

# **UNIVERSITY THE PHILIPPINES CEBU**

*Gorordo Avenue, Lahug, Cebu City*

*[www.upcebu.edu.ph](http://www.upcebu.edu.ph)*

## **CITIZEN'S CHARTER**

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## **VISION**

A lead university in pioneering research, creative design, ICT-driven innovation, responsible governance and community service in Central Visayas and the global society.

## **MISSION**

UP Cebu promotes scientific, socio-economic, cultural and environmental progress in Central Visayas, in the nation and the world through creative instruction, research, intellectual productivity, and public service. UP Cebu:

- offers accessible quality graduate, undergraduate, and continuing education that will produce innovative, critical, nationalist, ethical, gender-sensitive and socially responsible graduates who demonstrate high levels of academic pursuit;
- conducts pioneering research, and develops novel and creative technologies through transdisciplinary collaboration;
- applies products of knowledge generation, dissemination, and intellectual productivity to improve social welfare; and
- ensures administrative efficiency in the delivery of excellent, responsible service in support of learning, research, intellectual productivity and public service.

## **Our Pledge of Performance**

We, the University of the Philippines Cebu (UPC) officials, faculty, REPS and administrative employees, commit to extend to our clientele and stakeholders the quality service anchored on the following values and principles:

### **1. Prompt and expeditious service**

We ensure that the needs of our stakeholders who include the students, professionals, and the community are addressed with efficiency, quality, and promptness. We deliver teaching, research, and extension work within the expected duration and expedite services to maximize output and respond to other immediate needs and other equally important obligations.

### **2. Commitment**

We are committed to deliver academic services to our stakeholders with high sense of quality, especially in the fields of computer science, education, fine arts, industrial design, management, mass communication, mathematics, natural sciences, and social sciences. We strive to be the regional center for cultural, social, and human development, and to deliver programs that improve our stakeholders' quality of living.

### **3. Just and fair**

We endeavor to practice equitable and ethical decision making, upholding basic human and civil rights for the greater good, in the delivery of our academic services and scholarly learning activities, in the conduct of research and dissemination of research outputs and in serving and working with our communities and partners in the alleviation of the quality of life.

#### **4. Transparency**

We abide by the principle of transparency, carrying out the basic regulatory and mandated requirements, respecting the standards of check and balance, ensuring a balance between maintaining confidentiality whenever needed, and upholding openness where accountabilities are concerned for the greater good and advantage of the university and the country.

#### **5. Efficiency**

We strive for ensuring that all our delivery of academic services, research and dissemination and community extension and all other academic support services are done within the expected and sound utilization of resources and equipment. We endeavor and observe zero waste and redundancy in pursuing the best possible alternative and innovative methods in optimizing delivery of all services.

### **OUR FRONTLINE SERVICE OFFICES**

#### **A. Office of the University Registrar (OUR)**

##### **ADMISSION**

- Beginning First Years
- Transfer Students (Local and Foreign)

##### **ENROLLMENT/REGISTRATION**

- Cross Registration

##### **OTHER SERVICES**

- ✓ UP ID Issuance
- ✓ University Clearance for Students
- ✓ Removal of Grades of “Incomplete” or “4.0”
- ✓ Permit to Study
- ✓ Request for General Weighted Average (GWA)
- ✓ Transcript of Records
- ✓ Certification/Honorable Dismissal/  
Notice of Acceptance/Permit to Transfer
- ✓ Diploma
- ✓ Verification of Student Records
- ✓ Authentication

##### **Services with the Office of the College Secretary**

- ✓ *True Copy of Grades*

- ✓ *Change of Matriculation*
- ✓ *Withdrawal of Courses*
- ✓ *Dropping of Subjects*
- ✓ *Application for Leave of Absence*
- ✓ *Application for Graduation*
- ✓ *Substitution of Courses*
- ✓ *Shifting of Program*
- ✓ *Waiver of Prerequisites*

**B. Office of Student Affairs (OSA)**

- ✓ Guidance and Counseling
- ✓ Testing
- ✓ Job Placement
- ✓ Student Inventory
- ✓ Socialized Tuition System & Other Scholarships
- ✓ Students Organization
- ✓ Information
- ✓ Dormitory

**C. University Library**

- ✓ New Application for registration to iLib system
- ✓ Validation of Registration to iLib system
- ✓ Borrowing of book/s from general circulation stack
- ✓ Returning books from General Circulation Stack and Reserve Section
- ✓ On-line Library Service
- ✓ Photocopying of Materials
- ✓ Other Services:
  - ✓ Searching to iLib book request for purchase
  - ✓ Requested books for purchase
  - ✓ Processing of Books (Cataloging and Classification for Purchased or Donation)

**D. Teachers' Learning Resource Center (TLRC)**

- ✓ TLRC Card Issuance to students
- ✓ Enrollment Assistance to Students Accessing CRS
- ✓ Internet service to students
- ✓ Printing Services
- ✓ Reservation of TLRC/ILC AVR
- ✓ Borrowing/returning of Math/Chem/English Modules and Thesis Reference to students
- ✓ Facilitate Summer Bridge Program
- ✓ Provide assistance to faculty with multimedia presentations/video presentations
- ✓ Coordination with other Offices and faculty in line of Research and Development\*\*

**E. Accounting Office**

- ✓ Assessment/reassessment of student fees
- ✓ Student Loan Board application

**F. Cashier's Office**

- ✓ Disbursement
- ✓ Collection Service

**G. Campus Security Office**

- ✓ Security Services
- ✓ Scrutiny of incoming guests
- ✓ Issuance of Visitor Permit

**H. Health Services Unit (HSU)**

- ✓ Medical consultation
- ✓ Dental Consultation
- ✓ Annual Physical Exam for Employees
- ✓ Health Counseling

**I. Human Resources Development Office (HRDO)**

- ✓ Administrative job and teaching application
- ✓ Hiring process
- ✓ Leave application
- ✓ Service Record
- ✓ Certificate of employment and other personnel records
- ✓ Services for the Retirees

**J. Supply and Property Management Office (SPMO)**

- ✓ Procurement of supplies, equipment, materials and services
- ✓ Storing and issuance of commonly used materials and supplies
- ✓ Documentation and control of PPE
- ✓ Disposal of unserviceable equipment, waste and other scrap materials
- ✓ Other functions delegated to the office are, BAC Secretariat, Anti-Squatting Activities and Real Estate or Land Property concerns

**K. Campus Maintenance Office (CMO)**

- ✓ Maintenance of campus utilities
- ✓ Job order services
- ✓ Reservation of facilities

## HOW TO AVAIL OF THE SERVICES OF THE FRONTLINE SERVICE OFFICES

### A. Office of the University Registrar (OUR)

**Office Hours:** Monday to Friday, 8:00AM – 5:00PM  
(No Noon Break)

**Key Person:** College Secretary and Registrar

**Clientele:** All students – incoming, old and returning

**Office Hours:** Monday to Friday, 8:00AM – 5:00PM

**Key Person:** University Registrar

**Clientele:** Students, Faculty, Alumni, Public, Government and Private Entities

- **Admission**

Steps/Procedures	Duration of Activity	Where to go and who to approach
<b>NEW FIRST YEAR</b>		
Step 1: Fill out and sign duly accomplished Student Directory and Data Privacy Assent Form.	5-10 mins	OUR Window 1(V.Tomayao)
Step 2: Submit all the required documents. (Documents are checked for completeness.)		
Step 3: Get your University Admission Slip.		



