staff* *BAC, University President*
	Total:	None	17 working days, 1 hour & 3 - 5 minutes	

3. Preparation and Facilitate Approval of the Purchase Order

The Procurement Unit serves as the central administrative and technical support office for all procurement activities of the University, in accordance with Republic Act No. 12009 and its 2025 Implementing Rules and Regulations (IRR). The Unit facilitates, documents, and monitors procurement processes, provides support to the Bids and Awards Committee (BAC) in its capacity as BAC Secretariat, ensures compliance with procurement laws, rules, and regulations, and manages posting requirements, supplier coordination, and audit-related documentation. It likewise receives and processes Purchase Requests (PRs) and Purchase Orders (POs).

Office or Division	Procurement Unit
Classification	G2G - Government to Government
Type of Transaction	Simple
Who may avail?	All regular/existing campuses/colleges/offices/units/responsibility centers

Checklist of Requirements	**Where to secure**
1. Approved Purchase Request, 1 original copy (as required) 2. Approved PPMP and APP 3. Earmark and Certificate of Availability of Funds (CAF) 4. Terms of Reference (if applicable) 5. Program of Works and BOQ (for infra projects) 6. Bidding Documents (applicable for Competitive/Public Bidding) 7. Approved BAC Resolutions and Notices	Bids and Awards Committee

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Client/s will forward the duly pertinent bidding / procurement documents.	1. Prepare Purchase Order. 1.1. Check, review and affix signature under the University President's name.	None	1 working days	*Procurement Unit Staff/ Purchase Order (PO) in-charge / Procurement Officer*

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.2. Forward Purchase Order to the end-user for Obligation.	None		*End-user*
2. Client/s will forward the Approved Purchase Order.	2. Facilitate the receipt of the Purchase Order and serve the same to the awarded bidder/supplier for conforme. 2.1. Communicate with the supplier through calls and emails.	None	1 working day	*Procurement Unit Officer/ BAC Secretariat Staff*
3. Client/s will forward the received Purchase Order.	3. Facilitate the issuance of Notice to Proceed (for Competitive Bidding). 3.1. Forward Notice to Proceed for approval by the University President.	None	1 working day	*Head BAC Secretariat, University President*
4. Client/s will forward the Approved NTP.	4. Facilitate the receipt of the approved NTP and serve the same to the awarded bidder for conforme. 4.1. Communicate with the supplier through calls and emails.	None	1 working day	*Procurement Unit Officer/ BAC Secretariat Staff*
	5. Facilitate in monitoring the delivery of goods and services.	None	From the Date of Receipt until complete delivery	*Procurement Unit Officer, Project Management Unit Officer, End-User*

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	6. Transmit/Forward the documents to the supply office once goods and services are delivered.	None	5 minutes	*Procurement Unit Officer, Supply Officer*
	Total:	None	4 working days & 5 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 and Acceptance Report, 1 photocopy	Procurement Unit Suppliers PSMU

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Deliver the goods to PSMU together with the required documents.	1.1. Receive and check completeness of submitted documents.	None	5 minutes	*PSMU Staff*
	1.2. Notify the Inspectorate Committee for inspection based on approved Purchase Order specifications.	None	5 minutes	Property and Supply Management Unit
	1.3. Inspect the goods for quantity, quality and compliance.	None	10 minutes	*Inspectorate Committee*
	If compliant: Sign the Inspection & Acceptance Report.	None	5 minutes	*Inspectorate Committee*
	If non-complaint: Inform the supplier of deficiencies. Non-compliant deliveries shall not be accepted and shall be subject to replacement or withdrawal.	None	10 minutes	*Inspectorate Committee /PSMU Staff*
	Total:	None	35 minutes	

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

To facilitate the timely disposal of unserviceable properties in accordance with Government Accounting Rules and Regulations.

Office or Division	Property and Supply Management Unit (PSMU)
Classification	G2C - Government to Citizen G2B - Government to Business
Type of Transaction	Highly Technical
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. Inquire about future disposal of unserviceable items.	1.1. Inform clients to view "Invitation to Bid" or schedule disposal activity through official CNU Page. 1.2. If no current disposal, advise client to wait.	None	5 minutes	*Property Staff* Property and Supply Management Unit
2. Visit and inspect item.	2. Assist client and explain property condition.	None	30 minutes	*PMSU Staff / Property Custodian* Property and Supply Management Unit
3.1. Submit bid quotation (for sale through Public Bidding).	3.1.1. Receive and record submitted bid quotations.	None	9 working days	*Disposal Committee*

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3.1.2. Evaluate bids and award the highest offer. 3.1.3. Post winning bid offer publicly.	None		
3.2. Submit letter of intent (for Deed of Donation).	3.2.1. Receive and review letter of intent requesting the items for donation.	None	5 minutes	*Interested Government/Non-Profit Institution*
	3.2.2. Evaluate request and verify eligibility of request unit.	None	1 working day	*Disposal Committee / PSMU Staff*
	3.2.3. Draft and finalize the Deed of Donation and ensure compliance with government and COA Regulations.		1 working day	*Supply Officer* Property and Supply Management Unit
4. Sign Notice of Award and/or Deed of Donation.	4.1. Facilitate signing of the Notice of Award, Deed of Donation and endorse payment to the Cash Unit (for sale transaction).	As per bid / None (for donation)	15 minutes	*Property Custodian / PSMU Staff* Property and Supply Management Unit
	4.2. Receive the payment and issue official receipt (for sale transaction).	AS per bid	10 minutes	*Cashier* Cash Unit
5. Pull out / Completion of disposal.	5.1. Coordinate the schedule for pull-out or turnover of items with the winning bidder or recipient institution.	None	30 minutes	*COA Representative / PSMU Staff*

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	5.2. Witness the turnover and document the completion of disposal in the presence of the disposal committee and COA representative.	None	1 working day	*COA Representative / Disposal Committee / PSMU Staff*
	Total:	As per bid / None (for donation)	Depend in mode of disposal	

Property and Supply Management Unit

Internal Service

1. Withdrawal of Common Supplies

To facilitate the timely, accountable and compliant management of supplies and unserviceable properties.

Office or Division	Property and Supply Management Unit (PSMU)
Classification	G2C - Government to Government
Type of Transaction	Simple
Who may avail?	All University Offices / Units

Checklist of Requirements	**Where to secure**
1. Requisition slip, 1 copy 2. Requisition issuance slip, 1 copy	Requisitioning Office / Unit Property Supply & Management Unit

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Submits the requisition slip to Property and Supply Management Unit (PSMU).	1.1. Receive the requisition slip and check the availability of supplies in the inventory record.	None	5 minutes	*Storekeeper* Property and Supply Management Unit
	1.2. Verify the requested supplies against the approved PPMP of the requesting office/unit.	None	5 minutes	
	1.3. If request is consistent with the unit's PPMP, advise the requesting unit to accomplish the Requisition and Issuance Slip (RIS) for approval of the Unit Head.	None	5 minutes	
	1.4. If request is not consistent with the unit's PPMP, verify availability of excess supplies from other units, if applicable.	None	5 minutes	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Submit the approved Requisition and Issuance Slip (RIS).	2.1. Receive and verify the approved RIS.	None	5 minutes	*Storekeeper* Property and Supply Management Unit
	2.2. Prepare the requested supplies for release.	None	15 minutes	*Storekeeper / PSMU Staff* Property and Supply Management Unit
	2.3. Release the requested supplies and secure acknowledgement from the authorized representative of the requesting unit.	None	5 minutes	
	Total:	None	35 minutes	

2. Request for Transfer of Custodianship of Property and / or Return of Property

To facilitate the proper transfer of accountability or return of government property.

Office or Division	Property and Supply Management Unit (PSMU)
Classification	G2C - Government to Government
Type of Transaction	Simple
Who may avail?	University Employees / Offices

Checklist of Requirements	**Where to secure**
1. Property Transfer Report (PTR), 1 copy 2 IT-Equipment Inspection Report, 1 copy	Property Supply & Management Unit Information & Communication Technology Unit

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Inform Property Custodian about the transfer or return of property.	1.1. For return of IT equipment, require inspection and certification from the ICT Unit before acceptance.	None	30 minutes	*ICT Personnel* Information & Communication Technology Unit
	1.2. Receive request and verify supporting documents.	None	5 minutes	*Property Custodian* Property and Supply Management Unit
2. Submit required documents (PTR/Inspection Report).	2.1. Inspect the condition of the property being transferred or returned.	None	10 minutes	
	2.2. Prepare Property Transfer Report (PTR) for transfer of accountability.	None	10 minutes	
3. Sign the Property Transfer Report (PTR).	3. Secure signatures of transferring and receiving personnel.	None	5 minutes	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. Turn over property to new custodian or return to PSMU.	4. Update property records and file documents.	None	10 minutes	*Property Custodian* Property and Supply Management Unit
	Total:	None	10 minutes and 1 hour	

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 Machine Copies / Certified True Copes, 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. Document request form, 1 copy	Records Management Unit
2. Records Management Unit Logbook Form	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 Unit (RMU) staff gives the Document Request Form.	None	5 minutes	*RMU Staff* Records Management Units
2. Client fills-out the document request form.	2.1. RMU staff clarifies with the client on the exact details of the requested document and fill-out the RMU Request Logbook Form.	None	10 minutes	
	2.2. RMU Staff checks in the RMU in-house database / repository, Records Inventory Lists or Transmittal Lists if the desired document/s to be requested is available or not;	None	2 working day	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	If the requested document is available, RMU Staff dockets in the Document Request Form the location/box number and pull-out the box from the open shelves, searches and retrieves the records or documents requested.			*RMU Staff* Records Management Unit
	2.3. RMU Staff photocopy (if required) the document/s and stamp the requested document with Certified Machine Copy.	None	10 minutes	
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	10 minutes	*Records Officers* Records Management Unit
4. Client receives the requested document.	4. RMU staff serves the Certified Machine Copy or Certified True Copy of the documents to the requesting party.	None	5 minutes	*RMU Staff* Records Management Unit
	Total:	Php 40.00 / document	2 working days & 40 minutes	

Records Management Unit

Internal 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 Machine Copies / Certified True Copes, 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; Designated Records Custodians

Checklist of Requirements	**Where to secure**
1. Document request form, 1 copy	Records Management Unit
2. Records Management Unit Logbook Form	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 Unit (RMU) staff gives the Document Request Form.	None	5 minutes	*RMU Staff* Records Management Units
2. Client fills-out the document request form.	2.1. RMU staff clarifies with the client on the exact details of the requested document and fill-out the RMU Request Logbook Form.	None	10 minutes	
	2.2. RMU Staff checks in the RMU in-house database / repository, Records Inventory Lists or Transmittal Lists if the desired document/s to be requested is available or not;	None	2 working day	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	If the requested document is available, RMU Staff dockets in the Document Request Form the location/box number and pull-out the box from the open shelves, searches and retrieves the records or documents requested.			*RMU Staff* Records Management Unit
	2.3. RMU Staff photocopy (if required) the document/s and stamp the requested document with Certified Machine Copy.	None	10 minutes	
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	10 minutes	*Records Officers* Records Management Unit
4. Client receives the requested document.	4. RMU staff serves the Certified Machine Copy or Certified True Copy of the documents to the requesting party.	None	5 minutes	*RMU Staff* Records Management Unit
	Total:	Php 40.00 / document	2 working days & 40 minutes	

2. 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 Unit. 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?	CNU Unit Heads; Designated Records Custodians

Checklist of Requirements	**Where to secure**
1. Document Request Form, 1 original copy	Records Management Unit
2. RMU Request Logbook Form	Records Management Unit
3. File Movement Log	Records Management Unit

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Client dockets the details of the borrower and the documents to be borrowed in the Document Request Form and RMU Request Logbook Form.	1.1. RMU Staff gives the Document Request Form.	None	5 minutes	*RMU Staff* Records Management Unit
2. Client fills-out the document request form.	2.1. RMU Staff clarifies with the client on the exact details of the requested documents/folders and fill-out the RMU Request Logbook Form.	None	10 minutes	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.2. RMU Staff checks in the RMU in-house database / repository, Records Inventory Lists or Transmittal Lists if the desired document/s to be requested is available or not; *If the requested document is available*, RMU Staff dockets in the Document Request Form and in the File Movement Log the details of the requested documents/folders, the total number of pages, location/box number and pull-out the box from the open shelves, searches and retrieves the records or documents requested.	None	2 working days	*RMU Staff* Records Management Unit
3. Client receives the borrowed records or documents.	3. RMU Staff serves the documents/folders to the requesting party.	None	10 minutes	
4. Client returns the borrowed documents/folders.	4. RMU Staff receives the returned documents and thoroughly checks the completeness of the returned documents/folders and refers to the logbook (for its details and location) and returns/refiles the documents/folders.	None	15 minutes	
	Total:	None	2 working days and 40 minutes	

3. 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. Records Management Unit Mails Log Sheet	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 Staff receives mails from the Postman of the Philippine Postal Corporation and other Private Couriers and logs the mails in the RMU Mails Log Sheet with details.	None	10 minutes	*RMU Staff* Records Management 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 RMU Mails Log Sheet.	None	1 working day	
3. Client may check the list of unclaimed mails posted in the RMU bulletin board.	3. For undelivered mails, the RMU staff 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
4. Client claims the mail in the RMU.	4. RMU staff asks the details from the Client, refers to the recorded mails in the RMU Mails Log Sheet and searches/retrieves her/his mail.	None	10 minutes	*RMU Staff* Records Management Unit
5. Client signs in the RMU Mails Log Sheet.	5. RMU staff gives the mail and let the recipient sign in the RMU Mails Log Sheet.	None	5 minutes	
	Total:	None	2 working days & 25 minutes	

4. Transfer of Records “Inactive Files” to the Records Management Unit

This process involves the orderly transfer and deposit of inactive records / files from one unit/office 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 Staff 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. Records Transfer Sheet, 1 copy	Transacting Client Records Management Unit (RMU)

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Client (originating unit) prepares and submits a transmittal letter containing the details of the transferred records and three (3) copies of the Records Transfer Sheet (RMU Form 2), One copy is for the originating unit, the second copy for the Records Management Unit, and the third copy should be attached to and pasted on the upper part of the box after sealing it.	1. The Records Officer thoroughly checks and certifies the completeness of the transferred files against the transmittal letter and the Records Transfer Sheet; If the content of the box is found incomplete, the Records Officer must indicate the missing file folders in the "Remarks" section of the Records Transfer Sheet.	None	10 working days (depending on the bulk of the transferred inactive records)	*RMU Staff* Records Management Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Client receives transmittal letter and records transfer sheet signed by the Records Officer to signify its receipt.	2.1. The Records Officer signs the transmittal letter and Records Transfer sheet to acknowledge receipt and completeness of the transferred inactive records.	None	1 working days	*Records Officer* Records Management Unit
	2.2. RMU Staff process the transferred inactive records by placing the records in the archives box, labelling the box and assigning box numbers in the Transmittal List and Records Transfer Sheet and file in the open shelves.	None	2 working days	*RMU Staff* Records Management Unit
	2.3. RMU officers encodes the details of the transferred inactive files in the in-house database/repository for easy access and retrieval	None	7 working days	*Records Officer* Records Management Unit
	Total:	None	20 working days	

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	*VP-AFEA Staff* 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	

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	*VP-AFEA Staff* 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**
• 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	*VP-AFEA Staff* Vice President for Administration, Finance and External Affairs

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2. The VP-AFEA Head reviews and acts on the document/s: 2.1. if there are no questions or errors the VP-AFEA Head will sign document/s. 2.2. if there are discrepancies the head will indicate a note or inform the staff or concern office of the error/s seen. 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.	None	1 working day	*VP-AFEA Head* Vice President for Administration, Finance and External Affairs
	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. 3.1 return the document/s that has error for correction with the VPAFEA note or instruction to the office where the document is originated. 3.2 forward to the concern office/s indicated at the VPAFEA note for comments/ suggestions.	None	10 minutes	*VP-AFEA Staff* Vice President for Administration, Finance and External Affairs

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	*VP-AFEA Staff* Vice President for Administration, Finance and External Affairs
	Total:	None	25 minutes and 1 working day	

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

Cebu Heritage Museum

External Services

1. Receiving of Museum Visitors

Cebu Heritage Museum is a part of the Cebu Normal University Extension Services and open to public / any individual.

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. Approved Letter of intent to visit the museum, 1 original copy	Transacting Client
2. List of names with signature of the visitor, 1 original copy	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 secure the approval by the museum curator.	None	5 – 15 minutes	*Museum Staff / Museum Director* 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. Receive the approved letter request.	None	5 – 15 minutes	
3. Visitors enter the museum.	3. Start the tour.	None	30 minutes per batch	
	Total:	None	40 minutes – 1 hour per batch	

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. 2×2 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	*Dean's office staff* 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 & Admission Services Unit.	None	30 minutes	
4. Applicant proceeds to the Testing & Admission Services Unit for the entrance exam scheduling.	4. End of Process	None	Based on Testing & Admission Unit response time	*Testing & Admission Staff* TAS Unit
	Total:	None	1 hour & 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. • 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 Testing and Admission Services 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 Testing and Admission Services 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	*Dean's office staff* 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. 2×2 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 Testing and Admission Services 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	*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	*Dean's office staff* 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 and Admission Services Unit for the entrance exam scheduling.	4. End of Process	None	Based on Testing & Admission Services Unit response time	*Testing & Admission Staff* TAS Unit
	Total:	None	1 hour & 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. • 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 Testing and Admission Services 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 Testing and Admission Services 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	*Dean's office staff* 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. 2×2 decent colored ID picture with name tag and white 3. Graduate Studies Applicant Profile Sheet 4. GS Testing Admission Form with 2×2 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	*Guard on Duty* 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	*Dean's office staff* 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	*Dean's office staff* College Dean's Office
4. Applicant proceeds to the CNU Cashier to pay for the Testing fee.		Php 400.00	Based on Cashier response time	*Cashier* Cash Unit
5. Applicant proceeds to the Testing & Admission Services Unit for the entrance exam scheduling.	5. End of Process	None	Based on Testing & Admission Services Unit response time	*Testing & Admission Staff* TAS 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. • *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 Testing and Admission Unit.	None	2 working days	*Dean's office staff* College Dean's office
	Total:	None	2 working days	

College of Computing, Artificial Intelligence and Sciences

Internal Services

1. 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	Students Affairs and Development Office
2. Application Letter for Comprehensive Examination, 1 copy	CCAIS Dean's Office or CNU website
3. Photocopy of the Transcript of Records (TOR) or certification of subjects taken by semester duly signed by the CNU Registrar, 1 copy	CNU Registrar's Office
4. Evaluation of subjects taken and passed both in the Foundation and Major subjects (Copy from the Dean's Office – Graduate Studies)	CCAIS Dean's Office or CNU website
5. One (1) pc long folder with plastic cover	Any Office/Educational Materials Store
6. One (1) pc brown envelope with plastic cover	Any Office/Educational Materials Store
7. Official Receipt	CNU Cash 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	*Dean's office staff* 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 Cashier response time	*Cashier* Cash Unit
3. Client goes back to CCAIS 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 CCAIS Dean for approval.	None	15 minutes	*Dean's office staff* College Dean's office
	Total:	Php 1,200.00	50 minutes	

2. 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**
1. Request Letter of the required scholastic record, 1 copy 2. Photocopy of the Transcript of Record	Graduate of the Program Office of the University 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. 1.2. Office staff gives instruction for follow up on the requested document/s.	None	30 minutes	*Dean's office staff* College Dean's Office
	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* 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	
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 & 30 minutes	

3. 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* College Dean's Office
	2.6. Office Staff photocopies the requested document/s.	None	15 minutes	
	2.7. Office Staff feedbacks clients on the status of the requested document/s.	None	5 minutes	
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 minutes	
	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 & 48 minutes	

4. 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 Computing, Artificial Intelligence and Sciences

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. 2.2. Office Staff gives instructions for follow up of the requested document/s for.	None	5 minutes	
	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. 3.2. Office Staff requests the client to sign and receive on the logbook.	None	10 minutes	*Dean's office staff* College Dean's Office
	Total:	None	1 working day, 4 hours & 20 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	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. 2×2 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 Testing & Admission Services 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	*Dean's office staff* 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	*Dean's office staff* College Dean's office
4. Applicant proceeds to the Testing & Admission Services Unit for the entrance exam scheduling.	4. End of Process.	None	Based on Testing & Admission Services Unit response time	*Testing & Admission Staff* TAS Unit
	Total:	None	1 hour & 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. • 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 Testing & Admission Services 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 Testing & Admission Services 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	*Dean's office staff* 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. 2×2 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 Testing & Admission Services 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	*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	*Dean's office staff* 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 & Admission Services Unit.	None	30 minutes	*Dean's office staff* College Dean's office
4. Applicant proceeds to the Testing & Admission Services Unit for the entrance exam scheduling.	4. End of Process.	None	Based on Testing & Admission Services Unit response time	*Testing & Admission Staff* TAS Unit
	Total:	None	1 hour & 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. • 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 Testing & Admission Services 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 Testing & Admission Services 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	*Dean's office staff* 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. 2×2 decent colored ID picture with name tag and white 3. Graduate Studies Applicant Profile Sheet 4. GS Testing Admission Form with 2×2 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	*Guard on Duty* 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	*Dean's office staff* 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 & Admission Services Unit after paying the Testing Fee.	None	15 minutes	*Dean's office staff* 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 Cashier response time	*Cashier* Cash Unit
5. Applicant proceeds to the Testing & Admission Services Unit for the entrance exam scheduling.	5. End of Process.	None	Based on Testing & Admission Services Unit response time	*Testing & Admission Staff* TAS 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. • 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 Testing Admission Form and forwards them to the Testing and Admission Unit.	None	2 working days	*Dean's office staff* College Dean's office
	Total:	None	2 working days	

College of Culture, Arts and Sports

Internal Services

1. 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	Students Affairs and Development Office
2. Application Letter for Comprehensive Examination, 1 copy	CCAS Dean's Office or CNU website
3. Photocopy of the Transcript of Records (TOR) or certification of subjects taken by semester duly signed by the CNU Registrar, 1 copy	CNU Registrar's Office
4. Evaluation of subjects taken and passed both in the Foundation and Major subjects (Copy from the Dean's Office – Graduate Studies)	CCAS Dean's Office or CNU website
5. One (1) pc long folder with plastic cover	Any Office/Educational Materials Store
6. One (1) pc brown envelope with plastic cover	Any Office/Educational Materials Store
7. Official Receipt	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	*Dean's office staff* 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 Cashier 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	