Steps/Procedures	Duration of Activity	Where to go and who to approach
Step 4: Proceed to Window 3 for data verification in the Student Academic Information System (SAIS) and ID picture taking.	7-12 mins	OUR Window 3(G. Español)
Step 5: Proceed to the Office of the College Secretary (OCS) of your respective college for enlistment of courses in the SAIS and printing of UP Form 5A.	10-15 mins	OCS (CCAD/CS/CSS/So M)
Step 6: Accomplish Student Information Directory at the Office of Student Affairs (OSA).	5 mins	OSA, Room 204, 2 <sup>nd</sup> Floor, Admin Bldg.
Step 7: For students who are not eligible for Free Higher Education or voluntarily opting out from this privilege, pay tuition and other school fees at the Cash Office. Get your official Form 5 eOR. For students who are eligible for Free Higher Education, go directly to Step 8.	5 mins	Cash Office, 1 <sup>st</sup> Floor, Admin Bldg.
Step 8: Proceed to the OCS of your college for validation of enrollment, tagging in SAIS as “Officially Enrolled”, and stamping of “Registered” in your official Form 5eOR.	5-10 mins	OCS (CCAD/CS/CSS/So M)
<b>TRANSFEREE (Local)</b>		
Step 1: Fill out Application for Transfer Form (UP Form 3).	10-20 mins	OUR Window 1(V. Tomayao)
Step 2: Pay a non-refundable application fee of ₱100.00at the Cash Office.	3 mins	Cash Office, 1 <sup>st</sup> Floor, Admin Bldg.

Steps/Procedures	Duration of Activity	Where to go and who to approach
Step 3: Submit the duly filled-up form together with your Transcript of Records (TOR) or report of grades, for evaluation. (Academic credentials are evaluated and General Weighted Average (GWA) is computed.)	10 mins	OUR Window 1(V.Tomayao)
Step 4: If qualified, your application is forwarded to the concerned college for deliberation and/or recommendation. The recommendation from the college is forwarded back to the OUR.	2-3 working days	OUR Window 1(V.Tomayao); Respective Colleges
Step 5: Get your Notice of Acceptance (NOA) or Non-Acceptance from OUR.	3-5 mins	OUR Window 1 (V. Tomayao) University Registrar
Step 6: Proceed with the Admission process (as with New First Years, above).		
<b>TRANSFEREE (Foreign)</b>		
Step 1: Fill out Application for Transfer Form (UP Form 3.1).	5-10 mins	OUR Window 1(V.Tomayao)
Step 2: Pay a non-refundable application fee of \$20 at the Cash Office or thru Philippine Veterans Bank.	3 mins	Cash Office, 1 <sup>st</sup> Floor, Admin Bldg.
Step 3: Submit the duly filled-up form and proof of payment (official receipt or International Postal Money Order (IPMO) or deposit slip), together with your Transcript of Records (TOR) or report of grades, for evaluation. (Academic credentials are evaluated and General Weighted Average (GWA) is computed.)	5-10 mins.	OUR Window 1(V.Tomayao)

Steps/Procedures	Duration of Activity	Where to go and who to approach
Step 4: If qualified, your application is forwarded to the concerned college for deliberation and/or recommendation. The recommendation from the college is forwarded back to the OUR.	2-3 working days	OUR Window 1(V.Tomayao); Respective Colleges
Step 5: Get your Notice of Acceptance (NOA) or Non-Acceptance from OUR.	3-5 mins	OUR Window 1 (V.Tomayao) University Registrar
Step 6: Proceed with the Admission process (as with New First Years, above).		

- **Enrollment/Registration**

Steps/Procedures	Duration of Activity	Where to go and who to approach
Step 1: Enlist for your classes in SAIS during the pre-enlistment period. Check SAIS for ineligibilities/accountabilities and clear them prior to enrollment. Print 2 copies of your UP Form 5A (Temporary Form 5).		
Step 2: Go to your program adviser for verification of enlisted classes and assessment of tuition and other school fees.	5-15 mins	ProgramAdvisers
For students who are eligible for Free Higher Education, proceed to Step 6. For students who are eligible for Free Higher Education and voluntarily opting out from this privilege, proceed to Step 5. For students who are not eligible for Free Higher Education, proceed to Step 4. For students who are not eligible for Free Higher Education but have applied for Socialized Tuition and/or Scholarship, proceed to Step 3.		

Steps/Procedures	Duration of Activity	Where to go and who to approach
Step 3: Proceed to OSA for tagging of your Socialized Tuition Discount and/or Scholarship, and re-assessment of fees.	5-10 mins	OSA, Room 204, 2 <sup>nd</sup> Floor, Admin Bldg.
Step 4: For students who would like to apply for a student loan, proceed to OSA for application and approval.	5-10 mins	OSA, Room 204, 2 <sup>nd</sup> Floor, Admin Bldg.
Step 5: Pay tuition and other school fees, as assessed, at the Cash Office. Get your official Form 5 eOR.	5 mins	Cash Office, 1 <sup>st</sup> Floor, Admin Bldg.
Step 6: Proceed to the OCS of your college for validation of enrollment, tagging in SAIS as “Officially Enrolled”, and stamping of “Registered” in your official Form 5 eOR.	5-10 mins	OCS (CCAD/CS/CSS/So M)
<b>CROSS-REGISTRATION</b>		
Step 1: Secure and fill out the Request to Cross-Register Form, in two copies. Attach documents e.g., medical certificate, adviser’s certification re: remaining deficiencies for graduating students, in support of the request to cross-enroll.		
Step 2: Request for validation of subjects to cross-register from your Program Adviser.	5 mins	Program Adviser
Step 3: Submit the duly signed form for action of the Dean and the University Registrar.	5 mins	Dean (CCAD/CS/CSS/So M) University Registrar
Step 4: For cross-registration outside the UP System, submit the form for action of the Vice Chancellor for Academic Affairs (VCAA).	5 mins	Vice Chancellor for Academic Affairs

Steps/Procedures	Duration of Activity	Where to go and who to approach
Step 5: Upon approval, pay the ₱40 registration fee at the Cash Office.	5 mins	Cash Office
Step 6: Submit one copy of the duly paid form to the OCS. The other copy is for submission to the host unit.	5 mins	OCS (CCAD/CS/CSS/SoM)

- **Other Services**

Steps/Procedures	Required Fees	Duration of Activity	Where to go and who to approach
<p><b>1. UP ID Issuance</b></p> <p><b>Students (for re-issuance)</b>  Step 1: Pay the ID fee at the Cash office.  Step 2: Present your UP Form 5, affidavit of loss (if applicable), and official receipt (OR) prior to ID picture-taking.  Step 3: Have photo and signature taken.</p> <p><b>Faculty, REPS, Staff</b>  Step 1: Get a permit from HRDO.  Step 2: Pay the ID fee at the Cash office.  Step 3: Have photo and signature taken.</p>	₱130	3-7 working days <i>(depending on the volume of students)</i>	Cash Office OUR Window 3 (G. Español)

Steps/Procedures	Required Fees	Duration of Activity	Where to go and who to approach
<p><b>2. University Clearance for Students</b></p> <p>Step 1: Secure and fill out the University Clearance, in three copies.  Step 2: Secure signatures as required, in order.  Step 3: Submit the duly signed (until #12) university clearance to OUR Window 2 and surrender your ID or an affidavit of loss for lost ID, for action of the University Registrar.  Step 4: Receive copy of your University Clearance duly signed by the University Registrar.</p> <p><i>Copy 1 – Office of the University Registrar</i>  <i>Copy 2 – Office of the College Secretary</i>  <i>Copy 3 – Student</i></p>	no fee	1 day	Respective colleges Concerned offices OUR Window 2 (J. Omolon) University Registrar

Steps/Procedures	Required Fees	Duration of Activity	Where to go and who to approach
<p><b>3. Removal of Grades of “Incomplete” (INC) or “4.0”</b></p> <p>Step 1: Secure and fill out the Permit for Removal of Incomplete/4.0 (Form 26A), in three copies, and Report for Completion/Removal of Grades (Form 13C), in four copies.</p> <p>Step 2: Secure signature of your Instructor and leave Form 13C with your Instructor.</p> <p>Step 3: Submit Form 26A to the Office of the College Secretary for action.</p> <p>Step 4: Get approval from the University Registrar.</p> <p>Step 5: If permit (Form 26A) is approved, pay the fee at the Cash Office.</p> <p>Step 6: Submit duly paid Form 26A to your Instructor for action.</p> <p>Step 7: Proceed with the completion or removal of your grade with your instructor.</p> <p><i>After the Instructor has submitted the completion/removal grade of the student, the OCS gives a copy of the accomplished Form 26A and Form 13C to the student.</i></p> <p><i>Copy 1 – Office of the University Registrar</i>  <i>Copy 2 – Office of the College Secretary</i>  <i>Copy 3 – Student</i></p>	<p>₱20</p>	<p>1- 2working days</p>	<p>Instructor  College Secretary  OUR Window 2 (J. Omolon)  University Registrar  Cash Office</p>

Steps/Procedures	Required Fees	Duration of Activity	Where to go and who to approach
<p><b>4. Permit to Study Request for Readmission (from AWOL or Due to Poor Academic Standing)</b></p> <p>Step 1: Secure and fill out the Appeal for Readmission Form, in one copy.</p> <p>Step 2: Submit to the OCS of your respective college.</p> <p>Step 3: Write a Letter of Appeal, addressed to the Dean of your College, stating the compelling reason(s) for your status. Please also indicate what steps have been or will be undertaken in order to ensure good academic standing or continued schooling (if from AWOL).</p> <p>Step 4: Secure True Copy of Grades (TCG) from the OCS.</p> <p>Step 5: Prepare a Plan of Study detailing the courses to be taken from the time of readmission until graduation.</p> <p>Step 6: Ask your Adviser to approve your Plan of Study and endorse your appeal.</p> <p>Step 7: Get endorsement from your Department Chair or Program Coordinator.</p> <p>Step 8: Go to OSA for counselling. (for undergraduate students only) Secure letter of recommendation from OSA</p> <p>Step 9: Get endorsement from your College Secretary.</p> <p>Step 10: Get endorsement from your College Dean.</p> <p>Step 11: Wait for the action of the Admissions Committee*. <i>*The Admissions Committee meet once in a semester/trimester, on the last day of regular registration.</i></p> <p>Step 12: Receive Notice of Action of the Admissions Committee, from the Office of the Vice Chancellor for Academic Affairs.</p> <p>Step 13: For approved requests for readmission from AWOL, pay the fee at the Cash Office, get a medical certificate, and accomplish the University Clearance.</p> <p>Step 14: Get readmission slip from OCS upon submission of additional requirements, if applicable.</p> <p>Step 15: Proceed with the enrollment process.</p>	<p>₱225 for readmission from AWOL;</p> <p>no fee for readmission due to poor academic standing</p>		<p>OCS (CCAD/CS/CSS/SoM) Respective colleges OUR OVCAA</p>



Steps/Procedures	Required Fees	Duration of Activity	Where to go and who to approach
<p><b>5. Request for General Weighted Average (GWA)</b></p> <p>Step 1: Secure and fill out the request slip, in one copy.  Step 2: Pay the fee at the Cash Office.  Step 3: Submit the official receipt (OR) together with the duly accomplished request slip.  Step 4: To claim, present your OR and one valid ID. An authorization letter with proper identification is required if the claimant is not the owner.</p>	<p>₱50</p>	<p>2-3 working days</p>	<p>OUR Window 2 (J. Omolon)</p>
<p><b>6. Transcript of Records (TOR)</b></p> <p>Step 1: Secure and fill out the request slip, in one copy.  Step 2: Pay the fee at the Cash Office.  Step 3: Submit the official receipt (OR) together with the original copies of your University clearance and 1 pc. 2x2 photo, at OUR Window 2.  Step 4: To claim, present your OR and one valid ID. An authorization letter with proper identification is required if the claimant is not the owner.</p>	<p>₱50/page + mailing and other cost (₱150)</p>	<p>20 working days (depending on the volume of requests)</p>	<p>OUR Window 2 (J. Omolon)</p>
<p><b>7. Certification/Honorable Dismissal/Notice of Acceptance/Permit to Transfer</b></p> <p>Step 1: Secure and fill out the request slip, in one copy.  Step 2: Pay the fee at the Cash Office.  Step 3: Submit the official receipt (OR) together with the duly accomplished request slip.  Step 4: To claim, present your OR and one valid ID. An authorization letter with proper identification is required if the claimant is not the owner.</p>	<p>₱50/request (except for Certificate of Graduation, ₱60)</p>	<p>2-3 working days</p>	<p>OUR Window 2 (J. Omolon)</p>