2. 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. 1.2. Office staff gives instruction for follow up on the requested document/s.	None	30 minutes	*Dean's office staff* College Dean's office
	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	*Dean's office staff* 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	*Dean's office staff / Department Chair* College Dean's office
	1.7. Office Staff forwards the Course Outlines to the CCAS Dean for signature.	None	1 working day	*Dean's office staff / College Dean* 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	
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	*University Registrar Staff* University Registrar Office
	Total:	Php 180.00	16 working days, 8 hours & 30 minutes	

3. 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
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	*Dean's office staff* 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	*Dean's office staff* 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	
	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	
	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 & 43 minutes	

4. Requisition of Risograph of Document

The College of Culture, Arts, and Sports reproduce 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
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* College Dean's Office
	2.4. Office Staff reproduces the original document/s.	None	1 working day	*Dean's office staff* 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. 3.2. Office Staff requests the client to sign and receive on the logbook.	None	10 minutes	
	Total:	None	1 working day, 4 hours & 20 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	Center for Educational Measurement
2. Accomplished College of Medicine Applicant Profile Sheet, 1 copy	Office of the CNU-VSMMC College of Medicine
3. 2x2 colored with name and signature, 3 pcs.	Any Photo center
4. Transcript of Records with a GWA Certificate, 1 copy	School where applicant graduated
5. Accomplished College of Medicine Testing Admission Form, 1 copy	Office of the CNU-VSMMC College of Medicine
6. Valid Identification Card	Transacting Client
7. PSA Certificate of Birth, 1 copy	Philippine Statistics Authority (PSA)
8. Letter of Recommendation, 1 copy	Either of the two references: a. Academic Head(s) if the school graduated b. Professional / Work station head / Professor
9. Good Moral Certificate, 1 copy	School where applicant graduated Baccalaureate Degree
10. ITR of earning family members or BIR Certification of Exemption	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	*Admissions Committee Secretariat* College of Medicine Dean's Office
2. Submit the requirements for initial evaluation.	2. Review and evaluate the requirements.	None	20 minutes	*Chairman, Admissions Committee* 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	*Admissions Committee Secretariat* 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 and Admission Services Unit.	None	5 minutes	
4. Attached scheduled interview.	4. Conduct interview to the qualified applicants.	None	1 hour	
5. Proceed to the CNU Testing and Admission Services Unit for verification.	5. CNU Testing and Admission Services Unit will verify the approved Testing Admission Form and details of the applicants.	None	Based on Testing and Admission Services Unit response time	*TASU Staff* Testing and Admission Services Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
6. Visit the accounting office and pay for the testing fee.	6. Receive payment and issue official receipt.	Php 400	Based on Cashier response time	*Cashier* Cash Unit
7. Go to the Testing and Admission Services Unit for procurement of test schedule.	7. Provide qualified applicant for the schedule of College Admission Test by the Testing and Admission Services Unit.	None	Based on Testing Center response time	*TASU Staff* TASU 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	*Admissions Committee* College of Medicine Dean's Office
	8.2. Deliberation of ranked qualified applicants.	None	1 working day	*Admissions Committee and College Dean* College of Medicine Dean's Office
	8.3. Approval of the rank list and master list by the CNU President.	None	1 working day	*Admissions Committee, College Dean, and CNU President*
	8.4. Notify applicants either approved or disapproved for admission to the Doctor of Medicine Program.	None	5 minutes	*Admissions Committee Secretariat* 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 Government
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)	*Department Secretary, MEU Secretary and Head* 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		*MEU Head* Medical Education Unit
	1.3. Recommendation for improvement will be based on the summary of reports.	None		*College Dean* 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. 2×2 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 Testing and Admission Services 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	*Dean's office staff* 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. 2.5.1. Instructs the applicant to proceed to the Testing Unit for schedule of exam (Local students ONLY). 2.5.2. Instruct foreign student to proceed to Cash Unit.	None	15 minutes	*Dean's office staff* College Dean's office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Local Applicants				
3. Proceed to the testing unit for testing schedule.	3. Encoding in the university data base.	None	Based on Testing & Admission Services Unit response time	*TASU Staff* TAS Unit
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 Cashier response time	*Cash Unit Staff* 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 Cashier response time	*Cashier* Cash Unit
5. Foreign students: proceeds to the Testing and Admission Unit for testing and evaluation for schedule of exam.	5. Testing & Admission Services Unit staff receive the OR number and give testing schedule.	None	Based on Testing & Admission Services Unit response time	Based on Cashier response time
	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. • 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 Testing and Admission 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 Testing and Admission 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	*Dean's office staff* 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**
Hand – carried documents/ Face-to-face Application				
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 & Admission Unit response time	*Testing & Admission Staff* TAS 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. • 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 Testing and Admission 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 Testing and Admission 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	*Dean's office staff* College Dean's office
	Total:	None	2 working days	

College of Nursing and Allied Health Sciences

Internal Services

1. 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:	
● Personal Data Sheet, 1 original copy	College Admission Committee
● Original Senior High School Card, 1 copy	School where enrollee graduated from
● Certificate of Transfer Eligibility with Informative copy (for Transferees), 1 original copy	School where enrollee graduated from
● Original copy of certificate of good moral character,1 copy	School where enrollee graduated from
● Original copy of PSA Live Birth Certificate, 1 copy	Philippine Statistics Authority (PSA)
● Original copy of PSA Marriage Certificate (Married Female Students ONLY), 1 copy	Philippine Statistics Authority (PSA)
● Request for diagnostic examinations, 1 original copy	Any diagnostic laboratory
● Results of the diagnostic examinations, 1 original copy	Any diagnostic laboratory
● Medical Certificate, 1 original	CNU Physician
● Expanded long brown envelope 1 copy	Any office/school materials supplier
● 2 pcs mailing ordinary long white envelope	Any office/school materials supplier
● 2 pcs 2x2 I.D. pictures with name tag	Any Photo center
● Postage stamp worth Php 30.00	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	*Nurse / University Physician* 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	*Registrar Staff* 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 & 25 minutes	

2. 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** ● Pre-enrollment with Student ID, 1 copy ● Plotting form, 1 copy **OLD STUDENTS** ● 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	*Enrolment Committee* 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	*Dean's office staff* 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	*Encoders Designated Encoding Area* 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	Based on Cashier response time	*Cashier* 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	Based on Cashier response time	*Cashier* 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	Based on Cashier response time	*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	45 minutes	

3. 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	Posted in CNU official facebook page (www.facebook.com/cebunormaluniversityofficial);
2. List of Requirements for enrolment:	
FOR NEW STUDENTS	
● Application for admission approved and signed by the Dean, 1 copy	College Dean's Office
● Personal Data Sheet, 1 original copy	Admission Committee
● Certificate of Transfer Eligibility with informative copy (original)	School graduated from
● Original copy of certificate of good moral character, 1 copy	School graduated from
● Photocopy of Transcript of Records, CNU Graduates ONLY	CNU Registrar
● Expanded long brown envelope	Any office/educational supplier
● Original copy of PSA live Birth Certificate, 1 copy	Philippine Statistics Authority (PSA)
● Original copy of PSA Marriage Contract (for Female Married students ONLY), 1 copy	Philippine Statistics Authority (PSA)
● 2 pcs 2x2 colored picture with name tag	Any Photo center
● Postage Stamp worth Php 30.00	Local Post Office
OLD STUDENTS	
● Semestral Clearance	College Dean's office
Assessment of fees for enrolment	Course encoding in-charge
Official Receipt of Payment for Enrolment, 1 original	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	*Dean's office staff* 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	*Admission Committee* 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	*Registrar Staff* University Registrar's office
5. Presents the pre-enrolment form to the enrolment committee.	5. Issues the enrolment plotting form.	None	5 minutes	*Enrolment Committee* 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 unit 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 Accounting Unit response time	*Accounting Staff* Accounting 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	Based on Cashier response time	*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	*Enrolment in Charge* 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	*Dean's office staff* College Dean's Office
	2. Give instruction to fill out the enrollment link through the CNU website.	None		

4. 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 inst1nruction 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	*Registrar Staff* University Registrar's office
	Total:	None	14 working days & 18 minutes	

College of Teacher Education

External Services

1. New Student Admission for Undergraduate Studies

Using the tagline, “CTE for Development,” the College of Teacher Education (CTE) shall accept yearly applicants for its undergraduate degree programs. The initial screening begins at the Office of the College Dean to ensure that applicants have complied with the admission requirements for program application.

Office or Division	College of Teacher Education
Classification	Simple transaction
Type of Transaction	G2C - Government to Citizen
Who may avail?	Students in Undergraduate Studies who desire 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	The school where the applicants studied their Senior High School
2. Scanned/Certified true copy of Certificate of Good Moral Character (present the original), 1 copy	The school where the applicants studied their Senior High School
3. Scanned/Photocopy of PSA issued Birth Certificate, 1 copy	Philippine Statistics Authority (PSA)
4. 2×2 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	The school where the applicants studied their Senior High School
6. Accomplished Application Form (for the college reference) and Admission Form (for TASU 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. Check the completeness and correctness of the requirements. 1.2. Issue the application form for admission testing and the 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. Fill out the given forms and attach a 2x2 picture: • Applicant's profile sheet • Admission testing form	2.1. Receive the filled-out forms. 2.2. Check the completeness and correctness of the entered information. 2.3. Sign the form as the processing officer. 2.4. Consider Filipino and Foreign applicants. 2.5. Encode the personal details of the applicant and other relevant information needed in the college database. 2.6. Return the admission testing form to the applicant. 2.7. Instruct to proceed to the testing unit for the schedule of examination (for local applicants). 2.8. Foreign applicants, instruct them to proceed to the cashier for payment of the testing fee	Local: None Foreign: Php 900.00	20 minutes	Dean's Office *Staff* 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 the OP number.	None	Based on the Cashier response time	*Cashier* Cash Unit
4. Client pays for the testing fees.	4. Cashier receives the payment and issues an Official Receipt to the client.	Php 900.00	Based on the Cashier response time	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
5. Go to the testing unit for the assignment of the test schedule.	5.1. Receive the testing unit form from the applicant. 5.2. Write the testing schedule. 5.3. Return the form to the applicant. 5.4. Give instructions for the testing day.	None	Based on the Testing & Admission Services Unit response time	*TASU Staff* TAGCS Unit
	Total:	Php 900.00	25 minutes	
Online Application				
1. The Applicant will complete the Google Form for the College/Department/Campus applied to (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	*Dean's office staff* College Dean's office
	Total:	None	2 working days	

2. New Student Admission for Graduate Studies

The College of Teacher Education (CTE) 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. 2×2 decent colored ID picture with name tag and white 3. Graduate Studies Applicant Profile Sheet 4. GS Testing Admission Form with 2×2 colored picture with name tag and signature	The 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. Submit admission requirements to the office of the College Dean.	1.1. Check completeness and correctness of requirements. 1.2. Issue the application for admission testing form and application profile sheet.	None	15 minutes	Dean's Office *Staff* College Dean's Office
2. Fill up the application testing form and the applicant profile sheet. 3. Attach a 2x2 picture to the form.	3.1. Check the completeness and accuracy of the provided information. 3.2. Consider Filipino and Foreign applicants. 3.3. Encode personal details of the applicant and relevant information in the college database. 3.4. Instruct to proceed to the accounting office for payment.	Local: Php 400.00 Foreign: X 3 of local rate	20 minutes	Dean's Office *Staff* College Dean's Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. Proceed to the accounting office and make payment.	4.1. Receive payment. 4.2. Issue official receipt.	Payment classification	3 minutes	*Cashier* Cash Unit
5. Proceed to the testing unit for procurement of the schedule: 5.1. Present the official receipt together with the application testing form. 5.2. Fill out the applicant logbook.	4.1. Receive the official receipt and the application testing form. 4.2. Write the testing schedule.	None	3 minutes	*TAGCS Unit Staff* TAGCS Unit
	Total:	Depend on the student category	41 minutes	
Online Application				
1. Accomplish the Google Form for the Graduate Studies/Diploma for Professional Education Application.	1. Office staff evaluate the requirements. • If an applicant does not qualify for the program applied for, the College will notify the applicant via email that his/her application has been declined. • For applicants with complete requirements, the College Dean or authorized representative will sign the GS/DPE Testing Admission Form and forward it to the TAGCS Unit.	None	2 working days	*Dean's office staff* College Dean's office
	Total:	None	2 working days	

College of Teacher Education

Internal Services

1. Pre–enrolment Procedures for Undergraduate Students

The pre-enrolment is a procedure done prior to the days of 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 to assign the students to their blocks/sections. 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 desire to enroll in any of the programs offered in the College.

Checklist of Requirements	Where to secure
1. Admission Interview Schedule	Posted on the CNU official Facebook page (www.facebook.com/cebunormaluniversityofficial); call from the College Dean's office staff
2. List of requirements for enrolment:	
• Personal Data Sheet, 1 original copy	College Admission Committee
• Original Senior High School Card	The school where the enrollee graduated from
• Certificate of Transfer Eligibility with Informative copy (for Transferees)	The school where the enrollee graduated from
• Original copy of certificate of good moral character, 1 copy	The school where the enrollee graduated from The school where the enrollee graduated from
• Original copy of PSA Live Birth Certificate, 1 copy	PSA office
• Original copy of PSA Marriage Certificate (Married Female Students ONLY)	PSA office
• Request for diagnostic examinations, 1 original copy	College Admission Committee
• Results of the diagnostic examinations, 1 original copy	Any diagnostic laboratory
• Medical Certificate, 1 original copy	CNU Physician
• Expanded long brown envelope 1 pc	Any office/school materials supplier
• 2 pcs mailing ordinary long white envelopes	Any office/school materials supplier
• 2 pcs 2x2 I.D. pictures	Any Photocenter

• Postage stamp worth Php 30.00		Local Post Office		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Checks the name from 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.	The Admission Committee: 2.1. Interviews the applicant. 2.2. Issues the personal data sheet, commitment form, referral form for the laboratory exams, and list of requirements. 2.3. Gives instructions on how to accomplish forms.	None	10 minutes	
3. Fills out the required forms and takes note of instructions to accomplish requirements.	3.1. Checks filled-out forms for completeness and accuracy of information. 3.2. Instructs applicants on the following: 3.2.1. Registrar's office to submit personal data sheet.	None	15 minutes	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3.2.2. Laboratory results to the University Physician's office. 3.2.3. Notarized recommendation letter to the enrollment committee on enrollment day or earlier.			
4. Accomplishes requirements	No agency action yet	None	Client control	None
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 the University Clinic's response time	*University Physician* 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 the Registrar's Office response time	*Office Staff* University Registrar's Office
	Total:	None	30 minutes	

2. 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 desire 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** • Application for admission approved and signed by the Dean, 1 original copy	College Dean's Office
• Personal Data Sheet, 1 original copy	Enrolment Committee
• Certificate of Transfer Eligibility with informative copy (original), 1 copy	School graduated from
• Original copy of certificate of good moral character, 1 copy	School graduated from
• Photocopy of Transcript of Records, CNU Graduates ONLY	CNU Registrar's Office
• Expanded long brown envelope 1 pc	Any office/educational supplier
• Original copy of PSA live Birth Certificate, 1 copy	Philippine Statistics Authority (PSA)
• Original copy of PSA Marriage Contract (for Female Married students ONLY), 1 copy	Philippine Statistics Authority (PSA)
• 2 pcs 2x2 colored picture	Any Photo center
• Postage Stamp worth Php 30.00	Local Post Office
FOR OLD STUDENTS • Semestral Clearance	College Dean's Office
• Evaluation of Grades (for incoming teaching interns)	CNU Registrar's Office

• Plotting form (for irregular students)		College Dean's Office		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
New Students only				
1. Submit complete requirements to the registrar's office (**if not done during pre-enrolment**).	1. Issues the pre-enrolment form with the student ID number.	None	Based on the Registrar's Office response time	*Office Staff* University Registrar's Office
2. Present the pre–enrolment form with the student ID number to the enrolment committee.	2. Issues the plotting form.	None	3 minutes	*Enrolment Committee* College Dean's Office
3. Fill 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 the schedule ID.	None	3 minutes	
4. Go to the encoding area for subject encoding.	4. Encodes the subjects and issues assessment form.	None	5 minutes	
5. Proceed to the accounting office and submit the assessment slip.	5. Validates the assessment slip for free tuition and miscellaneous.	None	Based on the Cashier response time	*Cashier* Cash Unit
6. Go to the registrar enrolment station and present a validated assessment slip or official receipt (for foreign and opt out).	6.1. Checks submitted document 6.2. Print out the study load Stamped the printed study load as "VALIDATED."	None	Based on the Registrar's Office response time	*Enrolment station in charge* University Registrar's Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	6.3. Instruct the students to bring the study load on the first day of class			
	Total:	None	11 minutes	
OPT Out Students				
5. Proceed to the accounting office, Window 4, for the order of payment (OP) issuance.	5. Window 4 in-charge encodes the transaction of the client and issues the OP number.	None	Based on the Cashier response time	*Cashier* Cash Unit
6. Pay for the tuition fees.	6. Cashier receives the payment and issues the Official Receipt to the client.	Opt Out: Php 131 per unit + Miscellaneous Foreign students: x 3 of the local student tuition fee rate	Based on the Cashier response time	
7. Go to the registrar enrolment station and present a validated assessment slip or official receipt (for foreign and opt out).	7.1. Check the submitted document. 7.2. Print out the study load. 7.3. Stamped the printed study load as "***VALIDATED***". 7.4. Instruct the student to bring the study load on the first day of class.	None	Based on the Registrar's Office response time	*Enrolment station in charge* University Registrar's Office
	Total:	Depend on the student category	Based on the responsible office's response time	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Old Students Only				
1. Submit the completed clearance form and evaluation of grades (for incoming interns only) to the enrolment committee for evaluation.	1.1. Receive the completed clearance form. 1.2. Issue the clearance form with a note from the evaluator, "***okay for enrollment***". 1.3. Issue the plotting form (for irregular students only).	None	5 minutes	*Enrolment Committee* College Dean's Office / University Registrar's Office
2. Fill out the plotting form with the subjects for enrolment according to year level and program offering. Give the plotting form to the enrolment committee (for irregular students).	2. Check the completeness and correctness of the schedule ID.	None	3 minutes	
3. Go to the encoding area for subject encoding, printing of study load, and validation.	3.1. Encode the subjects. 3.2 Print the validated study load.	None	5 minutes	
	3.3. Instruct the student to bring the study load on the first day of class.	None		*Enrolment station in – charge* University Registrar's Office
	Total:	None	13 minutes	

3. Enrolment Procedure for Graduate Students

The College initiates enrolment processes for students' 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?	Applicants to the different program offerings and his/her representative

Checklist of Requirements	Where to secure
1. Name appearing in the list of qualifiers	Posted on the CNU official Facebook page (www.facebook.com/cebunormaluniversityofficial)
2. List of Requirements for Enrolment:	
FOR NEW STUDENTS	
• Application for admission approved and signed by the Dean	College Dean's Office
• Personal Data Sheet, 1 original	Admission Committee
• Certificate of Transfer Eligibility with informative copy (original)	The previous school the students graduated from
• Original copy of certificate of good moral character	
• Photocopy of Transcript of Records, CNU Graduates ONLY	The school where the enrollee graduated from CNU Registrar
• Expanded long brown envelope 1 pc	
• Original copy of PSA live Birth Certificate	Any office/educational supplier
• Original copy of PSA Marriage Contract (for Female Married students ONLY)	Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA)
• 2 pcs 2x2 colored picture	
• Postage Stamp worth Php 30.00	Any Photo center Local Post Office
OLD STUDENTS	Dean's office
• Semestral Clearance, 1 original	Course encoding is in charge
3. Assessment of fees for enrolment, 1 original	Cashier
4. Official Receipt of Payment for Enrolment, 1 original	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
New Students				
1. Check the name in the list of qualifiers posted by the testing center.	1. Issue the posted list of qualifiers.	None	As scheduled	*TASU Staff* TASU
2. Call the College Dean's Office to book an appointment schedule with the Department Head of the program applied to.	2. Give the applicants an available appointment schedule with the Department Head of the program they applied to.	None	5 minutes	Dean's Office *Staff* College Dean's Office
3. Proceed to the office of the College Dean on the appointment schedule.	3.1. Engage in conversations with the new applicants. 3.2. Issue a personal data sheet and a list of requirements for enrolment.	None	30 minutes	*Admission Committee* College Dean's Office
4. Fill out the personal data sheet and proceed to the registrar and submit the requirements for enrolment.	4. Receive the completed requirements and release the pre-enrolment form with the student ID number.	None	10 minutes	*College* Dean's Office *Staff* College Dean's Office
5. Present the pre-enrolment form to the enrolment committee.	5. Issue the enrolment plotting form.	None	5 minutes	*Enrolment Committee* College Dean's Office
6. Fill out the enrolment plotting form with courses offered according to the program enrolled in, and return the duly accomplished plotting form to the enrolment committee.	6.1. Check and verify the courses plotted according to the course offering per program and its schedule ID.	None	15 minutes	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	6.2. Hand down the verified plotting form back to the enrollee.	None		
7. Proceed to the encoding area for course encoding.	7.1. Encode the plotted courses using the schedule ID. 7.2. Issue assessment slip for enrolment.	None	10 minutes	*Encoders* Designated Encoding area
8. Proceed to the accounting unit, Staff in-charge, for order of payment (OP) issuance.	8. Encode the transaction of the client and issue the OP number by Accounting staff in charge.	None	5 minutes	*Cashier* Cash Unit
9. Client pays the tuition fee.	9. Cashier receives the payment and issues an Official Receipt to the client.	Master's students: Php 400.00 per unit Doctoral students: Php 500.00 per unit Additional: Miscellaneous fees Foreign students: x3 local rate	5 minutes	*Cashier* Cash Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
10. Proceed to the registrar enrolment station and present the official receipt.	10.1. Receive the official receipt. 10.2. Print out the study load. 10.3. Stamp the study load as "***VALIDATED***". 10.4. Instruct the student to bring the study load on the first day of classes.	None	3 minutes	*Enrolment station in charge* University Registrar's Office
Total:		As per the Student category	1 hour and 28 minutes	
Old Students				
1. Proceed to the office of the Dean.	1. Provide academic counselling by the respective Department Heads of the degree programs.	None	15 minutes	*Office Staff/College Dean* College Dean's Office
2. Submit completed semestral clearance to the enrolment committee.	2. Issue the enrolment plotting form.	None	5 minutes	*Enrolment Committee* College Dean's Office
3. Fill out the enrolment plotting form with courses offered according to the program enrolled in, and return the duly accomplished plotting form to the enrolment committee.	3.1. Check and verify the courses plotted according to the course offering per program and its schedule ID. 3.2. Hand the verified plotting form back to the enrollee.	None	3 minutes	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. Proceed to the encoding area for course encoding.	4.1. Encode the plotted courses using the schedule ID. 4.2. Issue assessment slip for enrolment.	None	5 minutes	*Encoders* Designated Encoding area
5. Proceed to the accounting unit for order of payment (OP) issuance.	5. Encode the transaction of the client and issue the OP number by Staff in charge.	None	5 minutes	*Staff in charge* Accounting Unit
6. Pay the tuition fee.	6. Receive the payment and issue the Official Receipt to the client by the Cashier.	Master's students: Php 400.00 per unit Doctoral students: Php 500.00 per unit Additional: Miscellaneous fees Foreign students: x 3 local rate	5 minutes	*Cashier* Cash Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
7. Proceed to the registrar's office enrolment station and present the official receipt of payment.	7.1. Validate the official receipt. 7.2. Print out the study load. 7.3. Stamp the study load printout as **"*VALIDATED*".** 7.4. Instruct the student to bring the validated study load on the first day of classes.	None	3 minutes	*Enrolment in Charge* University Registrar's Office
Total:		According to the 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. 2×2 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. 2×2 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. • 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 Testing & Admission 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 Testing & Admission 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	*Office staff* 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			
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**
Walk-in/Onsite Request				
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. ***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.*	None		*Office Staff* 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	Based on Cashier response time	*Cashier* 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	*Office Staff* 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		*Office Staff* 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	Based on Cashier response time	*Cashier* Cash Unit
	Total:	Depend on academic records requested	5 – 7 working days	