Steps/Procedures	Required Fees	Duration of Activity	Where to go and who to approach
<p><b>8. Diploma</b></p> <p>Step 1: To claim, present a copy of your University clearance and one valid ID. An authorization letter with proper identification is required if the claimant is not the owner.</p>	<p>fee is included in the graduation fee</p>	<p>5 mins</p>	<p>OUR Window 2 (J. Omolon)</p>
<p><b>9. Verification of Student Records</b></p> <p><b>WALK - IN</b></p> <p>Step 1: Secure and fill out the request form.  Step 2: Pay the verification fee at the Cash Office.  Step 3: Submit the official receipt (OR) together with the duly accomplished request, valid ID, and copy of the authorization letter signed by the student whose records are being verified.  Step 4: To claim, present your OR and one valid ID. An authorization letter with proper identification is required If the claimant is not the owner.</p> <p><b>ONLINE</b></p> <p>Step 1: Email a request to our.upcebu@up.edu.ph, together with a copy of the authorization letter signed by the student whose records are being verified.  Step 2: Pay the verification fee thru a specified bank and send the official receipt (OR) by fax, email, or courier.</p>	<p>₱100/local verification/student</p> <p>\$20/foreign verification/student (exclusive of bank charges)</p>	<p>5-15 mins for walk-in; 1 day for online</p>	<p>OUR Window 3 (G. Español)</p>

Steps/Procedures	Required Fees	Duration of Activity	Where to go and who to approach
<p><b>10. Authentication</b></p> <p>Step 1: Secure and fill out the request slip, in one copy.  Step 2: Pay the fee at the Cash Office.  Step 3: Submit the official receipt (OR) together with the duly accomplished request, and the original copy of the document to be authenticated.  Step 4: To claim, present your OR and one valid ID. An authorization letter with proper identification is required if the claimant is not the owner.</p>	<p>₱40/document</p>	<p>2-3 working days</p>	<p>OUR Window 2 (J. Omolon)</p>
<p><b>11. Withdrawal of Courses/ Dropping of Subjects</b></p> <p>Step 1: Secure and fill out the Dropping Form (Form 26, green form), in four copies.  Step 2: See your Instructor for action on your request.  Step 3: Get approval from your College Secretary.  Step 4: Pay the fee at the Cash Office.  Step 5: Submit Dropping Form and Official Receipt (OR) to the Office of the College Secretary.  Step 6: Receive student's copy and instructor's copy of the green form.</p> <p>Copy 1 – Office of the University Registrar  Copy 2 – Office of the College Secretary  Copy 3 – Instructor  Copy 4 – Student</p>	<p>₱10/unit</p>	<p>1-2 working days</p>	<p>Instructor  OCS  (CCAD/CS/CSS/SoM)</p>

Steps/Procedures	Required Fees	Duration of Activity	Where to go and who to approach
<p><b>12. Application for Leave of Absence (LOA)</b></p> <p>Step 1: Secure and fill out the Application for Leave of Absence (yellow form), in three copies.</p> <p>Step 2: Secure signatures as required.</p> <p>Step 3: Submit the duly signed form accompanied with an accomplished University Clearance for action of the Dean.</p> <p>Step 4: If approved, pay the LOA fee at the Cash Office.</p> <p>Step 5: Submit the duly paid LOA form for proper recording with the OCS of your college.</p> <p>Copy 1 – Office of the University Registrar Copy 2 – Office of the College Secretary Copy 3 – Student</p>	<p>₱150</p>		<p>OCS (CCAD/CS/CSS/SoM)</p>
<p><b>13. Application for Graduation</b></p> <p>Step 1: Secure and fill out the Application for Graduation (blue form), in three copies.</p> <p>Step 2: Secure the signature of your program adviser.</p> <p>Step 3: Pay the graduation fee at the Cash Office.</p> <p>Step 4: Submit to the OCS the duly accomplished/paid form together with a copy of your updated program checklist duly signed by your adviser.</p> <p>Applicants who have been recommended for graduation by the University Council will be sent an email notice.</p> <p>Copy 1 – Office of the University Registrar Copy 2 – Office of the College Secretary Copy 3 – Student</p>	<p>₱300</p>	<p>15 mins</p>	<p>Program Adviser OCS (CCAD/CS/CSS/SoM)</p>

## B. The Office of Student Affairs

The area of responsibility of the Office of Student Affairs shall include all programs and activities pertaining to student development, welfare and discipline. It shall

- 1) coordinate and supervise student counseling and testing services and the conduct of research in support thereof;
- 2) participate in the formulation of policies pertaining to student discipline, welfare and interests;
- 3) develop suitable mechanisms designed to promote closer relations between the faculty & other university personnel on the one hand and the students on the other; and
- 4) perform such other functions and activities as pertain to student development, welfare and discipline.

### ***Functions and Services***

The Office of Student Affairs shall be directly responsible for coordinating and monitoring students' activities, promulgating rules and regulations on student conduct, as well as overseeing matters pertaining to student welfare. The following services are offered:

- I. **Guidance and Counseling**  
Students are guided in making decisions about personal, vocational, spiritual and educational concerns with the help of a professional counselor. The Guidance Counselors shall administer programs and activities towards assisting students in their adjustment to college life and preparing them to assume mature roles in society.
- II. **Testing**  
Administers and interprets tests for the well-rounded development of the students, as well as providing testing support for external clientele.
- III. **Job Placement**  
Provides job placement information and facilitates students' transition from school to work.
- IV. **Student Inventory**  
Updates academic/ scholastic records and co-curricular activities of students.
- V. **Socialized Tuition System & Other Scholarships**  
Assists students in availing of financial assistance and other grants/scholarships. Takes care of the Socialized Tuition System, student scholarships, assistantships and student loans.
- VI. **Student Organizations**

Coordinates all student organizations including Student Council & Tug-ani. Oversees recognized campus-based student organizations in relation to (a) approving applications for recognition, (b) facilitating meetings and joint activities among organizations, (c) endorsing requests for the use of campus facilities, and (d) disseminating information on student activities awards and contests.

**VII. Information**

Makes accessible to the students information relevant to their curricular and co-curricular activities.

**VIII. Dormitory**

Oversees the campus dormitory, and in the selection of residents to be accepted.

**Vision, Mission, and Core Values**

**VISION**

*A nurturing and compassionate office that supports students' success, welfare, and development by providing psychosocial, financial, emotional, and academic assistance.*

**MISSION**

*The Office of Student Affairs (OSA) is committed to the academic, personal and professional growth of each student.*

*In collaboration with faculty, staff, and families, we provide opportunities for students in the areas of student life, wellness, leadership, service, and diversity.*

*We challenge and enable our students to become compassionate and responsible citizens and leaders by fostering an accessible, inclusive, and diverse learning campus environment.*

**CORE VALUES**

***Our work will be guided and informed by our commitment to:***

- ***Integrity*** – honesty, congruency of words and actions, credibility
- ***Diversity*** – respect for people, committed to equality, compassionate and sensitive to the needs of others
- ***Quality Service*** – action-oriented, helpful, committed to a culture of teamwork and collaboration

### Feedback and Redress Mechanism

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

- ✓ Accomplish our Feedback Form available in the office and put this in the drop box outside the Office of Student Affairs.
- ✓ Send your feedback through e-mail (osa.upcebu@up.edu.ph) or text us at 0932 565 3250.
- ✓ Talk to anyone at the Office of Student Affairs.

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Office.

THANK YOU for helping us continuously improve our services.

#### Office Hours:

Monday to Friday, 8:00AM – 5:30PM

No- Noon Break

#### Key Person:

Director – Asst. Prof. Ellen Grace M. Funesto

#### Clientele

All students – incoming, old and returning  
Faculty, REPS, Admin Employees, Parents  
Companies, Government Agencies, LGUs

#### How to avail of the services

Type of Frontline Service	Person Responsible	Processing Time	Documents Needed	Required Fees
<b><i>Guidance and Counseling</i></b>				
1. For referred counselees, hand in referral slip. For called-in counselees, hand in call-in slip.  For walk-in counselees/parents, fill out walk-in slip.  For students recommended by Admissions Committee to undergo counseling, show up on	Admin Assistant	1-2 minutes	OSA Form No. 14 – Referral Slip; OSA Form No. 13 – Call Slip	

Type of Frontline Service	Person Responsible	Processing Time	Documents Needed	Required Fees
schedule.				
2. Hand in referral slip/call-in slip, personal cumulative folder, and Counseling Report Form.	Guidance Services Specialist	2 minutes	OSA Form No. 14 – Referral Slip; OSA Form No. 13 – Call Slip; OSA Form No. 11 – Individual Counseling Report Form	
3. Undertake Counseling Session.	Guidance Services Specialist	20 minutes to 1 hour		
<b>Testing (Internal) for Faculty and Staff</b>				
1. Submit referral note from HRDO.	GSS in-charge	3 minutes		
2. Pay testing fee at the Cash Office. (only for non-UP applicants)	Cashier	5 minutes		₱300 (Personality Test)
3. Take the psychological test. (Present OR for non-UP applicants.)	GSS in-charge	1 hour	OR for non-UP applicants	
4. Test results are submitted to the HRDO.	GSS in-charge	5 working days		
<b>Testing (Internal) for Students</b>				
1. Take the prescribed test on scheduled date.	GSS in-charge	1 hour		
2. Attend group test interpretation on the scheduled date.	GSS in-charge	1-3 hours		
<b>Testing (External)</b>				
1. Submit notice of testing appointment.	GSS in-charge	30 minutes		
2. Pay testing fee.	Cashier	30 minutes		₱200 (IQ) ₱200 (Aptitude) ₱300 (Personality/ Supervisory Index)
3. Take the test.	GSS in-charge/ Admin Assistant	1-4 hours	Testing Material and Answer Sheet	
4. Requesting client/company/agency collects the test	Admin Assistant	1 week (clerical)		



Type of Frontline Service	Person Responsible	Processing Time	Documents Needed	Required Fees
results.		2 weeks (supervisory)		
<b>Job Fair Service for Partner Companies</b>				
1. Pay Job Fair registration fee.	Cashier	5 minutes		₱4,000
2. Submit photocopy of OR to OSA.	GSS in-charge	2 minutes	OR photocopy	
3. Prepare and set-up designated area at the venue.	Company Representative	1 day		
4. Receive application letters with resumes from students. (during Job Fair)	Company Representative	5 minutes	Application letter with resume	
5. Conduct job interview. (during Job Fair)	Company Representative	20-30 minutes		
6. Copy of graduate database will be sent through email.	GSS in-charge	2 working days	Graduate database	
<b>Job Fair Service for Graduating Students</b>				
1. Secure and fill out Student Placement Data Sheet.	Admin Assistant/ GSS in-charge	5-10 minutes	Student Placement Data Sheet	
2. Hand in application letter with resume.	GSS in-charge/ Company Representative	5 minutes	Application letter with resume	
3. Undergo job interview.	Company Representative	20-30 minutes		
<b>Request for Graduate Database</b>				
1. Pay the Graduate Database fee (equivalent to the Job Fair registration fee, even if company does not participate in the Job Fair).	Cashier	5 minutes		₱4,000
2. Submit photocopy of OR to OSA.	GSS in-charge	2 minutes	OR photocopy	
3. Copy of graduate database will be sent through email.	GSS in-charge	2 working days	Graduate database	
4. Requesting company acknowledges receipt of database.	Company Representative	1 working day		
<b>Student Inventory for First Year and Transferee Undergraduate Students</b>				
1. Fill out the cumulative folder and information sheet.	Admin Assistant/ GSS	10-15 minutes	OSA Form No. 1–	

Type of Frontline Service	Person Responsible	Processing Time	Documents Needed	Required Fees
Attach recent 2x2 photo and submit photocopy of Form 138.			Undergraduate Cumulative Folder, OSA Form No. 2– Information Sheet	
<b><i>Student Inventory for First Year Graduate Students</i></b>				
1. Fill out the Graduate Program Student Inventory Form and attach recent 2x2 photo.	Admin Assistant/ GSS	5-10 minutes	OSA Form No. 3 – Graduate Student Inventory Form	
<b><i>Request for Certifications</i></b>				
1. Submit filled out request slip.	Admin Aide/ Admin Asst	2-3 minutes	OSA Form No. 4 – Request Slip for Certification of Good Moral Character, Etc.	
2. Have request slip approved by Guidance Services Specialist or OSA Coordinator.	GSS/ OSA Coordinator	2-3 minutes	OSA Form No. 4	
3. Pay fee at the Cash Office.	Cashier	5-10 minutes	Official Receipt (OR)	₱40 per certificate (fee is waived for faculty and staff)
4. Present OR and submit request slip.	Admin Aide/ Admin Asst	2-3 minutes	OR, OSA Form No. 4	
5. Claim certification, upon presentation of OR.	Admin Aide/ Admin Asst	1 working day after filing	Certification, OR	
<b><i>Request for Clearance (Transferees and Graduates)</i></b>				
1. Submit photocopy of true copy of grades (only for first-time request) and University Clearance Form.	Admin Assistant	2-3 minutes	True Copy of Grades, University Clearance Form	
2. Hand in cumulative folder and undergo exit interview.	GSS	5-10 minutes	OSA Form No. 1– Undergraduate Cumulative Folder	
3. Have clearance signed by Guidance Services Specialist or OSA Coordinator.	GSS/ OSA Coordinator	1-2 minutes	University Clearance Form	