Integrated Laboratory School

Internal Services

1. 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?	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**
Walk-in/Onsite Request				
5. 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
6. 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
7. 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. ***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.*	None		*Office Staff* Integrated Laboratory School Supervisor Office
8. 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	Based on Cashier response time	*Cashier* 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	*Office Staff* 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		*Office Staff* 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	Based on Cashier response time	*Cashier* 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	Transacting Client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Requests assistance on the location of material ls to use or borrow.	1. Conducts reference interviews.	None	2 minutes	*Reference Librarian*
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	*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 Unit

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	Transacting Client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Presents a validated school ID; Faculty/Staff ID and logs-in.	1. Checks the client's ID and asks the client to fill-out the information in the e-lib. log-book.	None	2 minutes	*Electronic Resources Librarian* Learning Resource Center
2. Proceeds to the computer and performs activity.	2. Assists the user/client.	None	2 minutes	*E-Library Assistant/ Electronic Resources Librarian* Learning Resource Center
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 & 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 Unit

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 &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	Transacting Client
2. Validated ID, 1 original copy	Transacting Client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Presents requirements to the Chief Librarian.	1.1. Evaluates requirements of the researcher and conducts reference interview.	None	2 minutes	*Librarian* Learning Resource Center
	1.2. Issues order of payment for research fee	As computed	2 minutes	*Library Staff* 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	*Cashier* Cash Unit
3. Submits Original Receipt of payment to the library.	3.1. Receives and records the OR number.	None	1 minute	*Library Staff* 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	*Librarian* 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 Unit

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	*Electronic Librarian* 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	*Librarian* Learning Resource Center

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	For Theses and Dissertations, only the title page, table of contents and abstract are allowed to be scanned 2.2. Attached the references available to the email of the client/requestee.			
3. Client will acknowledge the receipt of the resources and fill-up the evaluation form.	3. E-resources librarian will mark the name of the librarian who responded/handled the query in the document delivery responses excel sheet.	None	5 minutes	*Electronic Librarian* Learning Resource Center
	Total:	None	3 working days & 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	Library user
2. Study Load for students, 1 original copy	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	
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)	Transacting Client 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. (**For overdue books**) 1.3. Computes the overdue fines for overdue books.	Php 5.00 per day overdue excluding Sundays and Holidays	5 minutes	
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		Transacting Client		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
For Reserve, GRef, Special Collection				
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	*Librarian* *Learning Resource Center*
2. Signs the book card.	2. Stamps/writes the date/time due.	None	3 minutes	*Special Collection Librarian* Learning Resource Center
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
For Periodical materials				
1. Selects the material to be borrowed and presents a validated school ID; Faculty/Staff ID.	1. Reflects in the logbook the borrowed material.	**None**	3 minutes	*Librarian* 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	Transacting Client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
For Reserve, GRef, Special Collection and Periodical materials				
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		Transacting Client		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Requests assistance on the location of materials to use or borrow.	1. Conducts reference interviews.	None	2 minutes	*Reference Librarian*
2. Use of Online Public Access Catalog (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	*Reference Librarian* 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 Unit

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 Online Public Access Catalog (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 Unit

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 Public Access Catalog (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	Transacting Client

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	*Electronic Resources Librarian* Learning Resource Center
6. Proceeds to the computer and performs activity.	4. Assists the user/client.	None	2 minutes	*E-Library Assistant/ Electronic Resources Librarian* 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 & 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 Unit

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 & 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	Transacting Client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Presents the clearance form.	1. Checks the account of the borrower at the system.	None	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	Transacting Client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Presents a validated school ID; Faculty/Staff ID and asks the chief librarian for a referral letter.	1. Interviews the client and determines the need for the referral letter regarding the materials / references needed from other libraries.	None	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 Unit

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	*Electronic Librarian* 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	*Librarian* Learning Resource Center

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	For Theses and Dissertations, only the title page, table of contents and abstract are allowed to be scanned 2.2. Attached the references available to the email of the client/requestee.			
3. Client will acknowledge the receipt of the resources and fill-up the evaluation form.	3. E-resources librarian will mark the name of the librarian who responded/handled the query in the document delivery responses excel sheet.	None	5 minutes	*Electronic Librarian* Learning Resource Center
	Total:	None	3 working days & 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 Unit

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

External Services

1. Issuance of Good Moral Certificate (Hybrid Request)

The Student Affairs and Development Office issues Certificates of Good Moral upon students' request to support their applications for employment, further studies, and other legal purposes. Such certificates are issued provided that the student has no existing negative or derogatory record in the University.

Office or Division	Student Affairs and Development Office (SADO)
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may avail?	CNU Students (Undergraduate and Graduate School), Alumni

Checklist of Requirements	**Where to secure**
1. Good Moral request form, 1 copy	Student Affairs and Development Office (SADO)
2. Good Moral fee (Php 80.00)	Transacting client
3. Government-issued Identification Card/Any valid ID cards	Transacting client
4. Official Receipt	Accounting Office
5. If by representative, additional requirements:	
• Printed authorization letter	Transacting client's representative
• Photocopy of Student's valid ID	Transacting client's representative
• Photocopy of representative's ID	Transacting client's representative
• Original ID of the representative	Transacting client's representative

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Client(s) requests for a Certificate of Good Moral by sending an email to the Student Affairs and Development Office (SADO).	1. The staff acknowledges the email and replies after securing the necessary personal details.	None	1-2 working days	*SADO Staff* Student Affairs and Development Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Client(s) responds by providing the required details	2. After receiving the client's reply, the staff endorses the request to the Accounting's email address for guidance on the payment procedures. 2.1. The Accounting staff acknowledges the email and sends the payment guidance procedures to the student(s).	Php 80.00	Based on Accounting Unit response time	*SADO Staff/ Accounting Staff* Student Affairs and Development Office /Accounting Unit
3. The client(s) process the payment by following the online payment instructions.	3. The designated accounting staff, confirms the payment received through Landbank's linkbiz portal. *Note: payment received over the weekend shall be credited the week after*. 3.1. The SADO staff acknowledges the payment received through Landbank's LinkBiz Portal and emails the requestee about the next steps, including verification, the Director's signature, and SMS notification once the Certificate of Good Moral is ready for pick-up.	None	1 working day	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. The client awaits the subsequent processes to be carried out by the SADO and the SMS notification.	4. The designated SADO staff verifies the student's information in the Student Information System (SIS). 4.1. If the student's information is not available in the SIS, the designated SADO staff requests verification from the University Registrar. 4.2. Once verification is complete, the certificate is processed and endorsed to the SADO Director for signature. 4.3. The SADO staff stamps the certificate with the University dry seal at the Registrar's Office. 4.4. An SMS notification to the client(s) will be sent by the staff once the certificate is available for release.	None	1-2 working days	*SADO Director/Staff /University Registrar* Student Affairs and Development Office/University Registrar Office
5. The client(s) or their authorized representative claims the Certificate of Good Moral upon presentation of the required documents.	5. The SADO staff verifies the submitted IDs and documents, hands the Certificate of Good Moral to the client, and asks the client to sign the logbook for confirmation and requests to complete the client survey evaluation.	None	5 – 10 minutes	*SADO Staff* Student Affairs and Development Office
	Total:	Php 80.00	3-5 working days & 5-10 minutes	

2. Issuance of Good Moral Certificate (Onsite Request)

The Student Affairs and Development Office issues Certificates of Good Moral upon students' request to support their applications for employment, further studies, and other legal purposes. Such certificates are issued provided that the student has no existing negative or 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 Students (Undergraduate and Graduate School)

Checklist of Requirements	**Where to secure**
1. Good Moral request form, 1 copy	Student Affairs and Development Office (SADO)
2. Good Moral fee (Php 80.00)	Transacting client
3. Government-issued Identification Card/Any valid ID cards	Transacting client
4. Official Receipt	Accounting Office
5. If by representative, additional requirements:	
• Printed authorization letter	Transacting client's representative
• Photocopy of Student's valid ID	Transacting client's representative
• Photocopy of representative's ID	Transacting client's representative
• Original ID of the representative	Transacting client's representative

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Client(s) requests for a Certificate of Good Moral by sending at Student Affairs and Development Office (SADO).	1. The staff issues the good moral request form and provides detailed instructions to ensure a clear understanding of the process.	None	5-10 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 will be received and processed by the Cash Unit. The Cashier will issue the Official Receipt to the client(s).	Php 80.00	Based on Cashier response time	*Cashier* Cash Unit
3. Client(s) goes back to SADO, present the Official Receipt and the request form.	3. The staff receives the Official Receipt and the request form, then instructs the client to sign the SADO logbook for record-keeping. 3.1. The staff explains the claiming instructions to the client before they leave the office.	None	5-10 minutes	*SADO Staff* Student Affairs and Development Office
4. The client awaits the subsequent processes to be carried out by the SADO and the SMS notification.	4. The designated SADO staff verifies the student's information in the Student Information System (SIS). 4.1. If the student's information is not available in the SIS, the designated SADO staff requests verification from the University Registrar.	None	1-2 working days	*SADO staff / University Registrar*

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	4.2. Once verification is complete, the certificate is processed and endorsed to the SADO Director for signature. 4.3. The SADO staff stamps the certificate with the University dry seal at the Registrar's Office. 4.4. An SMS notification to the client(s) will be sent by the staff once the certificate is available for release.			*SADO Director/Staff /University Registrar* Student Affairs and Development Office/University Registrar Office
5. The client(s) or the authorized representative claims the Certificate of Good Moral upon presentation of the required documents.	5. The SADO staff verifies the submitted IDs and documents, hands the Certificate of Good Moral to the client, and asks the client to sign the logbook for confirmation and requests to complete the client survey evaluation.	None	5-10 minutes	*SADO Staff* Student Affairs and Development Office
	Total:	Php 80.00	1-2 working days & 15-30 minutes	

3. Online Receiving, Approval, and Releasing of Documents

This process ensures that documents or messages received online are properly received, reviewed, approved, and released in an organized, timely, and controlled manner.

Office or Division	Student Affairs and Development Office (SADO)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail?	Students, Faculty, Internal or External Offices, or Private companies/ individuals

Checklist of Requirements	**Where to secure**
1. Online messages via Student Affairs and Development Office's (SADO's) social media platforms	Transacting Client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Client sends messages or documents via Student Affairs and Development Office's (SADO's) Social media platforms.	1. The receiving staff acknowledges receipt of documents or messages by sending a reply using the SADO's social media platforms.	None	1 working day	*SADO Staff* Student Affairs and Development Office
	1.1. Once verified, the staff endorses the messages to the concerned staff/offices or to the Director for information and or appropriate action.	None	1-2 working days	*SADO Director (approval or appropriate action)* Student Affairs and Development Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. The client sends her response accordingly.	2. When necessary, the staff sends an update or follow-up email to the concerned office/department, internal or external client.	None	1 working day	*SADO Staff* Student Affairs and Development Office
	Total:	None	3-4 working days	

4. Receiving, Approval and Releasing of Documents

This process ensures that manual documents are properly received, reviewed, approved, and released in an organized and timely manner.

Office or Division	Student Affairs and Development Office (SADO)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail?	Students, Faculty, Internal or External Offices, or Private companies/ individuals

Checklist of Requirements	**Where to secure**
1. Client's documents, 1 copy	Transacting Client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. The client presents the documents to the office for the Director's signature.	1. The receiving staff receives the document(s) and reviews them for accuracy, compliance, and validity.	None	1-10 minutes	*SADO Staff* Student Affairs and Development Office
2. The client will log in the logbook for complete documents, otherwise, will be asked to return for revision or corrections	2. Once found in order, the client will be asked to log in to the appropriate logbook. *Note: Incomplete documents or with erroneous details will be returned to the client immediately for compliance or revisions*	None	1-2 working day	
3. The client submits the revised/complied documents to the office for endorsement to the Director for signature.	3. The document(s) will be endorsed to the Director for approval and signature. 3.1. Instructions will be provided as to when the documents will be available for release.	None	1 working day	
	Total:	None	2-3 working days & 1-10 minutes	

Student Affairs and Development Office

Internal Services

1. Accreditation of Student Organizations

This accreditation process is designed to ensure that student organizations whether new or existing applications recognized and accredited by the university have clear purposes and objectives aligned with the institution's mission, vision, and policies.

Office or Division	Student Affairs and Development Office (SADO)
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may avail?	Cebu Normal University Student Organizations

Checklist of Requirements	Where to secure
1. Application letter addressed to Director of SADO, 1 original copy 2. Updated Constitution and by Laws duly signed by officers and adviser, 1 copy 3. List of Interim Board of Officers with following details:(name, position, major, year level, address and contact details, b-days & signature), 1 copy 4. List of at least 20 founding members including officers with the following details: names, year levels, major, ID numbers and signatures, 1 copy 5. A proposed master plan of activities good for one term must be prepared and signed by the org mayor and adviser with the following details: target dates, goals, brief description and proposed budget per activity, 1 copy 6. Organization structure with photos, names and positions, 1 copy 7. Projected Income for One term, 1 copy 8. Acceptance Letter from Org Adviser, 1 copy 9. Accomplishment report / Liquidation report(for existing organization only), 1 copy	Student Affairs and Development Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. The student organization officer submits a formal application to SADO for accreditation to the Student Affairs and Development Office (SADO), together with the required documents.	1. The Student Affairs and Development Office (SADO) staff reviews the submitted requirements for completeness and compliance with university policies and guidelines.	None	1-15 minutes	*SADO Staff* Student Affairs and Development Office
	1.1. If requirements are noted, the organization is informed and given time to comply with or revise the required documents.	None	Within 1 day or a day after	
2. The student organization officer submits the revised copy of the document.	2.1. Once found compliant, the list of accredited student organizations is endorsed to the Director of the Student Affairs and Development Office for her final review and approval.	None	Within 7 working days	
	2.2. List of Accredited Student Organizations shall be posted in the SADO official Facebook page and sends copy to the Supreme Student Council (SSC).	None	Within 7 working days	
	Total:	None	Within 20 working days	

2. Application for Student Loan

The Student Loan Service provides short-term financial assistance to qualified students experiencing temporary financial difficulties. Applications are evaluated based on established guidelines, and approved loans are subject to repayment under agreed terms and conditions.

Office or Division	Student Affairs and Development Office (SADO)
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may avail?	Enrolled Students

Checklist of Requirements	**Where to secure**
1. Letter of Intent, 1 original copy	Transacting Client
2. Student Loan Application Form, 2 copies – Annex A	Student Affairs and Development Office (SADO)
3. Photocopy of Student ID, 1 copy	Transacting Client
4. Grade Slip from previous semester (no failing grade or NG)	Transacting Client
5. One (1) 2x2 colored ID picture	Transacting Client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Inquires about the availability and details of the CNU Student Loan Program at Student Affairs and Development Office (SADO).	1. Provide information on loan amount, eligibility, repayment terms, interest, application cut-off dates, processing timeline, and consequences of non-payment.	None	1-10 minutes	*SADO Staff/Student Assistance Personnel* Student Affairs and Development Office
2. Express intent to apply.	2. Conducts initial eligibility checking. 2.1. Provides application forms and list of documentary requirements.	None	10 minutes	*SADO Staff* Student Affairs and Development Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. Submits the complete documentary requirements to Student Affairs and Development Office (SADO).	3. Receives, checks, and validates the completeness of documents. 3.1. Records and logs the application.	None	15 - 20 minutes	*SADO Staff* Student Affairs and Development Office
4. Wait for evaluation and processing.	4. Evaluates the submitted requirements. 4.1. Prepares loan documentation based on the set cut-off dates. 4.2. Endorses approved applications to the Accounting Unit.	None	Within three (3) working days from the application cut-off date	*SADO Head / Authorized SADO Personnel* Student Affairs and Development Office
5. Wait for approval and notification.	5. The Accounting Unit processes the approved loan. 5.1. Notifies SADO of the availability of checks. 5.2. SADO informs the student of the loan status.	None	Within three (3) working days from receipt of endorsement by Accounting Office	*Accounting Staff / SADO Staff* Accounting Unit / Student Affairs and Development Office
6. Receive loan and comply with repayment.	6. Releases the loan proceeds. 6.1. Monitors repayment status. 6.2. Reminds students of repayment deadlines prior to clearance signing.	None	10–15 minutes (loan release transaction)	
	Total:	None	7 working days	

3. Appointment for Student Assistants (SA) – New Student Assistant Requests

The hiring process ensures that qualified students are selected, properly documented, and oriented prior to deployment.

Office or Division	Student Affairs and Development Office (SADO)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail?	Enrolled Students, Cebu Normal University Internal Offices

Checklist of Requirements	**Where to secure**
1. Letter of request approved by the SUC President, 1 original copy	Transacting Internal Office

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. The requesting office/client notifies the Student Affairs and Development Office (SADO) of the need for a Student Assistant.	1. The staff instructs the requesting office to provide a copy of the approved letter of request with signed by the SADO or SUC President.	None	1 - 10 minutes	*SADO Staff* Student Affairs and Development Office
2. The requesting office submits the document(s) needed to comply for hiring SA at SADO.	2. Once the approved request is received, the staff processes the request by assigning a student assistant, if any; otherwise, the office proceeds with posting of hiring of Student Assistants in social media or referral maybe.	None	1-2 working days	*SADO Staff* Student Affairs and Development Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. The Head of office or its representative interviews and screens the student assistants endorsed by SADO. If the student passes the interview, the office notifies SADO to proceed with the hiring of the said Student Assistant applicant.	3.1. The SADO staff proceeds with the hiring of the Student Assistant by securing the following: A. Student Assistant (SA) recommendation form. B. Application requirements of the student (letter, resume with photo and study load).	None	1 working day	*SADO Staff* Student Affairs and Development Office
	3.2. The staff shall then prepare the appointment/contract to be signed by the University President. 3.2.1. Once signed, the staff shall secure its SADO copy and transmit also a copy to the Accounting Unit during payroll preparations.	None	1 working day	
	Total:	None	1-3 working days	

4. Performance Evaluation and Renewal of Student Assistants Service

The hiring process ensures that the student assistant's performance at the end of each semester has been evaluated prior to renewal of their appointment.

Office or Division	Student Affairs and Development Office (SADO)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail?	Students, CNU Internal Offices

Checklist of Requirements	**Where to secure**
1. Student Assistant (SA) Evaluation Form, 1 copy	Student Affairs and Development Office
2. Student Assistant (SA) Recommendation for Renewal, 1 copy	Student Affairs and Development Office

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. CNU Internal Offices receives performance evaluation forms.	1. Prior to the start of the succeeding semester, the staff distributes evaluation forms to CNU internal offices with assigned Student Assistants of work performance and the recommendation of contract renewal or non-renewal.	None	1 - 10 minutes	*SADO Staff* Student Affairs and Development Office
2. The office/client completes the evaluation form and submits it to SADO for the processing of the renewal or non-renewal of the appointment or contract of their assigned Student Assistant (SA).	2. Reviews and validates performance ratings and issues SA recommendation forms to internal offices.	None	1-2 working days	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. Waits for the preparation, signing, and release of the Student Assistant appointment/contract.	3. Once approved, the staff shall then prepare the appointment/contract to be signed by the University President 3.1. Once signed, the staff shall secure its SADO copy and transmit also a copy to the Accounting Unit during payroll preparations.	None	1 working day	*SADO Staff* Student Affairs and Development Office
Total:		None	2-3 working days & 1-10 minutes	

5. Commission on Higher Education (CHED) UniFAST Free Higher Education – Tagging of New Student

This process covers the tagging of new students under the CHED UniFAST Free Higher Education program in the Student Information System.

Office or Division	Student Affairs and Development Office (SADO)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail?	Students, Internal Offices

Checklist of Requirements	**Where to secure**
1. List of Pre-Enrolled Freshmen Students from all Colleges	University Registrar

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. *Before the Enrollment*: The Office of the University Registrar sends a list of pre-enrolled students from all colleges	1.1. Student Affairs and Development Office (SADO) Director/Staff receive the official list of pre-enrolled students from the Office of the University Registrar. 1.2. SADO Staff access the Student Information System (SIS). 1.3. SADO Staff tag eligible new students with the appropriate scholarship status in the SIS. 1.4. SADO Staff confirm successful tagging in the system.	None	1 – 2 working days before the enrollment	*SADO Director / Scholarship Staff* Student Affairs and Development Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.5. Once tagging is successful, a zero amount of the tuition fee is reflected in the assessment and can now proceed with the enrollment process. 1.6. SADO Director/ Staff inform the Office of the University Registrar that tagging of new students has been completed.			
2. *During the Enrollment*: The Enrollment Committee shall set up a one-stop enrollment venue for all enrollment processes.	2.1. Coordinate with the Enrollment Committee in the conduct of a one-stop enrollment venue. 2.2. Assign a scholarship staff member to the enrollment booth to provide on-site assistance. 2.3. Tag eligible students with the appropriate scholarship status in the SIS during enrollment. 2.4. Confirm successful tagging in the system to allow students to proceed with enrollment.	None	1 working day	*Scholarship Staff* Student Affairs and Development Office
	Total:	None	2 - 3 working days	

6. Commission on Higher Education (CHED) UniFAST Free Higher Education – Un-tagging for Fresh Graduate Students

This process ensures that the graduate students are untagged from the CHED UniFAST FHE-Graduate Students to ensure that the records are accurate and updated.

Office or Division	Student Affairs and Development Office (SADO)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail?	Students, Internal Offices

Checklist of Requirements	**Where to secure**
1. List of Fresh Graduate Students from all Colleges	University Registrar

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. *Un-tagging*: The Office of the University Registrar sends a list of fresh graduates to the Scholarship Office or SADO for un-tagging.	1.1. Student Affairs and Development Office (SADO) Director/Staff receive the official list of fresh graduates endorsed by the Office of the University Registrar. 1.2. SADO Staff access the Student Information System (SIS) and locate the endorsed students. 1.3. SADO Staff un-tags the scholarship status of all endorsed graduates in the SIS, as graduation has already been confirmed.	None	1 – 3 working days	*Scholarship Staff* Student Affairs and Development Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.4. SADO Staff confirms successful un-tagging in the system. 1.5. SADO Director/ Staff notify the Office of the University Registrar that the un-tagging process has been completed.			
	Total:	None	1 - 3 working days	

7. Conduct of Students' In-Campus Activities

This service facilitates the processing, approval, and coordination of student activities conducted inside the school campus.

Office or Division	Student Affairs and Development Office (SADO)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail?	Students, Student Organizations or Clubs

Checklist of Requirements	**Where to secure**
Pre-activity:	
1. Activity Syllabus/Itinerary, if applicable, 1 copy	Faculty, if academic related
2. Letter of Request addressed to SUC President, 1 copy	Transacting client(s)
3. Program of Activities, 1 copy	Transacting client(s)
4. List of Participants/Guests, if applicable, 1 copy	Transacting client(s)
Post-activity:	
5. Student Activity Monitoring-Evaluation Tool	Student Affairs and Development Office (SADO)

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. The recognized student organization or class submits a written activity proposal to the Student Affairs and Development Office (SADO) for at least 9 days based on the Vice President for Academic Affairs (VPAA). Advisory No. 093 s. 2025 prior to the scheduled activity.	1.1. The staff evaluates the proposal to ensure compliance with the required attachments, institutional guidelines, safety protocols, and the academic calendar.	None	1 – 2 working days	*SADO Staff* Student Affairs and Development Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
The proposal shall include the following: 1. Activity Syllabus, if applicable 2. Letter of Request addressed to SUC President (endorsed by the faculty/adviser and Dean) 3. Program of Activities 4. List of Participants/Guests, if applicable	1.2. If the documents are complete, the client is requested to log the documents in the logbook and advised to follow up the document within the day or the following day. 1.3. If the documents are incomplete, the proposal shall be returned to the client for compliance and or revision. 1.4. Once complete, the documents will be endorsed to the SADO Director or the designated Officer-in-Charge (OIC) for review, approval, and signature.			
2. The client follow up the status of the proposal.	2. Upon approval, the letter shall be released to the client, who will sign out in the logbook, and the document shall then be endorsed to the next approving authority (e.g., the Vice President for Academic Affairs and the University President), as required.	None	1 working day	*SADO Staff* Student Affairs and Development Office
	Total:	None	2 - 3 working days	

8. Conduct of Students' Off-Campus Activities

This service facilitates the processing, approval, and coordination of student activities conducted outside the school campus. It ensures that all off-campus events follow safety standards and institutional guidelines, and are properly documented for authorization.

Office or Division	Student Affairs and Development Office (SADO)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail?	Students, Student Organizations or Clubs

Checklist of Requirements	Where to secure
Pre-activity:	
1. Letter of Request addressed to SUC Pres (with the following noted by or recommendatory signatures: Org. Adviser / College Dean / SADO Director, VPAA, University President for approval)	Transacting client(s)
2. Activity Syllabus/Itinerary	Transacting client(s)
3. Letter of Acceptance Letter	External company, agency or organizer who invites
4. Copy of the Invitation	Transacting client(s)
5. Program of Activities (with adviser's role)	Transacting client(s)
6. Minutes of the meeting/orientation	Transacting client(s)
7. Certificate of Compliance form	Student Affairs and Development Office (SADO)
8. First Aid Kit (attached photo)	Transacting client(s)
9. Medical certificate/clearance, if applicable	Transacting client(s)
10. Emergency preparedness plan	Transacting client(s)
11. Parent's Permit	Student Affairs and Development Office (SADO)
12. Notarized Liability Waiver	Student Affairs and Development Office (SADO)
13. Faculty conforme	Student Affairs and Development Office (SADO)
14. Authority to Travel (Draft)	Transacting client(s)
15. List of Participants with mobile numbers	Transacting client(s)
16. Proof of Insurance	Supreme Student Council (SSC) / Transacting client(s)

17. Vehicle Registration, if applicable 18. Travel itinerary, if applicable 19. Safety clearance of the venue **Post-activity:** 20. Student Activity Monitoring-Evaluation Tool	Transacting client(s) Transacting client(s) Transacting client(s) Student Affairs and Development Office (SADO)

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. The recognized student organization or class submits a written activity proposal Off Campus Activity to the Student Affairs and Development Office (SADO) for at least 9 days based on the Vice President for Academic Affairs (VPAA). *The proposal shall include the following:* 1. Activity Syllabus/Itinerary, if applicable 2. Letter of Request addressed to SUC President 3. Acceptance Letter 4. Copy of the Invitation 5. Program of Activities 6. Minutes of the meeting/orientation 7. Certificate of Compliance form	1. The staff evaluates the proposal to ensure compliance with the required attachments, institutional guidelines, safety protocols, and the academic calendar. 1.1. If the documents are complete, the client is requested to log the documents in the logbook and advised to follow up the document within the day or the following day. 1.3. If the documents are incomplete, the proposal shall be returned to the client for compliance and or revision.	None	1 – 2 working days	*SADO Staff* Student Affairs and Development Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
8. First Aid Kit 9. Medical certificate/clearance, if applicable 10. Emergency preparedness plan 11. Parent's Permit 12. Notarized Liability Waiver 13. List of Participants 14. Faculty conforme 15. Proof of Insurance 16. Authority to Travel 17. Vehicle Registration, if applicable 18. Travel itinerary, if applicable 19. Safety clearance of the venue	1.4. Once complete, the documents will be logged and endorsed to the SADO Director or the designated Officer-in-Charge (OIC) for review, approval, and signature.			
2. The client follows up the status of the proposal on the agreed date.	2. Upon approval, the letter shall be released to the client, who will sign out in the logbook, and the document shall then be endorsed to the next approving authority (e.g., the Vice President for Academic Affairs and the University President), as required.	None	1 working day	*SADO Staff* Student Affairs and Development Office
	Total:	None	2 - 3 working days	

9. Issuance of Excuse Slips to Students for Tardiness or Absence

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 (blue form), 1 copy 2. Medical certificate (if applicable), 1 copy 3. Explanation letter, 1 copy 4. Or any proof or supporting evidence(s) such as photos or other certificates	Student Affairs and Development Office (SADO) Transacting Client Transacting Client Transacting Client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. The student(s)/client(s) secures an excuse slip to cover 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

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. The student(s)/client(s) fill out the form in accordance with the given instructions and attach supporting documents to justify the absence or tardiness.	2. The submitted documents is reviewed for completeness, recorded in the logbook, and the applicant is advised to come back within the day or a day after to claim the signed excuse slip.	None	1 working day	*SADO Staff* Student Affairs and Development Office
3. The client claims the signed certificate.	3. The Director reviews and approves the request for an excuse. When necessary for verification or consultation, the Director meets with the student. 3.1. Depending on the case, the Director may endorse the student to the Guidance Office, School Clinic, or other relevant office or individual for assistance if the student requires support related to the reason for the absence.	None	1 – 20 minutes	*SADO Director/Staff/Support Units* Student Affairs and Development Office
4. The student(s)/client(s) returns to the office and claims the signed excuse slip.	4. The staff releases the signed excuse slip to the student/client and asks them to log out in the logbook, indicating whether the absence or tardiness is excused or unexcused.	None	5-10 minutes	*SADO Staff* Student Affairs and Development Office
	Total:	None	1 working day & 6-30 minutes	

10. Issuance of Good Moral Certificate (Hybrid Request)

The Student Affairs and Development Office issues Certificates of Good Moral upon students' request to support their applications for employment, further studies, and other legal purposes. Such certificates are issued provided that the student has no existing negative or derogatory record in the University.

Office or Division	Student Affairs and Development Office (SADO)
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may avail?	CNU Students (Undergraduate and Graduate School)

Checklist of Requirements	**Where to secure**
1. Good Moral request form, 1 copy	Student Affairs and Development Office (SADO)
2. Good Moral fee (Php 80.00)	Transacting client
3. Government-issued Identification Card/Any valid ID cards	Transacting client
4. Official Receipt	Accounting Office
5. If by representative, additional requirements:	
• Printed authorization letter	Transacting client's representative
• Photocopy of Student's valid ID	Transacting client's representative
• Photocopy of representative's ID	Transacting client's representative
• Original ID of the representative	Transacting client's representative

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
4. Client(s) requests for a Certificate of Good Moral by sending an email to the Student Affairs and Development Office (SADO).	1. The staff acknowledges the email and replies after securing the necessary personal details.	None	1-2 working days	*SADO Staff* Student Affairs and Development Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
5. Client(s) respond by providing the required details	2. After receiving the client's reply, the staff endorses the request to the Accounting's email address for guidance on the payment procedures. 2.1. The Accounting staff acknowledges the email and sends the payment guidance procedures to the student(s).	Php 80.00	Based on Accounting Unit response time	*SADO Staff/ Accounting Staff* Student Affairs and Development Office /Accounting Unit
6. The client(s) process the payment by following the online payment instructions.	3. The designated accounting staff, confirms the payment received through Landbank's linkbiz portal. *Note: payment received over the weekend shall be credited the week after*. 3.1. The SADO staff acknowledges the payment received through Landbank's LinkBiz Portal and emails the requestee about the next steps, including verification, the Director's signature, and SMS notification once the Certificate of Good Moral is ready for pick-up.	None	1 working day	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. The client awaits the subsequent processes to be carried out by the SADO and the SMS notification.	4. The designated SADO staff verifies the student's information in the Student Information System (SIS). 4.1. If the student's information is not available in the SIS, the designated SADO staff requests verification from the University Registrar. 4.2. Once verification is complete, the certificate is processed and endorsed to the SADO Director for signature. 4.3. The SADO staff stamps the certificate with the University dry seal at the Registrar's Office. 4.4. An SMS notification to the client(s) will be sent by the staff once the certificate is available for release.	None	1-2 working days	*SADO Director/Staff /University Registrar* Student Affairs and Development Office/University Registrar Office
5. The client(s) or their authorized representative claim the Certificate of Good Moral upon presentation of the required documents.	5. The SADO staff verifies the submitted IDs and documents, hands the Certificate of Good Moral to the client, and asks the client to sign the logbook for confirmation and requests to complete the client survey evaluation.	None	5 – 10 minutes	*SADO Staff* Student Affairs and Development Office
	Total:	Php 80.00	3-5 working days & 5-10 minutes	

11. Issuance of Good Moral Certificate (Onsite Request)

The Student Affairs and Development Office issues Certificates of Good Moral upon students' request to support their applications for employment, further studies, and other legal purposes. Such certificates are issued provided that the student has no existing negative or 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 Students (Undergraduate and Graduate School)

Checklist of Requirements	**Where to secure**
1. Good Moral request form, 1 copy	Student Affairs and Development Office (SADO)
2. Good Moral fee (Php 80.00)	Transacting client
3. Government-issued Identification Card/Any valid ID cards	Transacting client
4. Official Receipt	Accounting Office
5. If by representative, additional requirements:	
• Printed authorization letter	Transacting client's representative
• Photocopy of Student's valid ID	Transacting client's representative
• Photocopy of representative's ID	Transacting client's representative
• Original ID of the representative	Transacting client's representative

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Client(s) requests for a Certificate of Good Moral by sending at Student Affairs and Development Office (SADO).	1. The staff issues the good moral request form and provides detailed instructions to ensure a clear understanding of the process.	None	5-10 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 will be received and processed by the Cash Unit. The Cashier will issue the Official Receipt to the client(s).	Php 80.00	Based on Cashier response time	*Cashier* Cash Unit
3. Client(s) goes back to SADO, present the Official Receipt and the request form.	3. The staff receives the Official Receipt and the request form, then instructs the client to sign the SADO logbook for record-keeping. 3.1. The staff explains the claiming instructions to the client before they leave the office.	None	5-10 minutes	*SADO Staff* Student Affairs and Development Office
4. The client awaits the subsequent processes to be carried out by the SADO and the SMS notification.	4. The designated SADO staff verifies the student's information in the Student Information System (SIS). 4.1. If the student's information is not available in the SIS, the designated SADO staff requests verification from the University Registrar. 4.2. Once verification is complete, the certificate is processed and endorsed to the SADO Director for signature.	None	1-2 working days	*SADO staff / University Registrar*

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	4.4. An SMS notification to the client(s) will be sent by the staff once the certificate is available for release.			*SADO Director/Staff /University Registrar* Student Affairs and Development Office/University Registrar Office
5. The client(s) or the authorized representative claims the Certificate of Good Moral upon presentation of the required documents.	5. The SADO staff verifies the submitted IDs and documents, hands the Certificate of Good Moral to the client, and asks the client to sign the logbook for confirmation and requests to complete the client survey evaluation.	None	5-10 minutes	*SADO Staff* Student Affairs and Development Office
	Total:	Php 80.00	1-2 working days & 15-30 minutes	

12. Online Receiving, Approval, and Releasing of Documents

This process ensures that documents or messages received online are properly received, reviewed, approved, and released in an organized, timely, and controlled manner.

Office or Division	Student Affairs and Development Office (SADO)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail?	Students, Faculty, Internal or External Offices, or Private companies/ individuals

Checklist of Requirements	**Where to secure**
1. Online messages via Student Affairs and Development Office's (SADO's) social media platforms	Transacting Client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
3. Client sends messages or documents via Student Affairs and Development Office's (SADO's) Social media platforms.	3. The receiving staff acknowledges receipt of documents or messages by sending a reply using the SADO's social media platforms.	None	1 working day	*SADO Staff* Student Affairs and Development Office
	1.1. Once verified, the staff endorses the messages to the concerned staff/offices or to the Director for information and or appropriate action.	None	1-2 working days	*SADO Director (approval or appropriate action)* Student Affairs and Development Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. The client sends her response accordingly.	4. When necessary, the staff sends an update or follow-up email to the concerned office/department, internal or external client.	None	1 working day	*SADO Staff* Student Affairs and Development Office
	Total:	None	3-4 working days	

13. Receiving, Approval and Releasing of Documents

This process ensures that manual documents are properly received, reviewed, approved, and released in an organized and timely manner.

Office or Division	Student Affairs and Development Office (SADO)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail?	Students, Faculty, Internal or External Offices, or Private companies/ individuals

Checklist of Requirements	**Where to secure**
1. Client's documents, 1 copy	Transacting Client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. The client presents the documents to the office for the Director's signature.	1. The receiving staff receives the document(s) and reviews them for accuracy, compliance, and validity.	None	1-10 minutes	*SADO Staff* Student Affairs and Development Office
2. The client will log in the logbook for complete documents, otherwise, will be asked to return for revision or corrections	2. Once found in order, the client will be asked to log in to the appropriate logbook. *Note: Incomplete documents or with erroneous details will be returned to the client immediately for compliance or revisions*	None	1-2 working day	
3. The client submits the revised/complied documents to the office for endorsement to the Director for signature.	3. The document(s) will be endorsed to the Director for approval and signature. 3.1. Instructions will be provided as to when the documents will be available for release.	None	1 working day	
	Total:	None	2-3 working days & 1-10 minutes	

Testing and Admission 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 and Admission Services Unit to acquire a testing schedule for the admission test.

Office or Division	Testing and Admission Services Unit (TASU)
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.	*College Staff* College Dean's Office
	1.2.The College / Department / Campus will forward the application to the TASU (testing@cnu.edu.ph) and will send a carbon copy to the applicant.	None		
	1.3. The testing staff sends instruction to the applicant to fill out the Testing Form 2.	None	1 – 3 working days	*Testing & Admission Staff, Testing & Admission Head* TAS 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	*Testing & Admission Staff*, *Testing & Admission Head* TAS 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 and Admission 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 and Admission Services Unit (TASU)
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 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**
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*
	1.2. Informs the applicant to proceed to the Cashier Unit.	None		College Dean's 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 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 TASU Staff checks the filled-out admission slip.	None	5 minutes	*Testing & Admission Staff* TAS 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	*College Staff* College Dean's Office
	1.2. The College / Department will forward the application to the TASU Office (testing@cnu.edu.ph) and will send a carbon copy to the applicant.	None		
	1.3. TASU staff encodes application details in the monitoring sheet and forwards application to the Cashier.	None	2 – 3 working days	*Testing & Admission Staff* TAS Unit
	1.4. The Cashier sends payment instructions to the applicant.	Php 400.00 Php1,200.00 - for foreign applicants	Based on Cashier response time	*Cashier* Cash Unit
2. The applicant pays the testing fee either online or over the counter and sends proof of payment to TASU email.	No agency action yet.	None	Client Control	*Transacting Client*

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3. The TASU staff sends pre-qualifying examination schedule and guidelines.	None	3-5 working days upon submission	*Testing & Admission Staff, Testing & Admission Head* TAS 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 and Admission 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 and Admission Services Unit (TASU)
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 2. Official Receipt of Payment (except for college or undergraduate studies applicants), 1 copy	ILS Department Office 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 Cashier response time	*Cashier* Cash Unit
3. Proceeds to the Testing Unit and presents the Admission Slip and official receipt.	3. The TASU Staff checks the filled-out admission slip.	None	5 minutes	*Testing & Admission Staff* TAS 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. 1.2. The ILS Department will forward the application to the TASU Office (testing@cnu.edu.ph) and will send a carbon copy to the applicant.	None	Based on ILS response time.	*ILS Staff & Supervisor* ILS Office
	1.3. TASU staff encodes application details in the monitoring sheet and forwards application to the Cashier.	None	2 – 3 working days	*Testing & Admission Staff* TAS Unit
	1.4. The Cashier sends payment instructions to the applicant.	Php 300.00	Based on Cash Unit response time	*Cashier* Cash Unit
2. The applicant pays the testing fee either online or over the counter and sends proof of payment to the TASU email.	No agency action yet.	None	Client Control	*Transacting Client*
	3. The TASU staff sends pre-qualifying examination schedule and guidelines.	None	3-5 working days upon submission	*Testing & Admission Staff, Testing & Admission Head* TAS 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 and Admission 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 and Admission Services Unit (TASU)
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 TASU Office (testing@cnu.edu.ph) and will send a carbon copy to the applicant.	None	Based on College response time.	*College Staff* College Dean's Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.3. TASU staff encodes application details in the monitoring sheet and forwards application to the Cashier.	None	2 – 3 working days	*Testing & Admission Staff* TAS Unit
	1.4.The Cashier sends payment instructions to the applicant.	Php 400.00	Based on Cashier response time.	*Cashier* 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 TASU email.	No agency action yet.	None	Client Control	*Transacting Client*
	3. The TASU staff sends pre-qualifying examination schedule and guidelines.	None	3 – 5 working days upon submission	*Testing & Admission Staff/Head* TAS Unit
	Total:	Php 400.00	8 working days	

5. Acquiring a Testing Schedule for College of Law

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 and Admission Services Unit to acquire a testing schedule for the admission test.