Type of Frontline Service	Person Responsible	Processing Time	Documents Needed	Required Fees
<b><i>Request for Clearance (Readmission and LOA)</i></b>				
1. Show University Clearance Form.	Admin Assistant	2-3 minutes	University Clearance Form	
2. Hand in cumulative folder and undergo counseling.	GSS	20 minutes to 1 hour	OSA Form No. 1– Undergraduate Cumulative Folder	
3. Have clearance signed by Guidance Services Specialist or OSA Coordinator.	GSS/ OSA Coordinator	1-2 minutes	University Clearance Form	
<b><i>Student Financial Assistance (SFA) Online Application (Socialized Tuition System, Free Tuition, Tulong-Dunong) (New Students/Transferees)</i></b>				
1. Visit <a href="https://sfaonline.up.edu.ph">https://sfaonline.up.edu.ph</a> and log in using student number and 5-digit PIN.	SFA website	1-2 minutes		
2. Indicate intent to apply and consent to the terms and conditions of SFA.	SFA website	4 minutes		
3. Complete the Student Profile, answer the Household Characteristics questionnaire and accomplish the Household Income form.	SFA website	45 minutes		
4. If you are applying for Free Tuition, attach ITR or Certificate of Indigency.	SFA website	5 minutes	ITR or Certificate of Indigency.	
5. Review all entries before submission.	SFA website	15 minutes		
6. Confirm submission of SFA application.	SFA website	2 minutes		
7. SFA results will be released according to the posted schedule. Results will be posted at the SFA website.	Admin Aide/ JSAO/ GSS in-charge	1-5 days		
<b><i>Student Financial Assistance (SFA) Online Application (Socialized Tuition System, Free Tuition, Tulong-Dunong) (Upperclassmen)</i></b>				
1. Visit <a href="https://sfaonline.up.edu.ph">https://sfaonline.up.edu.ph</a> and log in using UP mail.	SFA website	1 minute		
2. Indicate intent to apply and consent to the terms and	SFA website	3 minutes		

Type of Frontline Service	Person Responsible	Processing Time	Documents Needed	Required Fees
conditions of SFA.				
3. If you are applying for Free Tuition, attach ITR or Certificate of Indigency.	SFA website	5 minutes	ITR or Certificate of Indigency.	
4. Complete the Student Profile, answer the Household Characteristics questionnaire and accomplish the Household Income form.	SFA website	30 minutes		
5. Review all entries before submission.	SFA website	10 minutes		
6. Confirm submission of SFA application.	SFA website	1 minute		
7. SFA results will be released according to the posted schedule. Results will be posted at the SFA website.	Admin Aide /JSAO/ GSS in-charge	1-5 days		
<b><i>Student Financial Assistance (SFA) Appeals</i></b>				
1. Visit <a href="https://sfaonline.up.edu.ph">https://sfaonline.up.edu.ph</a> and log in using account.	SFA website	15-30 seconds		
2. Indicate consent with the terms and conditions of SFA.	SFA website	1 minute		
3. Fill out the SFA Appeal questionnaire.	SFA website	45 minutes		
4. Indicate permanent address, vicinity map, and landmarks near home.	SFA website	5 minutes	ITR or Certificate of Indigency.	
5. Save appeal and review entries before submission.	SFA website	5-10 minutes		
6. Confirm submission of appeal.	SFA website	15 seconds		
7. Submit yourself for an interview and fill up Interview Form.	Admin Aide/JSAO/GSS in-charge	30 minutes	Pertinent documents to support your appeal, Interview Form.	
8. Deliberation of appeals.	UP Cebu Committee on Scholarships and Financial Assistance (CCSFA)	1 month	Online SFA application and appeal	
9. Results of appeals will be released according to the schedule set by the SFA Office and OSA. Results will be posted at the SFA website.	JSAO	1-2 days after deliberation		

Type of Frontline Service	Person Responsible	Processing Time	Documents Needed	Required Fees
<b><i>Request of PIN for SFA Application</i></b>				
1. Fill out the log sheet form for required information.	Admin Aide/JSAO	5-10 minutes	Log Sheet Form	
2. Claim new PIN.	Admin Aide/JSAO	5-10 minutes		
<b><i>Release of Stipends of FDS Grantees</i></b>				
1. Submit photocopy of Form 5 and official copy of grades of last semester attended.	Admin Aide/JSAO	5 minutes	Form 5, Official Copy of Grades, Certifications (as needed)	
2. Processing of stipend.*	Admin Aide/JSAO	3 working days		
3. Wait for announcement on the schedule of release.	Admin Aide/JSAO	5-10 working days after processing		
4. Claim stipend at the Cash Office or through ATM cash cards.	Disbursing Staff – Cash Office or ATM	10 minutes	ID (in checks), ATM (in cash cards)	
* OSA no longer has control after this step, but we usually advise students that it will take 5-8 working days.				
<b><i>Scholarship Application for Students</i></b>				
1. Inquire availability of Scholarship openings & secure Application Form once qualified.	Scholarships Officer	5 minutes	Scholarship Application Form	
2. Submit Scholarship Application Form with supporting documents.	Scholarships Officer	on or before deadline	Scholarship Application Form with Supporting Documents	
3. Documents are screened.	Scholarships Officer	10 minutes per applicant	Scholarship Application Form with Supporting Documents	
4. Undergo interview with Scholarships Officer, if qualified and accepted in Step 3.	Scholarships Officer	20 minutes per applicant	Interview Guide; Scholarship Application Form with Supporting Documents	
5. Undergo interview with donor and Scholarships Committee.	Donor and/or Scholarships Committee	30 minutes per applicant	Scholarship Application Form with Supporting	

Type of Frontline Service	Person Responsible	Processing Time	Documents Needed	Required Fees
			Documents	
6. Deliberation and final selection of scholars.	Donor and/or Scholarships Committee	1 hour	Final List	
7. Results of deliberation will be released and student will be informed with instructions.	Scholarships Officer	10-15 working days	Letter of Award	
8. Submit Thank You Letter to the Donor and additional requirements (e.g. ATM).	Scholarships Officer	5 working days	Thank You Letter, Form 5, ATM Account Number	
<b>Renewal of Scholarship for Students</b>				
1. Submit True Copy of Grades.	Scholarships Officer	during Registration	True Copy of Grades	
2. Submit Form 5.	Scholarships Officer	5 working days after last day of Late Registration	Form 5	
3. Student will be informed if scholarship is renewed/continued.	Scholarships Officer	5 working days		
<b>Release of Allowances for Scholars</b>				
1. Submit photocopy of Form 5 and official copy of grades of last semester attended.	Scholarships Officer	5 minutes	Form 5, Official Copy of Grades	
2. Preparation of payroll, etc.*	Scholarships Officer;	3 working days	Certification, Receipt of Remittance	
3. Wait for announcement on the schedule of release.	Scholarships Officer;	5-10 working days after processing		
4. Claim allowance at the Cash Office or through ATM cash cards.	Disbursing Staff – Cash Office or ATM	10 minutes	ID (in checks), ATM (in cash cards)	
* OSA no longer has control after this step, but we usually advise students that it will take 5-10 working days.				
<b>Student Assistant (SA) Application for Students</b>				
1. Inquire on availability of SA slots.	Admin Aide	10 minutes		
2. Fill out and submit application form for screening.	Admin Aide	10 minutes	Student Assistant Application Form	
3. Undergo screening.	GSS in-charge	15 minutes	Student Assistant Application Form	