Office or Division	Testing and Admission Services Unit (TASU)
Classification	Simple for Walk-in Application; Highly Technical for Online Application
Type of Transaction	G2C - Government to Citizen
Who may avail?	All College of Law applicants who have been approved in the college 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 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**
Walk-in Application				
6. The applicant submits application to the College of Law	6.1. The College of Law evaluates the requirements.	None	Based on College response time.	*College Staff*
	6.2. Inform the applicant to proceed to the Cashier Unit.	None		College Dean's Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
7. 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 Cashier response time.	*Cashier* Cash Unit
8. Proceeds to the Testing Unit and presents the Admission Slip and official receipt.	3. The TASU Staff checks the filled-out admission slip.	None	5 minutes	*Testing & Admission Staff* TAS Unit
9. 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	
10. 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 of Law (Google form from the colleges).	1.1. The College of Law evaluates the requirements.	None	Based on College response time	*College Staff* College Dean's Office
	1.2. The College of Law will forward the application to the TASU Office (testing@cnu.edu.ph) and will send a carbon copy to the applicant.	None		
	1.3. TASU staff encodes application details in the monitoring sheet and forwards application to the Cashier.	None	2 – 3 working days	*Testing & Admission Staff* TAS 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	*Cashier* Cash Unit
2. The applicant pays the testing fee either online or over the counter and sends proof of payment to the TASU email.	No agency action yet.	None	Client Control	*Transacting Client*

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

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

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

Office or Division	Testing and Admission Services Unit (TASU)
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 TAS 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)	*TAS Unit Staff* TAS 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			*TAS Unit Staff* TAS 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	

7. 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 and Admission Services Unit (TASU)
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	TAS 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	*Testing & Admission Staff*
2. Submits the affidavit of loss to the Testing Unit.	2. TAS Unit Staff receive the Affidavit of Loss and provide the verified admission slip to be filled out by the applicant.	None		TAS Unit
3. Fills out the form and proceeds to the department/college.	3. Signs the verified admission slip.	None		*College Staff* 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		*Testing & Admission Staff* TAS Unit
	Total:	None	7 working days	

8. 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 and Admission Services Unit (TASU)
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)	*Testing & Admission Staff* TAS 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	

9. 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 and Admission Services Unit (TASU)
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) TAS 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)	*Testing & Admission Staff* TAS 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	

10. 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 and Admission Services Unit (TASU)
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 TAS 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)	*Testing & Admission Staff* TAS 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	

11. 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 and Admission Services Unit (TASU)
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	Applicant's copy (from TAS Unit)
2. Any Valid ID, 1 original	Transacting Client
3. Pencil, Sharpener, Eraser, and Ball pen, 1 each	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 TASU staff/proctor checks the examinees requirements. 1.2. The TASU 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	*Testing & Admission Staff/Head* TAS 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	

12. 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 and Admission Services Unit (TASU)
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	*Testing & Admission Staff/Head* TAS Unit
2. Fills up the necessary documents/forms.	2. Assesses the examinee's condition.	None	Based on University Clinic response time	*Physician/Nurse* 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, TAS Unit Staff provides a new testing schedule. *Call a guardian if necessary.	None	3 hours	*Testing & Admission Staff/Head* TAS Unit
Total:		None	3 hours & 10 minutes	

13. 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 and Admission Services Unit (TASU)
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 TAS 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	*Testing & Admission Staff/Head* TAS Unit
	Total:	None	10 working days	

14. 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 and Admission Services Unit (TASU)
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 TAS 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	*Testing & Admission Staff, Testing & Admission Head College Deans/Campus Directors, VPAAI, University President, Information & FM Station Unit*
	Total:	None	20 working days	

15. 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 and Admission Services Unit (TASU)
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 TAS 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: 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 TAS Unit for concerns or clarifications (testing@cnu.edu.ph / (032) 254-1452 local 150).	None	30 minutes	*Testing & Admission Staff* TAS 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	*Transacting Client*
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	*Testing & Admission Staff* TAS Unit
	Total:	None	1 hour	

University Registrar's Office

External Services

1. Issuance of Scholastic Record for Walk-in Clients

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

Checklist of Requirements	**Where to secure**
1. Scholastic Records Request Form, 1 original copy	Office of the University Registrar
2. Written and Signed Authorization Letter from the owner of the scholastic record, 1 original copy	Owner of the scholastic record
3. Official Receipt, 1 original copy	CNU Cash Unit
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)	Barangay Center with Residence at least (6) months
5. Letter/Certificate of No Objection (alumni or students who already transferred to another school)	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)	*Requesting Section in-charge* 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	*Requesting Section in-charge* 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 Requesting Section 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. Verifies the accountabilities of the clients posted by the Learning Resource Center in the Google sheet. 6.5. Gives client instructions on how much to pay and where to pay.	None	10 minutes	*Requesting Section in-charge* University Registrar's Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
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	*Requesting Section in-charge* University Registrar's Office

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 • Subjects taken	Php 50.00 + Php 30.00 doc stamp	1 working day (2012 and up 3 working days (2011 and below)
• Graduation	Php 50.00 + Php 30.00 doc stamp	1 working day
• Certification, Authentication, and Verification (CAV)	Php 50.00 + Php 30.00 doc stamp	1 working day
• Completion of Academic Requirements (CAR)	Php 50.00 + Php 30.00 doc stamp	1 working day

Particulars	Assessment of Fees	Processing Time
• 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, NCLEx, 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 Accounting Unit at the Emma Center for order of payment (OP) issuance and to secure signature of accountant/representative.	8.1. Accounting 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 Accounting Unit response time	*Accounting Staff* Accounting Unit
9. Clients process the payment.	9. Cashier receives the payment and issues Official Receipt to the client.	Please refer to assessment fees table for specific transaction	Based on Cashier response time	*Cashier* Cash Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
10. Return to Requesting Section and submits the fully accomplished request form with the Official Receipt.	10.1. Receives the duly accomplished scholastic records request form and the official receipt. 10.2. Writes the OR number and the claiming date in the scholastic records request form 10.3. Stamps at the back of the Official Receipt with releasing date. 10.4. Instructs the client to return on the release date.	None	5 minutes	*Requesting Section in-charge* University Registrar's Office
11. 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)	11.1. Receives the Official Receipts with claiming schedule. 11.2. Retrieves the permanent file in the Releasing filing rack.	None	5 minutes	*Releasing Section Over-all in-charge* University Registrar's Office
14. Receives the requested scholastic records.	14. Releases the requested Scholastic Records.	None	1 minute	
	Total:	Please refer to assessment fees table for specific transaction	7 working days & 45 minutes	

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

Checklist of Requirements	**Where to secure**
1. Online Scholastic Records Request Form via Google form	Cebu Normal University Website under Registrar tab
2. Request for scholastics records form, 1 scanned or pictured copy	Owner of the scholastic record
3. Identification Documents, 1 scanned or pictured copy	Owner of the scholastic record
4. Official Receipt, 1 scanned or pictured copy	Cash Unit
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 Purpose s)	Barangay Center with Residence at least (6) months
6. Letter/Certificate of No Objection (alumni or students who already transferred to another school)	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)	*Registrar's staff* 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	10 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 and verifies if with accountabilities posted by the Learning Resource Center in the Google Sheet.	None	5 minutes	*Requesting Section in-charge* University Registrar's Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	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	*Requesting Section in-charge* University Registrar's Office
	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	10 minutes	
	1.6. Receives endorsement email from Registrar's Office on the assessment fee of the requested document/s.	None	Based on Accounting Unit response time	*Accounting staff* Accounting Unit
	1.7. Checks the client's account in the Student Information System if there's a previous accountability.	None		*Clearance in-charge* Accounting Unit
	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		
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	20 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)	*Releasing Section Over-all in-charge* University 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, 1 hour and 6-8 minutes (If the request is in order) 9 working days, 2 hours and 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	Complex
Type of Transaction	G2C – Government to Citizen
Who may avail?	Graduated Student

Checklist of Requirements	**Where to secure**
1. Application for Change Status (Family Name) In the Student's Records, 1 original copy	University Registrar's Office
2. PSA Marriage Contract (For Married Females), 1 original copy	Philippine Statistics Office (PSA)
3. Annulment Result (For Females Whose Marriage Is Annulled), 1 original copy	Philippine Statistics Office (PSA)

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Approach Requesting Section.	1. Requesting Section asks client of his/her purpose.	None	2 minutes (Normal days) 5-15 minutes (Peak season)	R*equesting Section* 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 out application form to Requesting Section.	5.1. Receives duly filled out 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	*Requesting Section* University Registrar's Office
6. Receives assessment fee of requested documents.	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 Accounting Unit for order of payment (OP) issuance and secure signature of account/representative.	7.1. Accounting 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 Accounting Unit response time	*Accounting staff* Accounting Unit
8. Clients process the payment at the Cash Unit.	8. Cashier received the payment and issues Official Receipt to the client.	Php 130.00	Based on Cashier response time	*Cashier* Cash Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
9. Return to Requesting Section 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 Official Receipt 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	*Requesting Section Staff* University Registrar's Office
10. 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).	10.1. Receives the Official Receipt with claiming schedule. 10.2. Retrieves the permanent file in the Releasing filing rack.	None	5 minutes	*Releasing Section Staff* University Registrar's Office
13. Receives the requested scholastic records.	13. Releases the requested Scholastic Records.	None	1 minute	
	Total:	Php 130.00	41-46 minutes	

4. Online 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 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?	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	10 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	10 minutes	
	1.5. Receive endorsement email from Registrar's Office on the assessment fee of the requested document/s.	Php 130.00	Based on Accounting Unit response time	*Accounting staff* Accounting Unit

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	*Clearance in-charge* Accounting Unit
	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 staff* 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 Cash Unit response time	*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

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3.3. Email client on claiming schedule.	None	10 minutes	*Registrar's staff* Registrar's Office
	3.4. 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	7 working days	
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	*Releasing Section Over-all in-charge* University Registrar's Office
	Total:	Php 130.00	8 working days, 1 hour & 9-12 minutes (If the request is in order) 9 working days, 1 hour & 9-12 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	University Registrar's Office
2. PSA Live Birth Certificate, 2 copies (1 original and 1 photocopy)	Philippine Statistics Office
3. Personal or Parent's Affidavit, 1 original copy	Personal or Parents
4. Affidavit of Two Disinterested Persons, 1 original copy	Notary Public
5. 2 x 2 Pictures in white background with name tag, 2 pieces	Any Photo center
6. Photocopy of school record bearing the wrong entry, 1 copy	School where student is enrolled

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Approach Requesting Section.	1. Requesting Section in-charge asks client of his/her purpose.	None	2 minutes (Normal days) 5-15 minutes (Peak season)	*Requesting Section in – charge* 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 accounting unit at the EMMA Center for order of payment (OP) issuance and to secure signature of accountant/representative.	7.1. Accounting in-charge receives the Request form. 7.2. Encodes the transaction of the client and issues order of payment (OP) number. 7.3. Stamps the form with the name of the accountant. 7.4 Accountant/ representative signs the form.	None	Based on Accounting Unit response time	*Accounting Staff* Accounting Unit
8. Client process the payment.	8. Cashier receives the payment and issues Official Receipt to the client.	Php 130.00	Based on Cashier response time	*Cashier* Cash Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
9. Return to Requesting Section 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 Official Receipt 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	*Window 1 in – charge* University Registrar's Office
10. 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).	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)	*Releasing Section Over-all in-charge* 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 in the Cebu Normal University Main Campus 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	High Technical
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 Requesting section in – charge* University Registrar's Office
1. Client goes to Requesting Section for filing of walk – in verification requests.	1.1. Requesting section in-charge receives verification requests.	None		
	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	*Registrar's Staff* 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	*Receiving Clerk/Archivist* University Registrar's Office
Records from 2012 and below	None	5 working days	*Receiving Staff/Processing Staff* 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 with respects to availment of its services.

Office or Division	Office of the University Registrar
Classification	Complex
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 Transacting client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Email complaints @ registrar@cnu.edu.ph **OR**	1.1. Mails in – charge checks the registrar emails daily.	None	1 working day	*Mails in – charge* University Registrar's Office
1. Fill out the Client Satisfaction Survey (CSS) Google Form at CNU Website. **OR**	1.1. Collates the Client Satisfaction Survey (CSS) Feedback.	None	1 minute	*Complaints desk officer* 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 complaint 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 & 31 minutes	

University Registrar’s Office

Internal 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	University Registrar's Office or CNU Website
2. Original PSA Live Birth Certificate, 1 original copy and 1 photocopy	Philippine Statistics Agency (PSA)
3. Student Ledger Account in the Student Information System	University Registrar's Office
4. Filing Envelopes	CNU IGP/Educational Supply outside the university
5. School Credentials:	
○ Form 137 A (Undergraduate Studies applicants)	School student graduated from
○ Certificate of Transfer Eligibility, Transcript of Records (Graduate Studies applicants), 1 copy	School student graduated from

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Student approaches pre-enrollment in-charge and gives complete set of requirements.	1.1. In-charge of the pre-enrollment receives the requirements. 1.2. Checks requirements for completeness.	None	5 minutes	*Pre-enrollment in – charge* University Registrar's Office
	1.3. The in-charge staff processed the requirements and creates the student record. 1.4. Encodes the student information from the student data sheet.	None	25 minutes	

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.	None		*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 & 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	University Registrar's Office
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may avail?	New Students accepted in the program and the Continuing students

Checklist of Requirements	Where to secure
1. Duly Accomplished Student Clearance, 1 original copy with Remarks "Ok for Enrollment"	College Dean's Office
2. Student's program evaluation (irregular students ONLY), 1 original copy	College Dean's Office
3. Pre-enrolment form with Student Identification number (New Student only), 1 original copy	College Dean's Office
4. Plotting of Subjects Form (irregular and graduate level only), 1 original	University Registrar's Office
5. Printed Assessment/Schedule of Fees (except under RA 10931 and RA 11509 with Free Tuition and Miscellaneous Fees in Full), 1 original copy	In The Designated Area for Enrollment
6. Official Receipt (Undergraduate with Miscellaneous Fees Not Covered Under RA 10931 And RA 11509, Opt Out, And GS Students), 1 original copy	Cash Unit
7. Proof of completion of the CNU survey form for socioeconomic data and other relevant information (pre-requisite for undergraduate level only)	Google Form Link: https://forms.gle/DVaDiixszarynAKL7

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Step 1 – Evaluation, Academic Advising and Plotting of Subjects				
Continuing Undergraduate Level Doctor of Medicine (Regular Students)				
1.1. Proceed to the respective Department Chairs and present Student clearance for evaluation.	1.1. The Department Chair or Authorized Representative evaluates the student's academic status.	None	Based on Enrolment in-charge response time	*Enrolment in – charge* Designated enrolment area
1.2. If OK, secure a remark "OK for Enrollment" in the student clearance together with the signature by the Department Chair or Authorized Representative.	1.2. If OK, the Department Chair puts the remarks "OK for Enrollment" and signature in the Student Clearance.	None		
1.3. Proceed to Step 2.	1.3. Advise the student to proceed to Step 2.	None		
Continuing Undergraduate Level and College of Medicine (Irregular Students)				
1.1. Secure plotting form from the respective Colleges or download in the Cebu Normal University website.	1.1. The Dean's Office staff provides a plotting form.	None	Based on College Dean's Office response time	*College Dean's Office Staff* College Dean's Office
1.2. Proceed to the respective Department Chairs for the academic advising/ recommendation for the subjects to enroll.	1.2. The Department Chair or Authorized recommends the irregular students the subject(s) to enroll.	None		*Department Chair or Authorized Representative*

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1.3. Secure a remark "OK for Enrollment" in the student clearance together with the signature by the Department Chair or Authorized Representative	1.3. The Department Chair or Authorized Representative puts a remark "OK for Enrollment" in the Student Clearance together with his/her signature.	None	Based on Department Chair or Authorized Representative response time	*Department Chair or Authorized Representative*
1.4. List down all the subjects to be enrolled in the plotting form and secure signature by the College Dean or Authorized Representative.	1.4. The College Dean or Authorized Representative signs the plotting form.	None		
1.5. Proceed to Step 2.	1.5. Advises the student to proceed to Step 2.	None		
Continuing Graduate Level Students				
1.1. Proceed to the respective Colleges, present signed clearance and secure plotting form.	1.1. The respective Colleges provides the Graduate Level student a plotting form.	None	Based on Department Chair or Authorized Representative response time	*Department Chair or Authorized Representative*
1.2. Plot the subjects in the plotting form and secure signature by the College Dean or Authorized Representative.	1.2. After plotting the subjects, the College Dean or Authorized Representatives signs the plotting form.	None		
1.3. Proceed to Step 2.	1.3. Advises the student to proceed to Step 2.	None		

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Incoming First Year Students (Excluding BSTM And Doctor of Medicine) ***Skip Step 1 and proceed directly to Step 2***				
Incoming First Year BSTM Students				
1.1. Proceed to the Tourism Department for evaluation by the Department Chair or Authorized Representative.	1.1. The Department Chair evaluates the incoming first year BSTM students particularly the Academic strand.	None	Based on Department Chair response time	*Department Chair* College Dean's Office
1.2. Secure and fill-out ABM/Non-ABM Evaluation Form from the Department Chair or Authorized Representative.	1.2. Then, provides ABM/Non-ABM Evaluation Form.	None		
1.3. Signature by the Program Chair in the evaluation form.	1.3. Finally, signs the particular evaluation form.	None		
1.4. Proceed to Step 2.	1.4. Advises the student to proceed to Step 2.	None		
Incoming First Year Doctor of Medicine, Graduate Level and DPSED Students				
1.1 Proceed to the respective Colleges, present the Pre-Enrollment Form issued by the Office of the University Registrar and secure Plotting Form from the Dean's Office.	1.1. After presenting the Pre-Enrollment Form, the respective Colleges provides the plotting form.	None	Based on College Dean's Office response time	*College Dean's Office Staff* College Dean's Office
1.2. Plot the required subjects to enroll.	1.2. The Department Chairs assists the student for the subjects to enroll.	None		

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1.3. Secure signature by the College Dean or Authorized Representative.	1.3. The College Dean or Authorized Representative signs the plotting form.	None	Based on College Dean's Office response time	*College Dean's Office Staff* College Dean's Office
1.4. Proceed to Step 2.	1.4. Advises the student to proceed to Step 2.	None		
Step 2 – Encoding Of Subjects and Printing Assessment Slip for Tuition and Miscellaneous Fees				
1.1. Pre-Requisite: proof of completion of the Cebu Normal University survey form for socioeconomic data and other relevant information. Below is the Survey Form: https://forms.gle/DVaDiixszarynAKL7 *NOTE:* All Students Are Required to Fill-Out the Survey Form Prior to the Encoding of Subjects and Printing of Assessment Slip.	1.1. The University Registrar will provide the google survey form for the student. With the consent of the student, the University is authorized to process, further verify from appropriate office/s, and prepare necessary statistics or report thereof as required by competent authority/ies, subject to the Data Privacy Act of 2012 (R.A. No. 10173) and its Implementing Rules and Regulations, Revised University Code and applicable policies of the University, and such laws rules and regulations.	None	2 minutes	*Registrar's staff/Enrollment in-charge* University Registrar's Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2.1. After evaluation/academic advising/plotting of subjects and completion of the survey form, proceed to the designated area for enrollment and provide the enrollment in-charge the following: 2.1.1. Pre-Enrollment Form for Incoming students (First year level, Graduate Level & DPSED students only). 2.1.2. Student Clearance with remarks "Ok for Enrollment" signed by the Department Chair or Authorized Representatives (Continuing Undergraduate level & College of Medicine students only). 2.1.3. Student Clearance (Continuing Graduate level & DPSED students only).	2.1. The Registrar's staff/Enrollment in-charge, requires the student to submit the necessary and applicable requirement(s) including the proof of completion in the survey form. 2.1.1. Pre-Enrollment Form for Incoming students (First Year and Graduate level, and DPSED students only. 2.1.2. Student Clearance with remarks "OK for Enrollment" signed by the Department Chair or Authorized Representative (Continuing Undergraduate Level and College of Medicine students only). 2.1.3. Student Clearance for Continuing Graduate level and DPSED Students Only).	None	2 minutes including queuing time	*Registrar's staff/Enrollment in-charge* University Registrar's Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2.1.4. Signed plotting form (Irregular Undergraduate and College of Medicine students, Incoming and Continuing Graduate level students. 2.1.5. ABM/NON-ABM Evaluation Form (For BSTM First year and Second year level only). 2.1.6. Proof of Completion in the Survey Form (All Students).	2.1.4. Signed Plotting Form for Irregular Undergraduate and College of Medicine Students, Incoming and Continuing Graduate Level Students Only. 2.1.5. ABM/NON-ABM Evaluation Form for BSTM 1st Year and 2nd Year students only. 2.1.6. Proof of Completion in the Survey Form (All Students).	None	2 minutes including queuing time	*Registrar's staff/Enrollment in-charge* University Registrar's Office
2.2. Wait for the in-charge to execute the "Forward for Payment" in the Enrollment System.	2.2. Executes "Forward for Payment" in the Enrollment System of the SIS.	None	2 minutes	
2.3. Receives assessment slip (For Students not covered under RA 10931 & RA 11509, OPT-OUT, with miscellaneous fees not covered under RA 10931, Foreign students, with existing balance in the account, all graduate level and DPSED students only).	2.3. Provide assessment slip to students not covered under RA 10931 & RA 11509, Opt-out, with miscellaneous fees not covered under RA 10931, foreign students, all graduate level and DPSED students only. For students not mentioned above, inform the student that his/her enrollment is already VALIDATED and advise the student to skip STEP 3 and proceed directly to STEP 4 for ID Validation or for ID Printing if without Student ID.	None		

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2.4. Proceed to Step 3.	2.4. Advise the student to proceed to Step 3.	None	2 minutes	*Registrar's staff/Enrollment in-charge* University Registrar's Office
Step 3 - Payment				
3.1. Proceed to Cash Unit and present the assessment slip.	3.1. The Cash Unit requires the student to present the assessment slip.	Please refer to assessment fees table for specific transaction.	3 minutes excluding queuing	*Cashier* Cash Unit
3.2. Pay to the cashier the required amount or in full as reflected in the assessment slip.	3.2. Receives the requires amount to pay or the full payment.			
3.3. Wait for the in-charge to input the amount paid in the enrollment system.	3.3. Input the amount paid by the student in the Enrollment System to change the status from "For Payment" to "PAID".			
3.4. Receives Official Receipt (OR).	3.4. Issues Official Receipt (OR) to the student.			
3.5. Proceed to Step 4. *Note:* Printing of Study Load is no longer required.	3.5. Checks if ***Official Enrolled*** in the system, then advise the student to proceed to Step 4.			

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Step 4 -Validation and Issuance of Student Identification Card				
After Officially Enrolled				
4.1. Students with latest identification card, 4.1.1. Proceed to the designated area for ID validation. 4.1.2. Wait for the in-charge to put the validation sticker in the ID card and to affix the signature of the Registrar/Authorized Representative.	4.1.1. The Registrar's staff/in-charge for ID Validation, requires the student to present the Student ID card. 4.12. Verifies the student if Officially Enrolled and print ***Proof of Enrollment*** then put the validation sticker in the ID card. The registrar/Authorized Representative, affix the signature in the sticker.	None	2 minutes excluding queuing	*Registrar's Staff/In-Charge of Enrollment/Student Volunteers*
4.2. Students without Identification Card, 4.2.1. Proceed to the designated area for ID printing. 4.2.2. Fill-out a form for the needed information in the identification card. 4.2.3. Wait fir the in-charge to encode the information and to print the ID. 4.2.4. After printing, go back to Step 4.1. for the ID validation.	4.2.1. The staff of the Information and Communication Technology Unit provides a form. 4.2.2. Requires the student to fill-out the needed information in the Identification Card. 4.2.3. Encodes the information in the ID system. 4.2.4. Prints the student ID and advise the student to proceed to Step 4.1. for ID validation.	None	5 minutes excluding queuing	*Information and Communication Technology Staff*

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4.3. Students for Re-issuance of Identification Card, 4.3.1. Lost student I.D. card, 4.3.1.1. Secure Affidavit of Loss. 4.3.1.2. Proceed to Student Affairs and Development Office, present the affidavit. Then, secure and fill-out a form. 4.3.1.3. Proceed to the Accounting Unit for Order of Payment. 4.3.1.4. Then, to the Cash Unit to pay for the school ID fees. 4.3.1.5. Go back to Step 4.2, present the Official Receipt 4.3.1.6. After the reissuance of student ID, go back to Step 4.1. for ID Validation.	4.3.1.1. The Student Affairs Development Office, receives the affidavit of loss. 4.3.1.2. Provides the student a form and advises the student to proceed to the Accounting Unit. 4.3.1.3. The Accounting Unit issues Order of Payment. 4.3.1.4 The Cash Unit, receives the required amount to pay and issues Official Receipt (OR). 4.3.1.5 The staff of Information and Communication Technology Unit requires the student to present OR and prints the Student Identification Card. 4.3.1.6 Then, the Validation in-charge validates the ID.	None None None Php 100.00 None None	2 minutes 2 minutes 2 minutes 3 minutes 2 minutes	*Student Affairs and Development Office Staff* *Accounting staff* *Cashier* *Information and Communication Technology staff* *Registrar's Staff / Enrollment in-charge*

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4.3.2. Due to fire, 4.3.2.1. Secure a Barangay Certificate 4.3.2.2. Proceed to Student Affairs and Development Office, present the affidavit. Then, secure and fill-out a form. 4.3.2.3. Go back to Step 4.2. for ID Printing. 4.3.2.4. Then, to Step 4.1. for ID Validation.	4.3.2.1. The Student Affairs and Development Office, receives the Barangay Certification. 4.3.2.2. Provides the student a form and advises the student to proceed to the Step 4.2. for the re-issuance of ID. 4.3.2.3. The staff of Information and Communication Technology Unit prints the identification card. 4.3.2.4. Then, the validation in-charge validates the ID.	None	2 minutes 3 minutes 2 minutes	*Student Affairs and Development Office Staff* *Information and Communication Technology Staff* *Registrar's Staff*
4.3.3. Replacement of Old Student ID, 4.3.3.1. Proceed to Student Affairs and Development Office, present the affidavit. Then, secure and fill-out a form.	4.3.3.1. The Student Affairs Development Office provides the student a form.	None	2 minutes	*Student Affairs and Development Office Staff*

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4.3.3.2. Turnover the old student ID. 4.3.3.3. Proceed to the Accounting Unit for Order of Payment. 4.3.3.4. Proceed to the Cash unit to pay for the school ID fees. 4.3.3.5. Go back to Step 4.2, present the Official Receipt 4.3.3.6. After printing of the new ID, go back to Step 4.1. for ID Validation.	4.3.3.2. Receives the OLD Student ID Card. 4.3.3.3. The Accounting Unit issues Order of Payment. 4.3.3.4. The Cashiering Unit receives the required amount to pay and issues Official Receipt. 4.3.3.5. The staff from ICTU requires the student to present OR and prints the Identification Card. 4.3.3.6. Then, the Validation in-charge validates the ID.	None None Php 100.00 None None	2 minutes 2 minutes 2 minutes 3 minutes 2 minutes	*Student Affairs and Development Office Staff* *Accounting staff* *Cashier* *Information and Communication Technology Staff* *Registrar's Staff*
Total:		Depend on student category	25 minutes	

Particulars	Tuition Fee
UNDERGRADUATE STUDIES	
CTE, CSNECELL, CCAS, CCAIS, CPGSS, CTHHM, BALAMBAN CAMPUS AND MEDELLIN CAMPUS:	Php 131.00/unit
CNAHS	Php 600.00/unit
Foreign Students (CTE, CSNECELL, CCAS, CCAIS, CPGSS)	Php 1,800.00/unit
POST-GRADUATE STUDIES	
DPSED	

Particulars	Tuition Fee
COM	Php 800.00/unit
COL	Php 1,000.00/unit
GRADUATE STUDIES	
Masteral (all colleges):	Php 400.00/unit
Foreign Students	Php 5,000.00/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. 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	Simple
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 with 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 of subjects form from the Registrar's Office then fill-out the appropriate portions of the form.	1.1. Issues a changing, adding, withdrawal and dropping form. 1.2. Instructs client to secure signature(s) of professor/s handling the course, and the approval from the College Dean.	None	5 minutes	*Registrar Staff* University Registrar's Office
2. Secures the signature of the professor/s handling the course.	2. Professor/s handling the course signs the form after interviewing the student.	None	1 working day	*Course Professor* Concerned College
3. Secure approval from the College Dean.	3. College Dean approves the request.	None	15 minutes	*College Dean* Concerned College

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. Go back to the Registrar's office to execute the request to add/ change/withdraw/drop the subject/s.	4.1. Receives the Changing, Adding, Withdrawal & dropping of subject/s form. 4.2. Signs the Changing, Adding, Withdrawal and dropping of subject/s. 4.3. Executes the request to add/change/withdraw/drop the subject/s in the enrollment system of the SIS. The system will generate an assessment slip. 4.4. Return to the client the approved Changing, Adding, Withdrawal and dropping of subject/s together with the assessment slip, then instruct to proceed to the Accounting Unit and the Cash Unit.	Php 50.00 per transaction (*Note:* No charges of fees for the changing of dissolve subjects, withdrawal and dropping of subjects)	10 minutes	*Registrar staff* University Registrar's Office
5. Client proceeds to the accounting unit and presents assessment slip and the form to secure signature of the Accountant/Authorized Representative.	5.1. Accounting in-charge verifies the assessment slip. 5.2. Accountant/Authorized Representative signs the Changing, Adding, Withdrawal and dropping of subjects. 5.3. Secures one copy of the form.	None	Based on Accounting Unit response time	*Accounting staff* Accounting Unit
6. Client pays at the Cashier for assessment fees.	6. Cashier receives the payment and issues Official Receipt to the client.	Assessment Fee	Based on Cashier response time	*Cashier* Cash Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
7. Go back to the registrar's office and present official receipt of payment, then provide the Registrar one copy of the Changing, Adding, Withdrawal and dropping of subjects with complete signatories.	7.1. Verifies the payment in the enrollment system of the SIS. 7.2. Receives one copy of the Changing, Adding, Withdrawal and dropping of subjects with complete signatories.	None	5 minutes	*Registrar staff* University Registrar's Office
Total:		Php 50.00 per transaction	1 working day and 35 minutes	

4. 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	Simple
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 3. Shifting/Changing Form, 1 original copy	Enrolled Student College Dean, Vice President for Academic Affairs University Registrar's Office/Student Portal

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	*College Dean* Concerned College

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Proceed to the office of the Vice President for Academic Affairs and claims the Approved Letter of Intent to shift.	2.1. Receives the letter forwarded by the College Dean. 2.2. Acts on the endorsement of the College Dean. 2.3. Releases the letter of intent to the student – claimant.	None	Based on VPAA response time	*Office/Personnel Staff* Vice President for Academic Affairs Office
3. Go to the Registrar's office, secure a shifting form/changing form and attach the approved letter of intent to shift.	3. Issues assessment fee to the student – shiftee.	None	2 minutes (excluding waiting time)	*Registrar Staff* University Registrar's Office
4. Go back to the Dean's Office and secure approval of the shifting/changing form.	4.1. Receives the shifting/changing form and endorse to the College Dean for approval. 4.2. College Dean/Authorized Representative approves the shifting/changing form.	None	Based on College Dean response time	*College Dean/Authorized Representative* Concerned College
5. Go back to the Registrar's Office and submit the approved shifting/changing form.	5.1. Receives the shifting/changing form and issues assessment for shifting fee. 5.2. University Registrar/Authorized representative signs the shifting/changing Form. 5.3. Gives instructions to proceed at the Accounting Unit and Cash Unit for the payment.	None	5 minutes	*Registrar Staff* University Registrar's Office
6. Client proceeds to the Accounting unit at the EMMA Center for order of payment (OP) issuance.	6. Accounting in-charge encodes the transaction of the client and issues OP number.	None	Based on Accounting Unit response time	*Accounting Staff* Accounting Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
7. Client pays at the Cashier for assessment fees.	7. Cashier receives the payment and issues Official Receipt to the client.	Php 100.00 per transaction	Based on Cashier response time	*Cashier* Cash Unit
8. Go back to the registrar's office and present official receipt of payment and the approved shifting/changing form together with the approved letter of intent.	8.1. Verifies the official receipt for the shifting fee. 8.2. Executes the changes of the degree/program/specialization the Student Information System.	None	5 minutes	*Registrar Staff* University Registrar's Office
Total:		Php 100.00 per transaction	12 minutes (Excluding waiting time)	

5. 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	Complex
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 with fresh ink signed	University Registrar's Office
2. Petition for Inclusion of Lapsed Completion Grade, 1 original copy	University Registrar's Office
3. Submission of lacking academic requirements to the professor of the course where he/she has an "NG", 1 original copy	The client will provide
OR	
3. Take the missed final term examination	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	*Professor handling the course*
2.1. Submit the lacking academic requirement(s).	2.1.1. Receives the lacking academic requirement(s). 2.1.2. Checks the submitted academic requirement(s).	None		College where the program is offered
OR				
2.2. Take the missed final term examination.	2.2.1. 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 No Grade "NG" Entry.	3.1. Issues the forms requested. 3.2. Issues order of payment. 3.3. Gives instruction to proceed at the Accounting Unit and Cash Unit.	None	5 minutes	*Registrar Staff* University Registrar's Office
4. Client proceeds to the Accounting unit for order of payment (OP) issuance.	4. Accounting in-charge encodes the transaction of the client and issues OP number.	None	Based on Accounting Unit response time	*Accounting staff* Accounting 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	Based on Cashier response time	*Cashier* 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	*Professor handling the course* 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	*College Dean* Concerned College
7. Claims the approved completion grade sheet form from the Dean's Office.	7.1. Gives the approved grade sheet form. 7.2. Gives instruction to complete the processing of grade.	None	Based on College Staff response time	*College Dean's office Staff* Concerned College

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 No Grade "NG" entry.	8.1. Receives the submission. 8.2. Execution in the system is initiated.	None	5 minutes	*Registrar Staff* University Registrar's Office
Total:		Php 100.00 per transaction	10 minutes	

6. Petition for Special Class/Opening of Subject

An option given by the university to allow the student/s to petition for a special class or opening of subject/s which is below the required number of students. The student/s are required to pay the tuition fees of the remaining students should the number of petitioners is below the minimum number of students required to open the subject/s. The required number of signatories of students to open the subject is ten (10) for Masters and five (5) for Doctorate, subject to the recommendation by the College Dean and the approval by the Vice President for Academic Affairs. (Sec. 12, p.3-5 of the 2024 CNU's Graduate Programs Manual of Operations)

Office or Division	University Registrar's Office
Classification	Simple
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. Petition for Special Class/Opening of Subject Form, 1 original copy with fresh inked signature	Registrar's Office

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. The student inquires the College on the availability of subject/s and the professor/s.	1.1. Respective Colleges checks availability of subject/s and professors. 1.2. Advises the student/s to proceed to the Registrar's Office to file a petition for special class/opening of subject.	None	Based on College Dean response time	*College Dean's office Staff* Concerned College

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Student proceeds to the Registrar's Office to secure the petition for special class/opening of subject form or to download it in the student portal.	2. Requests the client to fill out transaction logbook.	None	5 minutes	*Registrar Staff* University Registrar's Office
3. The owner/representative of the students secures signatories of their classmates.	3. Issues to the client Scholastic Records Request Form.	None	Client Control	
4. Secure signature of the professor/s who will handle the petition subject/s.	4. Signs the petition for the special class/opening of subject form physically. If electronically signed, emails back to the student/petitioner.	None	Based on Professor response time	*Professor handling the course* College where the program is offered
5. Secure signature of the College Dean for recommendation.	5. College Deans recommends the offering of special class/opening of subject.	None	Based on College Dean response time	*College Dean's office Staff* Concerned College

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
6. Go back to the Registrar's Office for the University Registrar's signature and the assessment of fees.	6. The University Registrar signs the form and provide assessment of the fees.	Assessment Fee Undergraduate – Php 131.00/unit Master – Php 400.00/unit Doctorate – Php 500.00/unit Minimum no. of students Master – 10 Doctorate – 5	5 minutes	*Registrar Staff* University Registrar's Office
7. Secures approval by the Vice President for Academic Affairs (VPAA).	7. VPAA approves the petition of special class/opening of subject.	None	Based on VPAA response time	*VPAA Staff* Vice President for Academic Affairs
8. Client proceeds to the Accounting unit at the EMMA Center for order of payment (OP) issuance.	8. Accounting in-charge encodes the transaction of the client and issues OP number.	None	Based on Accounting Unit response time	*Accounting Staff* Accounting Unit
5. Client pays at the Cashier for assessment fees.	5. Cashier receives the payment and issues Official Receipt to the client.	None	Based on Cashier response time	*Cashier* Cash Unit
	Total:	Masters - Php 12,000.00 per	5 minutes (for University Registrar	

	subject for 1 student only Doctorate – Php 7,500.00 for 1 student only Undergraduate – Php 15,000.00 for 1 student only	Office transaction)	

7. Issuance of Scholastic Record for Walk-in Clients

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?	Graduating Students, Students who desire to transfer to another school, presently enrolled students, and representative of the student

Checklist of Requirements	**Where to secure**
1. Scholastic Records Request Form, 1 original copy	Office of the University Registrar
2. Written and Signed Authorization Letter from the owner of the scholastic record, 1 original copy	Owner of the scholastic record
3. Official Receipt, 1 original copy	CNU Cash Unit
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)	Barangay Center with Residence at least (6) months
5. Letter/Certificate of No Objection (alumni or students who already transferred to another school)	Attended Institution after CNU

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
3. Approach Window 1.	3. Window 1 in-charge asks client of his/her purpose.	None	2 minutes (Normal days) 10 minutes (Peak season)	*Requesting Section in-charge* Office of the University Registrar
4. Fill out client transaction logbook.	4. Requests the client to fill out transaction logbook.	None	1 minute	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. Ask in – charge for Scholastic Records request form.	4. Issues to the client Scholastic Records Request Form.	None	1 minute	*Requesting Section in-charge* University Registrar's Office
4. Fill up the form.	No agency action yet	None	Client Control	
8. Indicate scholastic record required.		None		
9. Submits filled up request form to the Requesting Section in-charge.	9.1. Receives duly filled up scholastic records request form. 9.2. Retrieves the permanent file of the client in the archive section. 9.3. Makes assessment of fees of the requested document. 9.4. Verifies the accountabilities of the clients posted by the Learning Resource Center in the Google sheet. 9.5. Gives client instructions on how much to pay and where to pay.	None	10 minutes	*Requesting Section in-charge* University Registrar's Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
10. Receives assessment fee of requested documents.	10.1. Hands out the assessment of fess. 10.2. 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	*Requesting Section in-charge* University Registrar's Office

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 • Subjects taken	Php 50.00 + Php 30.00 doc stamp	1 working day (2012 and up 3 working days (2011 and below)
• Graduation	Php 50.00 + Php 30.00 doc stamp	1 working day
• Certification, Authentication, and Verification (CAV)	Php 50.00 + Php 30.00 doc stamp	1 working day
• Completion of Academic Requirements (CAR)	Php 50.00 + Php 30.00 doc stamp	1 working day
• Enrolment	Php 50.00 + Php 30.00 doc stamp	1 working day

Particulars	Assessment of Fees	Processing Time
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, NCLEx, 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 Accounting Unit at the Emma Center for order of payment (OP) issuance and to secure signature of accountant/representative.	8.1. Accounting 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 Accounting Unit response time	*Accounting Staff* Accounting Unit
9. Clients process the payment.	9. Cashier receives the payment and issues Official Receipt to the client.	Please refer to assessment fees table for specific transaction	Based on Cashier response time	*Cashier* Cash Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
10. Return to Requesting Section and submits the fully accomplished request form with the Official Receipt.	10.1. Receives the duly accomplished scholastic records request form and the official receipt. 10.2. Writes the OR number and the claiming date in the scholastic records request form 10.3. Stamps at the back of the Official Receipt with releasing date. 10.4. Instructs the client to return on the release date.	None	5 minutes	*Requesting Section in-charge* University Registrar's Office
11. 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)	11.1. Receives the Official Receipts with claiming schedule. 11.2. Retrieves the permanent file in the Releasing filing rack.	None	5 minutes	*Releasing Section Over-all in-charge* University Registrar's Office
14. Receives the requested scholastic records.	14. Releases the requested Scholastic Records.	None	1 minute	
	Total:	Please refer to assessment fees table for specific transaction	7 working days & 45 minutes	

8. 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?	Graduating Students, Students who desire to transfer to another school, presently enrolled students, and representative of the student

Checklist of Requirements	**Where to secure**
1. Online Scholastic Records Request Form via Google form	Cebu Normal University Website under Registrar tab
2. Request for scholastics records form, 1 scanned or pictured copy	Owner of the scholastic record
3. Identification Documents, 1 scanned or pictured copy	Owner of the scholastic record
4. Official Receipt, 1 scanned or pictured copy	Cash Unit
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 Purpose s)	Barangay Center with Residence at least (6) months
6. Letter/Certificate of No Objection (alumni or students who already transferred to another school)	Attended Institution after CNU

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
4. 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.	4.1. 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)	*Registrar's staff* University Registrar's Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	4.2. Retrieves the requested document from electronic file of the Student Information System or hard file from the Archive Section.	None	10 minutes	*Registrar's staff* University Registrar's Office
	4.2.1. 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	
	1.5. In-charge counts the number of pages for assessment of fees and verifies if with accountabilities posted by the Learning Resource Center in the Google Sheet.	None	5 minutes	*Requesting Section in-charge* University Registrar's Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1.6. Scan Request Form with assessment, attach in the email, and transmits to the Accounting Unit.	See assessment of fees in particulars	10 minutes	*Requesting Section in-charge* University Registrar's Office
	1.9. Emails the client the status of the request and provide option to proceed to the Accounting Unit for payment of the assessment fees.	None	10 minutes	
	1.10. Receives endorsement email from Registrar's Office on the assessment fee of the requested document/s.	None	Based on Accounting Unit response time	*Accounting staff* Accounting Unit
	1.11. Checks the client's account in the Student Information System if there's a previous accountability.	None		*Clearance in-charge* Accounting Unit
	1.12. 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		
5. 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
6. Receives acknowledgement from LANDBANK after a successful payment using the LinkBiz Portal.	6.1. 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	20 minutes	*Cashier* Cash Unit
	6.2. In-charge of the Registrar's Office reviews the successful transactions in the google sheet.	None	10 minutes	*Registrar's staff* Registrar's Office
	6.3. Email client on claiming schedule.	None	10 minutes	
	6.4. 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)	*Releasing Section Over-all in-charge* University 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, 1 hour and 6-8 minutes (If the request is in order) 9 working days, 2 hours and 24 minutes (If the request is not in order)	

9. 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	Complex
Type of Transaction	G2C – Government to Citizen
Who may avail?	Female Enrolled

Checklist of Requirements	**Where to secure**
1. Application for Change Status (Family Name) In the Student's Records, 1 original copy	University Registrar's Office
2. PSA Marriage Contract (For Married Females), 1 original copy	Philippine Statistics Office (PSA)
3. Annulment Result (For Females Whose Marriage Is Annulled), 1 original copy	Philippine Statistics Office (PSA)

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
4. Approach Requesting Section.	1. Requesting Section asks client of his/her purpose.	None	2 minutes (Normal days) 5-15 minutes (Peak season)	R*equesting Section* University Registrar's Office
3. Fill out client transaction logbook.	5. Requests the client to fill out transaction logbook.	None	2 minutes	
6. Ask in – charge application for change of status (family name) in the student's records.	7. 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
8. Fill up the application form.	No agency action yet.	None	Client Control	
9. Submits filled out application form to Requesting Section.	5.1. Receives duly filled out 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	*Requesting Section* University Registrar's Office
10. Receives assessment fee of requested documents.	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 Accounting Unit for order of payment (OP) issuance and secure signature of account/representative.	7.1. Accounting 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 Accounting Unit response time	*Accounting staff* Accounting Unit
9. Clients process the payment at the Cash Unit.	8. Cashier received the payment and issues Official Receipt to the client.	Php 130.00	Based on Cashier response time	*Cashier* Cash Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
9. Return to Requesting Section 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 Official Receipt 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	*Requesting Section Staff* University Registrar's Office
10. 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).	10.1. Receives the Official Receipt with claiming schedule. 10.2. Retrieves the permanent file in the Releasing filing rack.	None	5 minutes	*Releasing Section Staff* University Registrar's Office
13. Receives the requested scholastic records.	13. Releases the requested Scholastic Records.	None	1 minute	
	Total:	Php 130.00	41-46 minutes	

10. Online 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 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?	Female Enrolled			
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	10 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	10 minutes	
	1.5. Receive endorsement email from Registrar's Office on the assessment fee of the requested document/s.	Php 130.00	Based on Accounting Unit response time	*Accounting staff* Accounting Unit

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	*Clearance in-charge* Accounting Unit
	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 staff* 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 Cash Unit response time	*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

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3.3. Email client on claiming schedule.	None	10 minutes	*Registrar's staff* Registrar's Office
	3.4. 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	7 working days	
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	*Releasing Section Over-all in-charge* University Registrar's Office
	Total:	Php 130.00	8 working days, 1 hour & 9-12 minutes (If the request is in order) 9 working days, 1 hour & 9-12 minutes (If the request is not in order)	

11. 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	University Registrar's Office
2. PSA Live Birth Certificate, 2 copies (1 original and 1 photocopy)	Philippine Statistics Office
3. Personal or Parent's Affidavit, 1 original copy	Personal or Parents
4. Affidavit of Two Disinterested Persons, 1 original copy	Notary Public
5. 2 x 2 Pictures in white background with name tag, 2 pieces	Any Photo center
6. Photocopy of school record bearing the wrong entry, 1 copy	School where student is enrolled

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
7. Approach Requesting Section.	1. Requesting Section in-charge asks client of his/her purpose.	None	2 minutes (Normal days) 5-15 minutes (Peak season)	*Requesting Section in – charge* University Registrar's Office
8. Fill out client transaction logbook.	4. Requests the client to fill out transaction logbook.	None	1 minute	
5. Ask in – charge for the request form for the correction of wrong entry the student's records.	9. 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
10. Fill up the application form.	No agency action yet	None	Client Control	
11. 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
12. 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 accounting unit at the EMMA Center for order of payment (OP) issuance and to secure signature of accountant/representative.	7.1. Accounting in-charge receives the Request form. 7.2. Encodes the transaction of the client and issues order of payment (OP) number. 7.3. Stamps the form with the name of the accountant. 7.4 Accountant/ representative signs the form.	None	Based on Accounting Unit response time	*Accounting Staff* Accounting Unit
8. Client process the payment.	8. Cashier receives the payment and issues Official Receipt to the client.	Php 130.00	Based on Cashier response time	*Cashier* Cash Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
9. Return to Requesting Section 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 Official Receipt 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	*Window 1 in – charge* University Registrar's Office
10. 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).	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)	*Releasing Section Over-all in-charge* 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	

12. Client Complaints Desk

Client complaints desk is an additional service offered by the office of the University Registrar intended to cater immediately client concerns with respects to availment of its services.