Type of Frontline Service	Person Responsible	Processing Time	Documents Needed	Required Fees
4. Seek approval of the office/cluster where Student Assistantship will be served.	Head of Office/ Cluster	10 minutes	Student Assistant Application Form	
5. Submit approved SA application form for final verification.	Admin Aide	10 minutes	Student Assistant Application Form	
6. Proceed to HRDO for SA requirements.	HRDO Staff	5 minutes	List of requirements	
7. Submit documents and requirements to HRDO.	HRDO Staff	10 minutes	Complete Requirements	
8. Wait for the Notice of Appointment prior to reporting for duty.	HRDO Staff	15-20 days	Notice of Appointment	
<b>Student Assistant (SA) Application for Requesting Offices</b>				
1. Submit Student Assistant (SA) Request Form.	Requesting Office	5 minutes	Student Assistant Request Form	
2. Deliberation of SA requests.	UP Cebu Committee on Scholarships and Financial Assistance (CCSFA)	30 minutes		
3. Notice of approval of SA Request will be sent to the requesting office.	GSS in-charge/ JSAO	5 working days after deliberation		
4. (Submission of Evaluation Form at the end of the semester.)	Requesting Office; Admin Aide	5 minutes	Student Assistant Evaluation Form	
<b>Release of Student Assistant (SA) Salary</b>				
1. Submit Daily Time Record (DTR), Journal, and Work Schedule.	Admin Aide	5-10 minutes	DTR, Journal, Work Schedule	
2. Processing of salary.*	Admin Aide	3 working days		
3. Claim salary at the Cash Office.	Disbursing Staff – Cash Office	10 minutes	ID	
* OSA no longer has control after this step, but we usually advise students that it will take 5 working days.				
<b>Issuance of Mails</b>				
1. Present ID.	Admin Aide	1 minute	ID	
2. Mailing list is checked.	Admin Aide	1 minute		
3. Claim mail/letter and sign mailing list.	Admin Aide	2 minutes		

Type of Frontline Service	Person Responsible	Processing Time	Documents Needed	Required Fees
<b><i>Application for Recognition of Student Organizations</i></b>				
1. Request for copy of checklist of requirements for application for recognition of student organizations (Found inside OSA/ Posted at UP Cebu website)	GSS in-charge	2-3 minutes	OSA Form No. 10 – Checklist of Requirements for Applications for Recognition of Student Organizations	
2. Submit completed forms and requirements. (Application/Student Org Recognition Forms downloadable from UP Cebu website)	GSS in-charge	1 month from start of classes (within 20 working days)	Org Recognition Form 001- Application Letter, Org Recognition Form 002- Certification of Advisership, Org Recognition Form 003- Certification of Co-Advisership, Org Recognition Form 004- Plan of Activities, Org Recognition Form 005 -Directory of Officers, Org Recognition Form 006- Directory of Members, Org Recognition Form 007- Accomplishment Report, Org Recognition Form 008- Financial Report	
3. Results will be posted after approval by the	GSS in-charge	1 month from		



Type of Frontline Service	Person Responsible	Processing Time	Documents Needed	Required Fees
Chancellor.		deadline of submission (within 20 working days)		
<b>Request to Hold Student Organization Activities within UP Campus</b>				
1. Submit General Request Form with <b>signature of organization Faculty/REPS adviser.</b> (attach <b>letter of request to the Chancellor through Proper Channels</b> and include security guidelines and/or solid waste management, if applicable)	Admin Assistant	3 working days prior to activity	General Request Form/ Event Sheet	
2. Submit <u>letter of request to the Chancellor</u> detailing the nature of the activity <b>for UP Cebu users whose activities fall outside of office hours, and for non-UP Cebu users, and for UP Cebu events with participation from outsiders,</b> with endorsement from OSA Coordinator/or VC Admin./or VCAA.	GSS in-charge, OSA Coordinator, Vice Chancellor for Administration, Vice Chancellor for Academic Affairs	3 working days prior to activity (for UP Cebu users like faculty, staff, students)  5 working days prior to activity (for Non-UP Cebu personnel/outside)	Letter of request	
3. Submit <u>security guidelines for activities that go beyond curfew hours</u> , with list of chaperones with signatures and conforme from Campus Security Officer before OSA endorsement.	Campus Security Officer	3 working days prior to activity	Security guidelines	
4. Submit <u>solid waste management or activities that have more than 50 participants</u> , and <b>activities involving putting up of food/non-food concessionaires</b> must get conforme from CDMO/HSU Heads before OSA endorsement.	CDMO Head Health Services Unit Head	3 working days prior to activity	Solid waste management	
5. Endorsement from OSA. Then, proceed for approval to VC Admin./Chancellor	GSS in-charge/ OSA Coordinator	5-10 minutes	General Request Form/ Event Sheet	
<b>Request to Hold Student Organization Activities outside UP Campus</b>				
1. Submit letter of request to the Chancellor through proper channels detailing the nature of the activity,	GSS in-charge, OSA Coordinator,	3 working days prior to activity (within	Letter of request, Student Waiver	

Type of Frontline Service	Person Responsible	Processing Time	Documents Needed	Required Fees
for endorsement by Faculty In Charge/ College Dean through channels. Then attach waiver form(s) for all student participants with list of chaperones with their signatures, in compliance of guidelines from the Dean's Office and CHED.	College Dean Vice Chancellor for Admin/Chancellor	Cebu City or Cebu Province)  5 working days prior to activity (outside Cebu City/Cebu Province)	Forms	
2. Endorsement from OSA and checking of completeness of student waiver forms.	GSS in-charge/ OSA Coordinator	5-10 minutes	Letter of request, Student Waiver Forms	
<b>Request for Posting of Tarps/ Posters/ Statements inside the Campus</b>				
1. Submit copy of poster/tarps/statements for review and endorsement on letter request.	GSS	1 working day prior to activity	poster/tarps/statement	
2. Submit letter request for posting of poster/tarps/statement indicating purpose of activity & intended place/ bulletin board/billboard where it will be put up for approval by Vice Chancellor for Administration.	Vice Chancellor for Administration	1 working day prior to activity	poster/tarps/statement	
3. After approval by VCAA, submit copy of approved letter of poster/tarp/statement for stamping by OSA. <b>For event posters</b> , submit approved General Request Form/ Event Sheet to OSA.	Admin Assistant/ GSS	5-10 minutes	Posters/ tarps/ statements	
<b>Dormitory Application</b>				
1. Inquire on availability of dormitory slots.	Admin Assistant	1-2 minutes		
2. Fill out and submit Dormitory Application Form for screening.	Admin Assistant or online submission	10 minutes	OSA-D Form 1 – Dormitory Application Form	
3. Deliberation of dormitory application requests.	Dorm Manager and Dormitory Committee	3-5 working days		
4. Results will be released and student will be informed.	Dorm Manager	1 working day after deliberation		