Office or Division	Office of the University Registrar
Classification	Complex
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 Transacting client

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	*Mails in – charge* University Registrar's Office
1. Fill out the Client Satisfaction Survey (CSS) Google Form at CNU Website. **OR**	1.1. Collates the Client Satisfaction Survey (CSS) Feedback.	None	1 minute	*Complaints desk officer* 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 complaint 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	

Office of the Vice President for Academic Affairs

Internal Services

1. Receiving, Recommending Approval and Releasing of Documents

The Office of the Vice President receives various types of letters, requests, reports, and other kinds of correspondences. Depending on the required appropriate action, urgency, and ultimately instruction of the Vice President, the amount of time by which the Office responds varies as well.

Office or Division	Office of the Vice President for Academic Affairs
Classification	Simple
Type of Transaction	G2G- Government to Government
Who may avail?	All employees and students of the university

Checklist of Requirements	**Where to secure**
1. Client document, (Letter request/reports, etc.)	Transacting Client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
Hand – carried documents				
1. The Client(s) prepare letter request, proposal / reports submission with complete necessary details.	1. Vice President for Academic Affairs (VPAA) staff received the documents and assess request submitted by the client for VPAA's signature/ approval. 1.1. *Lacking documents* – Return to client for compliance. 1.2. *Complete documents* – Receive and guide the client in filling out the Incoming Logbook.	None	5 minutes	*VPAA Staff* Office of the Vice President for Academic Affairs

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Submit to the Office of the VPAA for recording and document tracking. 2.1. Client(s) manually log document details in the Incoming Logbook provided.	2.1. The VPAA Staff will then forward/ hand over the documents to the Vice President or OIC in- charge for his/her signature and or approval.	None	2 minutes (time may vary depending on the availability of the VPAA)	*VPAA Staff* Office of the Vice President for Academic Affairs
	2.2. Review documents for appropriate action, comments and suggestion. 2.2.1. The Vice President will then signed/ approved/ disapproved the documents.	None	2 hours (time may vary depending on the availability of the VPAA)	*Vice President for Academic Affairs* Office of the Vice President for Academic Affairs
	2.3. Countercheck the signed documents to ensure that none are unsigned. 2.3.1. Log documents for release.	None	10 minutes	*VPAA Staff* Office of the Vice President for Academic Affairs
	2.4. Inform the client that the documents have been approved/disapproved and is ready to claim. 2.4.1. The VPAAI Staff will then forward the document to the Office of the President or on the next signatories.	None	5 minutes	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. The Client(s) will claim and receive the signed/ with notice/ disapproved documents/letters acted by the Vice President.	3. The VPAA staff will release the documents and assist the client in signing the outgoing logbook for recording and document tracking.	None	1 minute	*VPAA Staff* Office of the Vice President for Academic Affairs
	Total:	None	2 hours & 23 minutes (time may vary depending on the availability of the VPAA)	
Online Transactions				
1. The Client(s) will send request, proposal /reports submission with complete necessary details.	1. Received and review completeness of attachments. 1.1. *Lacking documents* – Return to client for compliance. 1.2. *Complete documents* – Receive the documents.	None	5 minutes	*VPAA Staff* Office of the Vice President for Academic Affairs
	2. Forward/ email the documents to the Vice President for his/her signature and or approval.	None	2 minutes	
	3. Review documents for appropriate action, comments and suggestion. 3.1. The Vice President will then attach his/her e- signature.	None	1 hour	*Vice President for Academic Affairs* Office of the Vice President for Academic Affairs

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	3.2. The VPAA staff will then attach the Vice President's e-signature along with the VP's directives.			
	4. The VPAA staff will email back the signed documents to the client(s).	None	2 minutes	*VPAA Staff* Office of the Vice President for Academic Affairs
LAST STEP: Assigned Staff requests the customer to fill-out the office client 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 Unit at qa@cnu.edu.ph	**Total:**	None	1 hour & 9 minutes	

OFFICES/UNITS/COLLEGE UNDER THE VICE PRESIDENT FOR SPECIAL NEEDS,

EARLY CHILDHOOD, INTERNATIONALIZATION AND LIFELONG LEARNING (VP-RPICE)

College of Special Needs, Early Childhood Education, and Lifelong Learning

External Services

1. New Student Admission for Undergraduate Studies

The College of Special Needs, Early Childhood Education and Lifelong Learning 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 Special Needs, Early Childhood Education and Lifelong Learning (CSNECELL)
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. 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. 2×2 decent colored ID picture with name tag and white background, 3 copies	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 TASU 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 (CSNECELL) 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*

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Fills up the given forms and attached 2x2 picture: • 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 database. 2.6. Returns the admission testing form to the applicant. 2.7. Instructs to proceed to the testing & admission 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 Staff* 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 Accounting Unit response time	*Accounting Staff* Accounting 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 Cashier response time	*Cashier* Cash Unit

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
5. Go to the testing & admission unit for the assignment of the test schedule.	5.1. Receives the testing 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 & Admission Unit response time	*Testing & Admission Staff* TAS 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 Testing & Admission 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 Testing & Admission 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	*Dean's office staff* College Dean's office
	Total:	None	2 working days	

2. New Student Admission for Graduate Studies

The College of Special Needs Education, Early Childhood Education and Lifelong Learning 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 Special Needs, Early Childhood Education and Lifelong Learning (CSNECELL)
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. 2×2 decent colored ID picture with name tag and white 3. Graduate Studies Applicant Profile Sheet, 1 original copy 4. GS Testing Admission Form with 2×2 colored picture with name tag and signature, 1 original copy	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 *Staff* 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 database. 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 *Staff* 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 & admission 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	*Testing & Admission Staff* TAS 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 Testing & Admission Unit.	None	2 working days	*Dean's office staff* College Dean's office
Total:		None	2 working days	

College of Special Needs, Early Childhood Education, and Lifelong Learning

Internal Services

1. 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 Special Needs, Early Childhood Education and Lifelong Learning (CSNECELL)
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:	
• Personal Data Sheet, 1 original copy	College Admission Committee
• Original Senior High School Card	School where enrollee graduated from
• Certificate of Transfer Eligibility with Informative copy (for Transferees)	School where enrollee graduated from
• Original copy of certificate of good moral character, 1 copy	School where enrollee graduated from
• Original copy of PSA Live Birth Certificate, 1 copy	PSA office
• Original copy of PSA Marriage Certificate (Married Female Students ONLY)	PSA office
• Request for diagnostic examinations, 1 original copy	College Admission Committee
• Results of the diagnostic examinations, 1 original copy	Any diagnostic laboratory
• Medical Certificate, 1 original copy	Cebu Normal University Physician
• Expanded long brown envelope 1 pc	Any office/school materials supplier
• 2 pcs mailing ordinary long white envelope	Any office/school materials supplier
• 2 pcs 2x2 I.D. pictures	Any Photocenter
• Postage stamp worth Php 30.00	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 & admission 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.	The Admission committee 2.1. Interviews 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	*Admission Committee*
3. Fills out 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 Clinic. 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 clinic.	5.1. Receives examination results. 5.2. Conducts physical examination. 5.3. Issues medical certificate.	None	Based on University Clinic response time	*University Physician* 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	*Office Staff* University Registrar's Office
	Total:	None	30 minutes	

2. 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 Special Needs, Early Childhood Education and Lifelong Learning (CSNECELL)
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** • Application for admission approved and signed by the Dean, 1 original copy	College Dean's Office
• Personal Data Sheet, 1 original copy	Enrolment Committee
• Certificate of Transfer Eligibility with informative copy (original), 1 copy	School graduated from
• Original copy of certificate of good moral character, 1 copy	School graduated from
• Photocopy of Transcript of Records, CNU Graduates ONLY	CNU Registrar's Office
• Expanded long brown envelope, 1 pc	Any office/educational supplier
• Original copy of PSA live Birth Certificate, 1 copy	Philippine Statistics Authority (PSA)
• Original copy of PSA Marriage Contract (for Female Married students ONLY), 1 copy	Philippine Statistics Authority (PSA)
• 2 pcs 2x2 colored picture	Any Photo center
• Postage Stamp worth Php 30.00	Local Post Office
FOR OLD STUDENTS • Semestral Clearance	College Dean's Office
• Evaluation of Grades (for incoming teaching interns)	CNU Registrar's Office

• Plotting form (for irregular students)		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	*Office Staff* 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	*Enrolment Committee* College Dean's Office
3. Fills out the plotting form with the subjects for enrolment according to year level and program offering. Gives the plotting form to the enrolment committee.	3. Checks the completeness and correctness of schedule ID.	None	3 minutes	
4. Go to the encoding area for subject encoding.	4. Encodes the subjects and issues assessment form.	None	5 minutes	*Enrolment Committee* 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 Cashier response time	*Cashier* 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	*Enrolment station in – charge* 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 for order of payment (OP) issuance.	5. Encodes the transaction of the client and issues OP number.	None	Based on Accounting Unit response time	*Accounting Staff* Accounting Unit
6. 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 Cashier response time	*Cashier* Cash Unit
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. 3.3. Instruct student to bring study load on the first day of class.	None	5 minutes	*Enrolment station in – charge* University Registrar's Office
	Total:	None	13 minutes	

3. 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	Posted in CNU official facebook page (www.facebook.com/cebunormaluniversityofficial)
2. List of Requirements for enrolment:	
FOR NEW STUDENTS	
• Application for admission approved and signed by the Dean	College Dean's Office
• Personal Data Sheet, 1 original copy	Admission Committee
• Certificate of Transfer Eligibility with informative copy, 1 original copy	School graduated from
• Original copy of certificate of good moral character	School graduated from
• Photocopy of Transcript of Records, CNU Graduates ONLY	CNU Registrar
• Expanded long brown envelope 1 pc	Any office/educational supplier
• Original copy of PSA live Birth Certificate	Philippine Statistics Authority (PSA)
• Original copy of PSA Marriage Contract (for Female Married students ONLY)	Philippine Statistics Authority (PSA)
• 2 pcs 2x2 colored picture	Any Photo center
• Postage Stamp worth Php 30.00	Local Post Office
OLD STUDENTS	
• Semestral Clearance, 1 original copy	Dean's office
1. Assessment of fees for enrolment, 1 original	Course encoding in-charge
2. Official Receipt of Payment for Enrolment, 1 original copy	Cebu Normal University Cash Unit

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 & admission unit.	1. Issues the posted list of qualifiers.	None	As scheduled	*Testing & Admission Staff* TAS Unit
2. Calls the College Dean's Office to book an appointment schedule with the Department Head of the program applied to.	2. Gives the applicants an available appointment schedule with the Department Head of the program they applied to.	None	5 minutes	Dean's Office *Staff* College Dean's Office
3. Proceeds to the office of the College Dean on interview schedule.	3.1. Engage in conversations with the new applicants. 3.2. Issue a personal data sheet and a list of requirements for enrolment.	None	30 minutes	*Admission Committee* 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	*Registrar Staff* University Registrar Office
5. Presents the pre-enrolment form to the enrolment committee.	5. Issues the enrolment plotting form.	None	5 minutes	*Enrolment Committee* 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. Check and verify the courses plotted according to the course offering per program and its schedule ID. 6.2. Hand down 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 unit for order of payment (OP) issuance.	8. Encode the transaction of the client and issue the OP number by in charge.	None	Based on Accounting Unit response time	*Staff in-charge* Accounting 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	Based on Cashier response time	*Cashier* 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	*Enrolment station in-charge* University Registrar's Office
	Total:	As per Student category	1 hour & 18 minutes	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Old Student				
1. Proceeds to the office of the College Dean.	1. Provide academic counselling by the respective Department Heads of the degree programs.	None	15 minutes	*Department Head* 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. Check and verify the courses plotted according to the course offering per program and its schedule ID. 3.2. Hand the verified plotting form back to the enrollee.	None	3 minutes	
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. Proceed to the accounting office for order of payment (OP) issuance.	5. Encode the transaction of the client and issue the OP number by in-charge.	None	5 minutes	*Staff in – charge* Accounting Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
6. Client pays the tuition fee.	6. Receive the payment and issue the Official Receipt to the client by the Cashier	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	*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 the validated study load on the first day of classes.	None	3 minutes	*Enrolment in Charge* University Registrar's office
Total:		According to program	41 minutes	

Office of Internationalization & Global Citizenship

External Services

1. Development and Implementation of International Partnerships

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

Office or Division	Office for Internationalization & Global Citizenship
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government
Who may avail?	CNU Proponent (Administrative Officials, Unit Heads, Students, Faculty, and Non-teaching Staff); International Organizations and Agencies

Checklist of Requirements	**Where to secure**
1. Letter of Intent (LOI), 1 original copy 2. Other supporting documents: • Updated profile of the institution/organization/agency • Areas of potential collaboration • Place in World Rankings and Accreditations • Niches of the institution • Existing partnership & network (especially within the Philippines) • Website	Transacting Client 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. 1.1 If documents are insufficient, request transacting client to submit supporting documents.	None	30 minutes	*Office Staff* Office for Internationalization & Global Citizenship

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: 2.1. Review letter of intent and other support documents. 2.2. Accomplish the Qualifications for International Partners Form. 2.3. Coordinate with other units for an exploratory meeting. 2.4. Invite potential partner for an exploratory meeting.	None	5 working days	*Office Staff/IZNGC Director* Office for Internationalization & Global Citizenship
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	*Office Staff/ IZNGC Director and other Administrative Officials or Unit Heads* Office for Internationalization & Global Citizenship
4. Wait for draft MOU/MOA.	4. Draft MOU/MOA. 4.1. Submit draft MOU/MOA to other units for review. 4.2. Share draft MOU/MOA to potential partner for review.	None	5 working days	*Office Staff/IZNGC Director* Office for Internationalization & Global Citizenship

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
5. Review draft MOU/MOA.	5. Wait for feedback.	None	5 working days	*Office Staff* Office for Internationalization & Global Citizenship
6. Submit reviewed MOU/MOA.	6. Receive, record and acknowledge the submission. 6.1. Finalize the MOU/MOA. 6.2. Submit the prospective foreign partner and MOU/Moa to the CHED International Affairs Service (IAS).	None	10 working days	
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/IZNGC Director* Office for Internationalization & Global Citizenship

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 (BOR). 8.1. Present partnership to the BOR. 8.1.1. If approved, wait for the passage of the BOR Resolution. 8.1.2. If disapproved, inform transacting client.	None	30-31 working days	*Office Staff/IZNGC Director* Office for Internationalization & Global Citizenship
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. 9.2. submit MOU/MOA to the CHED Registry of Linkages of Philippine HEIs.	None	1 working day	
10. Implement the program/activity based on the MOU/MOA.	10. Inform Internationalization Chair about the confirmation of the MOU/MOA.	None	1 working day	
LAST STEP: Assigned Staff requests the customer to fill-out the office client 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 Unit at qa@cnu.edu.ph	**Total:**	None	66-67 working days & 30 minutes	

Office of Internationalization & Global Citizenship

Internal Services

1. Securing Authority to Travel Abroad on Official Business

Pursuant to the CHED Memorandum Order No. 3 s.2025 entitled, "Updated Guidelines for Securing Authority to Travel Abroad for State Universities and Colleges (SUCs)," as well as CNU Memorandum Order No. 4, s.2023 and Memorandum Circular No. 43, s.2024, the IAS Form 15 (Assessment of Necessity and Legitimacy of Foreign Travel for SUCs Personnel Form) is presented to clients who request to travel abroad on official business.

Office or Division	Office for Internationalization & Global Citizenship
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizens
Who may avail?	CNU Personnel (Administrative Officials, Unit Heads, Faculty, and Non-teaching Staff)

Checklist of Requirements	Where to secure
1. IAS Form 15: Assessment of Necessity and Legitimacy of Foreign Travel for SUCs Personnel Form, 1 original copy	Office for Internationalization & Global Citizenship
2. Invitation Letter/Acceptance Letter, 1 original copy	Event/Conference organizer
3. Profile of Organizer, 1 original copy	Event/Conference organizer/ website Event/Conference organizer/ website
4. Background Information on International Event/Conference/Meeting, 1 original copy	
5. Re-entry Action Plan, 1 original copy	Office for Internationalization & Global Citizenship; Transacting Client
6. Certification from the Unit Head (for Paper Presentations), 1 original copy	Office for Internationalization & Global Citizenship; Research and Development and Publications Office
7. CHED IAS / CHEDRO VII Assessment. 1 copy	Office for Internationalization & Global Citizenship
8. BOR Resolution 8.1. Other documents required by the Board of Regents • Executive Brief • Itinerary of Travel • Certification of Availability of Funds • Abstract (for Paper Presentations) • Legal Unit Endorsement	Office of the Board and University Secretary; Office for Internationalization & Global Citizenship; Dean's Office, Accounting Office; Legal Unit; Transacting Client
9. Memorandum-A/F-TA, 1 copy	Office of the University President

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit supporting documents (requirements no. 2 – no. 6)	1. Receive, records, & acknowledge submission and present IAS Form 15. 1.1. If documents are insufficient, request transacting client to submit lacking documents.	None	5 minutes	*Office Staff* Office for Internationalization & Global Citizenship
2. Wait for approval of IAS Form 15.	2. Evaluate international event/conference/meeting and supporting documents. 2.1. Accomplish IAS Form 15. 2.2. Forward IAS Form 15 to the Office of the University President. 2.3. Sign IAS Form 15.	None	3 working days	*Office Staff/IZNGC Director & University President* Office for Internationalization & Global Citizenship, Office of the University President
3. Wait for CHED Assessment.	3. Write a cover letter to the CHED Regional Office VII of CHED IAS Director. 3.1. Submit application for foreign travel assessment to the CHED ROVII. 3.2. Submit application for foreign travel assessment to the CHED IAS (*if concerning University President foreign travel)*.	None	10 working day	*Office Staff/IZNGC Director* Office for Internationalization & Global Citizenship

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. Wait for of the Administrative Council.	4. Receive, record & acknowledge CHED IAS Assessment. 4.1. Fill out CHED Client Satisfaction Survey. 4.2. Forward CHED Assessment to the Office of the University President and the Office of the Board and University Secretary. 4.3. Inform transacting client about CHED Assessment. 4.4. Present request to travel abroad to the Administrative Council. 4.4.1. 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. 4.4.2. If disapproved, inform transacting client	None	5 working days	*Office Staff/IZNGC Director* Office for Internationalization & Global Citizenship
5. Wait for approval of the Board of Regents. 5.1. Wait for the release of the Memorandum / Travel Authority.	5. Present request to travel abroad to the BOR/Request for BOR Referendum. 5.1. Wait for the passage of the BOR Resolution.	None	10 working days	*Office Staff/ & University President* Office for Internationalization & Global Citizenship, Office of the University President

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	5.2. If disapproved, inform transacting client. 5.3. Release Travel Authority.			
6. Submit report after official travel.	6. Receive, record, & acknowledge submission. 6.1. Submit report to CHED IAS.	None	1 working day	*Office Staff* Office for Internationalization & Global Citizenship
LAST STEP: Office staff requests the customer to fill-out the office client 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 Unit at qa@cnu.edu.ph	**Total:**	None	29 working days & 5 minutes	

2. Securing Authority to Travel Abroad on Personal Capacity (For Faculty / Non-teaching Staff)

For foreign travels on personal capacity / purpose, the CNU Foreign Travel Recommendation Form is presented to the client, alongside a checklist of other requirements pursuant to CNU Memorandum Order No. 4, s.2023 and Memorandum Circular No. 43, s.2024.

Office or Division	Office for Internationalization & Global Citizenship
Classification	Simple
Type of Transaction	G2C – Government to Citizens
Who may avail?	CNU Client (Administrative Officials, Unit Heads, Faculty, and Non-teaching Staff)

Checklist of Requirements	**Where to secure**
1. Request letter *(addressed to the University President),* 1 original copy	Transacting Client
2. CNU Foreign Travel Recommendation Form, 1 original copy	Office for Internationalization & Global Citizenship
3. Affidavit of Undertaking for Travel Abroad on Personal Capacity *[Notarized]*	Office of the University President
4. Certificate of Employment, 1 copy	Human Resource Management Unit
5. CSC Form No. 7 s. 2017 – Clearance Form *for 30 days & over travels)*	Human Resource Management Unit
6. Memorandum-PC/P-TA: Travel Authority on Personal Capacity/Purpose	Office of the University President

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Request for CNU Foreign Recommendation Form.	1. Acknowledge request and provide CNU Foreign Recommendation Form as well as checklist of supporting documents.	None	5 minutes	*Office Staff* Office for Internationalization & Global Citizenship

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
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 transacting client to submit lacking documents. 2.2. Review CNU Foreign Travel Recommendation Form. 2.3. Sign CNU Foreign Travel Recommendation Form.	None	1 working day	*Office Staff/IZNGC Director* Office for Internationalization & Global Citizenship
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	*Office Staff* Office for Internationalization & Global Citizenship
LAST STEP: Office staff requests the customer to fill-out the office client 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 Unit at qa@cnu.edu.ph	**Total:**	None	2 working days and 5 minutes	

3. Securing Authority to Travel Abroad on Personal Capacity (For Students)

While such travel is undertaken in a personal capacity and not as official university business, CNU may require the submission of the CNU Foreign Travel Recommendation Form for student for documentation and proper coordination.

Office or Division	Office for Internationalization & Global Citizenship
Classification	Simple
Type of Transaction	G2C – Government to Citizens
Who may avail?	CNU Students

Checklist of Requirements	**Where to secure**
1. Excuse Letter, 1 original copy 2. CNU Foreign Travel Recommendation Form, 1 original copy 3. Liability Waiver and Undertaking *[Notarized]* 4. Invitation Letter/Acceptance Letter as well as program and profile of organizer *(for extra-curricular purposes)*, 1 copy	Transacting Client Office for Internationalization & Global Citizenship Office for Internationalization & Global Citizenship Event/Conference Organizer/Website

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Request for CNU Foreign Recommendation Form.	1. Acknowledge request and provide CNU Foreign Recommendation Form as well as checklist of supporting documents.	None	5 minutes	*Office Staff* Office for Internationalization & Global Citizenship
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 transacting client to submit lacking documents.	None	1 working day	*Office Staff/IZNGC Director* Office for Internationalization & Global Citizenship

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	2.2. Review CNU Foreign Travel Recommendation Form. 2.3. Sign CNU Foreign Travel Recommendation Form.			
3. Fill-out and sign the Liability Waiver and Undertaking 3.1. Ask parent or guardian to sign the Liability Waiver and Undertaking.	3. Keep endorsed form as well as the signed waiver and undertaking for documentation	None	1 working day	*Office Staff* Office for Internationalization & Global Citizenship
LAST STEP: Office staff requests the customer to fill-out the office client 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 Unit at qa@cnu.edu.ph	**Total:**	None	2 working days and 5 minutes	

4. Student Internship Abroad Program (SIAP) Application

The CNU Student Internship Abroad Program (SIAP), pursuant to the CHED Memorandum Order No. 10, s.2023, provides CNU undergraduate students valuable international practical experience. The CNU SIAP is voluntary in nature on the part of the students notwithstanding that the curriculum requires international internship.

Office or Division	Office for Internationalization & Global Citizenship
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizens
Who may avail?	CNU Undergraduate Students

Checklist of Requirements	Where to secure
Eligibility Requirements:	
1. Must be a Filipino Citizen	
2. Must be at least 20 years old at the time of OJT/internship	
3. Currently enrolled in the OJT / internship / practicum subject at Cebu Normal University and must have completed at least 75% of professional units for particular program	Office of the University Registrar; Applicant's College/Department
4. Must meet the academic requirements of no No Grade "NG", no grade below 2.5., and at least an average of 2.0 in all semesters prior to OJT or internship	Office of the University Registrar; Applicant's College/Department
5. Physically, mentally, and emotionally fit and have passed the physical and psychological examinations as certified by Department of Health (DOH) accredited clinics and hospitals	DOH-accredited clinic/hospital
Screening Requirements:	
1. Letter of Intent (LOI), attached with photocopy of updated passport	Transacting Client
2. Affidavit of written consent from parents/guardian *[Notarized]*	
3. Academic Standing	Office for Internationalization & Global Citizenship
4. Recommendation Forms from at least two (2) CNU professors	Office of the University Registrar CNU Professors

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit application documents to the Office for Internationalization & Global Citizenship.	1. Receive complete documents. 1.1. Evaluate application documents.	None	1 working day	*Office Staff, Head for International Exchange & IOJT Programs for Students and IZN Chair*
	1.2. Invite the applicant to an interview.		2 working days	*Office Staff* Office for Internationalization & Global Citizenship
	1.3. Prepare logistics for the interview.		5 working days	
2. Attend interview.	2. Interview the applicant.	None	10 minutes	*Head for International Exchange & IOJT Programs for Students and IZN Chair*
	2.1. Process the result of the interview.		3 working days	*Assigned Staff, Head for International Exchange & IOJT Programs for Students and IZN Chair*
3. Wait for official notification of acceptance to the SIAP.	3. Inform the applicant of the result of the application.	None	2 working days	*Office Staff* Office for Internationalization & Global Citizenship

LAST STEP: Assigned 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	13 working days and 10 minutes	

OFFICES/UNITS UNDER 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	Transacting client
2. Supporting Documents, 1 photocopy	Transacting client

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Submission of Extension proposals by Project Proponents to the office	1.1. Initial checking of the submitted attachments of the Extension Proposals. 1.2. Incomplete attachment, return the proposal to the proponents for completion.	None	5 – 10 working days	*Office Staff* Extension Services Office
	1.3. Forward to the Director of Extension Services for perusal and approval.	None	1 – 2 working days	
	1.4. Reviews the proposal. 1.5. Makes recommendations. 1.6. Forward to the VP-RPRICE.	None	4 – 6 working days	*Director* Extension Services Office
	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	Transacting client
2. Supporting documents, 1 copy	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	*Office Staff / Director* 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	*Director* 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	*Office Staff* Extension Services Office
	Total:	None	13 working days	

Office of the Ethics Review Committee

Internal Services

1. Research Ethics Review Process

The office of the Ethics Review Committee is committed to provide service in the form of research ethics review for student (undergraduate and graduate) and faculty researchers to ensure an ethically sound research studies that protects not only the welfare and the rights of the human participants but also the researchers themselves from future financial, mental, or legal consequences that may arise due to unethical concerns in the protocol. The ERC holds their committee meeting twice a month (middle and last week of the month).

Office or Division	Office of the Ethics Review Committee (ERC)
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizens G2G – Government to Government
Who may avail?	CNU Student (undergraduate and graduate) and CNU faculty researchers

Checklist of Requirements	Where to secure
FOR ETHICS REVIEW ONLINE SUBMISSION • Cover Letter (PDF) addressed to the ERC Chair • Approved Protocol / Proposal (w/ CV, Gantt Chart, Research Instrument) (PDF) • Signed Compliance Checklist (for students) / Technical Review Board (TRB) approval from RDP (for faculty research) (PDF) • Form 1: Protocol review application form (Excel) • Form 2: Protocol review assessment form (Excel) • Form 3: Informed consent form checklist (Excel) • Form 4: Participant information sheet & informed consent (for legal-aged participants) (PDF) • Form 5: Child information sheet and assent form (for minor participants) (PDF) • Form 6: Detailed budget sheet (Excel) • Form 7: Document receipt form (Excel)	All forms are available for download at CNU website>Services>Ethics Review Committee.

• Form 8: Exemption from Review Application (PDF) • Processing fee (only for graduate studies and funded researches)				
Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
FOR PROTOCOLS WITH EXEMPTION FROM REVIEW DECISION				
1. Online submission of all documentary requirements for initial review.	1. The ERC secretariat acknowledges the completeness of the submission. If lacking or unaccomplished documents are found, the researcher will be notified of the lacking or unaccomplished documents.	None	5 working days	*ERC secretariat* Office of the Ethics Review Committee
2. Receipt of decision and exemption from review certificate.	2. The ERC secretariat informs the researcher about the decision regarding their protocol after the bimonthly ERC meeting and prepares the Exemption from Review Certificate to be released after the ERC meeting.	Masteral Studies – Php 1,500.00 Doctoral Studies – Php 2,000.00	15 working days	
	Total:	Masteral Studies – Php 1,500.00 Doctoral Studies – Php 2,000.00	20 working days	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
FOR PROTOCOLS WITH EXPEDITED OR FULL BOARD DECISION				
1. Online submission of all documentary requirements for initial review.	1. The ERC secretariat acknowledges the completeness of the submission. If lacking or unaccomplished documents are found, the researcher will be notified of the lacking or unaccomplished documents.	None	5 working days	*ERC secretariat* Office of the Ethics Review Committee
2. Receipt of decision.	2. The ERC secretariat informs the researcher about the decision after the bimonthly ERC meeting and forwards the protocol and all forms to the assigned reviewers for ethics review and will be discussed again in the next bimonthly ERC meeting.	Masteral Studies – Php 1,500.00 Doctoral Studies – Php 2,000.00	30 working days	
3. Submission of revised protocol and/ or informed consent form.	3. The ERC secretariat forwards the comments to the researcher. After submission of the revised protocol and/ or informed consent form, the ERC secretariat forwards the documents to the assigned primary investigator for review.	None	20 working days	

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
4. Release of Notice to Proceed (Protocols are subject to application for ethics clearance after the study has been completed)	4. After all comments are complied, the ERC secretariat gives the Notice to Proceed (data gathering) to the researcher.	None	5 working days	*ERC secretariat* Office of the Ethics Review Committee
	Total:	Masteral Studies – Php 1,500.00 Doctoral Studies – Php 2,000.00	60 working days	

Research Development and Publication 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 Development and Publication (RDP) Office
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may avail?	Researchers both professional and student

Checklist of Requirements	**Where to secure**
1. Request for plagiarism check form, 1 original copy 2. Official Receipt, 1 original copy 3. 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	*Staff in – charge* RDP Office
2. Pay the plagiarism check fees.	2.1. Receive the payment. 2.2. Issues official receipt (OR).	As assessed	Based on Cashier response time	*Cashier* 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. 3.2. Request for the submission of the electronic copy through e-mail: crdsupport@cnu.edu.ph. 3.3. Set date for follow – up.	None	5 minutes	*Staff in – charge* RDP Office
	3.4. Check RDP official mail. 3.5. Initiate plagiarism check run.	None	3 working days	
	3.6. Notifies the client on initial result. 3.7. Give instructions for compliance.	None		
4. Client follows up the result.	4.1. Inform the client on the initial result of the plagiarism run. If >10%, proceed to Step 5. If ≤ 10%, Proceed to Step 7.	None		*RDP Staff* RDP Office
	4.2. Give instructions to the client on what to do to lower the Similarity Index.	None	1 working day	
5. Revises the manuscript to lower the similarity index.	5. Repeats Step 3.5. **(2nd run & 3rd run).**	None	1 working day	
6. Claims Plagiarism Check Certificate.	6.1. Issuance of Plagiarism Check Certificate. 6.2. 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 & 5 minutes	

Research Development and Publication 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 Publication (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**
1. Full blown research proposal with complete attachments: ● 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 Publication (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**
1. Request Letter request address to the President initially signed by the College Dean and Research Chair together with the following attachments: • 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**
Research paper already 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	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.***). ***OR*** 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 & 30 minutes	

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 Publication (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**
1. Request Letter request address to the President initially signed by the College Dean and Research Chair together with the following attachments: • 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 & 15 minutes	

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. 2×2 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. 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. • 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 Testing and Admission Services 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 TASU 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	*Dean's office staff* College Dean's office
	Total:	None	2 working days	

2. 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. 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	School where the applicant graduated Senior HS
2. Original Copy of Certificate of Good Moral Character	School where the applicant graduated Senior HS
3. Original Copy of PSA Birth Certificate	PSA Office
4. Postage Stamp worth Php 40.00, 1 pc	BIR Office or Postal Office
5. 2 x 2 colored ID picture, 3 pcs.	Any photocenter
6. Expanded Brown Envelope, 1 pc.	Any office/educational materials supplier
7. Medical Certificate (Stool test result, x-ray result, CBC result, urinalysis)	Nearby diagnostic laboratory

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
Carried Documents (incoming 1st year students)				
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	

2. 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	

3. 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	

4. 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. 2×2 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	*Office Staff* 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. • 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	*Dean's office staff* 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. 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. 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 Doc stamp Php 30.00	5 mins	
	2.4. Initiates the required service on the student's record	None	7 working days	
	Total:	Php 130.00	7 working days & 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?	Alumni

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	*Office Staff* Campus Director's Office
2. Proceed to the main campus to Submit the filled request form and payment of fees.	2. Receives and checks the form if filled completely and correctly.	Php 1,000.00	7 working days	*Registrar's Staff* University Registrar's Office
	Total:	Php 1,000.00	7 working days & 5 minutes	

Cebu Normal University – Medellin Campus

Internal Services

1. 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	Campus Director's office
2. Pre – enrolment requirements • 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	Campus Director's office
3. Laboratory results, 1 original	Nearby diagnostic laboratory

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Perform the following 1.1. Checks if his/her name is in the list of passers posted in the designated area.	1.1. Campus Director schedules the interview of the qualifiers.	None	5 mins	*Campus Director* 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	*Assigned Faculty Interviewers* 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. • Personal Data Sheet, • list of requirements for the free tuition; and • Pre-enrolment form	None	10 mins	*Campus Registrar-in-Charge* 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	*Office Staff /Campus Nurse* Campus Director's Office /CNU Medellin Clinic
	Total:	None	1 hour & 45 minutes	

2. 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	

3. 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	*Enrolment Committee* 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		*Enrolment Committee* 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	*Program Chairs; Enrolment Committee* 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	*Enrolment Committee* Campus Director's Office
IRREGULAR Student 1. Submits a plotting form.	1.1. Evaluate the plotting form. 1.2. Release the approved plotting form to the student.	None	4 hours	
	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 & 15 minutes	

4. 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. 2.2. Photocopies the form to be the received copy of the student. 2.3. Transmits the request to the main campus.	None	5 mins	
	2.4. Instructs the client for the required fees.	Php 100.00		
	2.5. Initiates the required service on the student's record.	None	7 working days	
	Total:	Php 100.00	7 working days & 10 minutes	

5. 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**
3. Secures the needed form in the office or via online.	2. Gives the needed form and mentors in the filling up of the needed information.	None	5 mins	*Office Staff* Campus Director's Office
4. Submits the filled-out form in the office or via online.	2.5. Receives and checks the form if filled-out completely and correctly. 2.6. Photocopies the form to be the received copy of the student. 2.7. Transmits the request to the main campus.	Php 100.00 Doc stamp Php 30.00	5 mins	
	2.8. Initiates the required service on the student's record	None	7 working days	
	Total:	Php 130.00	7 working days & 10 minutes	

6. 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**
2. Inquires on the needed documents to be given scholastic records.	1. Facilitates the inquiry on the issuance of the pertinent documents.	None	5 minutes	*Office Staff* Campus Director's Office
2. Proceed to the main campus to Submit the filled request form and payment of fees.	2. Receives and checks the form if filled completely and correctly.	Php 1,000.00	7 working days	*Registrar's Staff* University Registrar's Office
	Total:	Php 1,000.00	7 working days & 5 minutes	

FEEDBACK AND COMPLAINTS

<table>
<tr><th colspan="2">FEEDBACK AND COMPLAINTS MECHANISM</th></tr>
<tr><td>How to send a feedback?</td><td>

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 Quality Assurance then click customer satisfaction survey.

If you receive an email from any office of CNU, click the link embedded in the email. See sample below.

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Please help us improve our services by clicking this link to our evaluation form: https://forms.gle/PhLCrPozF1na57ad8
</td></tr>
<tr><td>How feedbacks are processed?</td><td>Feedbacks received through the various channels are processed in either or combination of the following ways
1. Investigation conducted by the Director for Quality Assurance.
2. Referral of the complaint to the concerned unit/office and to its higher office.
3. Discussion of the concern in the top management review.
4. Discussion of the complaint with the University President and the legal unit after investigation had been conducted.</td></tr>
<tr><td>How to file complaints?</td><td>Complaints can be filed in any of the following ways
1. Mail the complaints to
1.1. qa@cnu.edu.ph (Quality Assurance Unit)
1.2. information@cnu.edu.ph (Information and FM Station Unit)
1.3. pres@cnu.edu.ph (Office of the University President)
2. Write a formal complaint and send to
2.1. Quality Assurance Unit (QA) qa@cnu.edu.ph
2.2. Information and FM Station Unit info@cnu.edu.ph
3. Complaints can also be filed via landline
Contact number/s:
Trunk Line (032) 254 – 1452; (032) 254 – 6814
Local Number: QA – 157
IFMSU – 115
Required information for valid complaints
• Name of the person being complained</td></tr>
</table>

	• Description of the incident • Evidence • Name of the complainant For inquiries and follow up, the client may call the office catering to his/her complaint (office where complaint was initially received).
How complaints are processed?	1. The complaint received will be evaluated by the complaint officer. 1.1. Complaints received by the QA unit will be transmitted to the university complaint officer. 1.2. Complaints received by the IFMSU 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 4.1. VP – Administration, Finance and External Affairs for complaints concerning Administrative transactions. 4.2. VP – Academics Affairs for Academic concerns. 4.3. VP – Special Needs, Early Childhood Education, Internationalization and Lifelong Learning for Special Needs, Early Childhood Education and Internationalization concerns 4.4. VP – RPICE for Research and Extension concerns.
Contact information of ARTA, PCC, CSC	**Anti – Red Tape Authority** Email: complaints@arta.gov.ph Landline: (02) 478-5091 | 478-5099 **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 **Civil Service Commission (CSC) – Contact Center ng Bayan** Email: email@contactcenterngbayan.gov.ph Hotline: (02)932-0111 Text CSC: 0917-8398272

LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Office under the University President		
Office of the University President	Administration 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
Cebu Normal University - Balamban Campus	Balamban, Cebu	Direct: (032) 354 6460 Email: balambancampus@cnu.edu.ph
Cebu Normal University - Main Campus		Email: omcd@cnu.edu.ph
Cebu Normal University - Medellin Campus	Medellin, Cebu	Direct: (032) 436-2029 Email: medellincampus@cnu.edu.ph
Income Generating Projects Services	CTE Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 119 Email: igp@cnu.edu.ph
Information & Communication Technology Unit	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 0/187 Email: icto@cnu.edu.ph
Information Unit and FM Station Unit	Administration Building Osmeña Blvd, Cebu City	Direct: (032) 253 8156 Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 115 Email: info@cnu.edu.ph
Internal Audit Unit	Administration Building Osmeña Blvd, Cebu City	Direct: (032) 253-6223 Trunk Line: (032) 254 – 1452 Local: 126 Email: internalaudit@cnu.edu.ph
Legal Unit	Administration Building Osmeña Blvd, Cebu City	Email: legal@cnu.edu.ph
Office of the Board and University Secretary	Administration Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: sec@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

Project Management Unit	TAC Building Osmeña Blvd, Cebu City	Email: pmu@cnu.edu.ph
Quality Assurance Unit	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 157 Email: qa@cnu.edu.ph
Security and Safety Unit	Osmeña Blvd, Cebu City	Email: chiefsecurity@cnu.edu.ph
Office under the Vice President for Administration, Finance and External Affairs		
Alumni Relations and Affairs Unit	Balay Alumni Building Osmeña Blvd, Cebu City	Email: alumni@cnu.edu.ph
Cash Unit	EMMA Center Osmeña Blvd, Cebu City	Email: cash@cnu.edu.ph
Chief Administration Officer for Administration	Administration Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 132 Email: caoadmin@cnu.edu.ph
Chief Administration Officer for Finance	EMMA Center Osmeña Blvd, Cebu City	Direct: (032) 253-8072 Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: fmsd@cnu.edu.ph
External Affairs & Partnerships	ILS Building Osmeña Blvd, Cebu City	Email: external.affairs@cnu.edu.ph
Financial Management Services Division	EMMA Center Osmeña Blvd, Cebu City	Direct: (032) 253-8072 Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: fmsd@cnu.edu.ph
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
Human Resource Management Unit	Administration Building Osmeña Blvd, Cebu City	Direct: (032) 253-6223 Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: No landline yet Email: hrmo@cnu.edu.ph
Medical and Dental Services Unit	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 174 Email: clinic@cnu.edu.ph
Procurement Unit	Administration Building Osmeña Blvd, Cebu City	Email: procurementunit@cnu.edu.ph

Property Supply and Management Unit	Administration Building Osmeña Blvd, Cebu City	Direct: (032) 254-6813 Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 131 Email: psmu@cnu.edu.ph
Records Management Unit	Administration Building Osmeña Blvd, Cebu City	Email: records@cnu.edu.ph
Vice President for Administration, Finance and External Affairs	Administration Building Osmeña Blvd, Cebu City	Email: vpadmin@cnu.edu.ph
Office under the Vice President for Academic Affairs		
Cebu Heritage Museum	Administration Building Osmeña Blvd, Cebu City	Email: museum@cnu.edu.ph
College of Computing, Artificial Intelligences and Sciences	CTE Building Osmeña Blvd, Cebu City	Email: ccais@cnu.edu.ph
College of Culture, Arts, and Sports	Sentro ng Wika Building Osmeña Blvd, Cebu City	Email: cacs@cnu.edu.ph
College of Law	Administration Building Osmeña Blvd, Cebu City	Email: col@cnu.edu.ph
College of Medicine	VSMMC Building Osmeña Blvd, Cebu City	Direct: (032) 263 5340 Local: No landline yet Email: cnuvsmmccm@cnu.edu.ph
College of Nursing and Allied Health Sciences	CN Building Osmeña Blvd, Cebu City	Direct: (032) 254 4837 Local: 160 Email: cn@cnu.edu.ph
College of Public Governance, Safety and Sustainability	CTE Building Osmeña Blvd, Cebu City	Email: cpgs@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
College of Tourism, Hospitality and Hotel Management	CTE Building Osmeña Blvd, Cebu City	Email: cthhm@cnu.edu.ph
Guidance and Counseling Services Unit	CTE Building Osmeña Blvd, Cebu City	Email: guidancemain@cnu.edu.ph
Integrated Laboratory School	ILS Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 182 Email: ils@cnu.edu.ph

Learning Resource Center & Library Services	TAC Building Osmeña Blvd, Cebu City	Email: library@cnu.edu.ph
National Service Training Program Office	Balay Alumni Building Osmeña Blvd, Cebu City	Email: nstp@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
Testing and Admission Services Unit	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 150 Email: testing@cnu.edu.ph
University Registrar	CEFTEX Building Osmeña Blvd, Cebu City	Trunk Line: (032) 254 – 1452; (032) 254 – 6814 Local: 133 Email: registrar@cnu.edu.ph
Vice President for Academic Affairs	CTE Building Osmeña Blvd, Cebu City	Email: vpacademic@cnu.edu.ph
Office under the Vice President for Special Needs, Early Childhood, Internationalization and Lifelong Learning		
Education for Sustainable Development		Email: cnuesdoffice@cnu.edu.ph
Internationalization & Global Citizenship	CTE Building Osmeña Blvd, Cebu City	Email: international.linkages@cnu.edu.ph
College of Special needs, Early Childhood Education, and Lifelong Learning	ILS Building Osmeña Blvd, Cebu City	Email: snecellug@cnu.edu.ph
Vice President for Special Needs, Early Childhood, Internationalization and Lifelong Learning	CTE Building Osmeña Blvd, Cebu City	Email: vpsnecill@cnu.edu.ph
Office under the Vice President for Research, Publication, Innovation, Commercialization and Extension		
Ethics Review Committee	TAC Building Osmeña Blvd, Cebu City	Email: cnuerc@cnu.edu.ph
Extension Services	CTE Building Osmeña Blvd, Cebu City	Email: extension.services@cnu.edu.ph
Research Development and Publication	CTE Building Osmeña Blvd, Cebu City	Email: crd@cnu.edu.ph

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