### **Forms Used in Requesting Frontline Services**

1. OSA Form No. 1 – Undergraduate Cumulative Folder
2. OSA Form No. 2 – Information Sheet
3. OSA Form No. 3 – Graduate Student Inv
4. OSA Form No. 4 – Request Slip for Certification of Good Moral Character, Etc.
5. OSA Form No. 5 – Certification of Good Moral Character
6. OSA Form No. 6 – Application Form for Tug-Ani Editorial Staff Examination
7. OSA Form No. 7 – Tug-Ani Rating Sheet
8. OSA Form No. 8 – Certificate of Candidacy for Student Council Election
9. OSA Form No. 9 – Student Council Official Ballot
10. OSA Form No. 10 – Checklist of Requirements for Applications for Recognition of Student Organizations
11. OSA Form No. 11 – Individual Counseling Report Form
12. OSA Form No. 12 – Group Counseling Report Form
13. OSA Form No. 13 – Call In Slip
14. OSA Form No. 14 – Referral Slip
15. OSA-D Form 1 – Dormitory Application Form
16. Student Placement Data Sheet
17. Scholarship Application Form
18. Student Assistant Application Form
19. Student Assistant Request Form
20. Student Assistant Evaluation Form
21. Org Recognition Form 001 Application Letter
22. Org Recognition Form 002 Certification of Advisership
23. Org Recognition Form 003 Certification of Co-Advisership
24. Org Recognition Form 004 Plan of Activities
25. Org Recognition Form 005 Directory of Officers
26. Org Recognition Form 006 Directory of Members
27. Org Recognition Form 007 Accomplishment Report
28. Org Recognition Form 008 Financial Report
29. Request for Use of OSA Equipment
30. School Waiver Form

### **C. UNIVERSITY LIBRARY**

The UP Cebu university library serves and supports information needs of the academe. The library is manned by professional librarians and support staff to facilitate the community to provide, search, locate, and retrieve library resources, not limited to print but also application of technological resources and online databases.

#### **OFFICE HOURS:**

##### **Lahug Campus**

Monday to Friday : 8:00 AM - 6:00 PM  
Saturday : 8:00 AM - 5:00 PM

**NO NOON BREAK**

##### **UPSRP Campus**

Tuesday : 3:30 PM - 7:30 PM  
Saturday : 8:00 AM - 5:00 PM

**NO NOON BREAK**

**Key Person:** Ms. Mylah R. Pedrano, RL., MSLS  
University Librarian

**Clientele:** All UP Cebu students, faculty, REPS, alumni, administrative employees, non-UP clients & researchers from other government agencies.

**Procedures**

<b>SERVICES</b>	<b>STEPS/PROCEDURES (Customer/Client)</b>	<b>SERVICE PROVIDER</b>	<b>DURATION OF ACTIVITY (excluding queuing time)</b>	<b>FEES</b>	<b>PERSON RESPONSIBLE</b>
I. <b>Registration of Student / Faculty Account in the iLib System</b>	1. Presents Form-5/Invoice and any valid I.D. with picture; Faculty ID or Appointment 2. Fills-out patron's registration form 3. Gets back the ID and Form-5	Encodes/updates client's profile; Activate client's account in the database.	3 minutes per client	No fees required	Library personnel
	<b><i>End of Transaction</i></b>				
II. <b>Borrowing Books for Home Use</b>	Presents the book at the circulation counter together with a validated school ID; Faculty/Staff ID 2. Fills-up the book card 3. Claims book borrowed and ID	Searches patron's name or ID number in the iLib system; Scans the barcode of the book; Stamps due date to the book card and date due slip; Interfiles the book card according to due date.	3 minutes per book	No fees required	Library personnel
	<b><i>End of Transaction</i></b>				
III. <b>Borrowing of Periodicals for in-house</b>	1. Selects the material to be borrowed and presents a validated school ID 2. Fills-up the periodical card provided with date, name,	Checks the periodical card of the borrowed material; Returns the material on the shelf.	1 minute	No fees required	Library personnel

<b>use</b>	course and signature. 3. Claims the ID				
	<b>End of Transaction</b>				
<b>IV. Reference and Information Assistance</b>	<ol style="list-style-type: none"> <li>1. Requests assistance on the location of materials to use or borrow</li> <li>2. Search item at OPAC station <ol style="list-style-type: none"> <li>1. Checks availability of book on shelf</li> <li>2. Retrieves the book</li> </ol> </li> </ol>	<p>Conducts reference interviews;</p> <p>Identifies the call number of the book; Assists the client and provide the materials needed/ available.</p>	3 minutes	No fees required	College Librarian
	<b>End of Transaction</b>				
<b>V. Digital Reference &amp; Document Delivery</b>	<ol style="list-style-type: none"> <li>1. <b>Email</b> Use the <a href="mailto:upcebulibrary@gmail.com">upcebulibrary@gmail.com</a> for queries</li> <li>2. <b>Document Delivery</b> <ol style="list-style-type: none"> <li>2.1. Gives the title of the article needed</li> <li>2.2. Give email address to the Librarian</li> </ol> </li> </ol> <p><b>End of Transaction</b></p>	<p>(Items 1 &amp; 2); Replies e-mail to give feedback on the status of the resources.</p> <p>Checks the online databases for the availability of the resources; Emails the articles in PDF or HTML format;</p>	48 hours per transaction	No fees required	College Librarian
<b>VI. Access to e-Resources</b>	<ol style="list-style-type: none"> <li>1. Presents a validated school ID</li> <li>2. Approaches library personnel for user ID and password</li> <li>3. Proceeds to the computer and</li> </ol>	<p>Checks the client's ID;</p> <p>Assists the user/client in accessing the e-resources.</p>	2 minutes	No fees required	Library Personnel

	perform activity				
	<b>End of Transaction</b>				
<b>VII. Internet /iMac Use</b>	<ol style="list-style-type: none"> <li>1. Presents a validated school ID and Internet Use Card (pink card).</li> <li>2. Logs-in in the monitoring log sheet.</li> <li>3. Proceeds to the iMac computers to perform academic activity</li> <li>4. Logs out in the monitoring log sheet</li> <li>5. Claims the ID and pink card.</li> </ol> <p style="text-align: center;"><i>*Pays the fee 20 hours of use per semester</i></p>	<p>Checks the client's ID and pink card;</p> <p>Fills-out the pink card in time-in column;</p> <p>Assists the client;</p> <p>Indicates the time-out, time consume and balance minutes in the blue card.</p>	3 minutes	No fees Required	Library Personnel
	<b>End of Transaction</b>				
<b>VIII. Other Services</b>					
<b>a. Issuance of Student's Referral Letter</b>	<ol style="list-style-type: none"> <li>1. Presents a validated school ID request the University Librarian for a referral letter</li> <li>2. Signs in the logbook</li> <li>3. Claims the referral letter duly signed by the University Librarian or Authorized Representative</li> </ol>	<p>Interviews the client regarding the materials / references needed from other libraries;</p> <p>Prints referral letter.</p>	3 minutes	No fees required	University Librarian or Authorized Representative

b. <b>Issuance of Student's Clearances</b>	<p>1. Presents duly accomplished clearance form.</p> <p>In case of overdue and lost books:  a. Payment of overdue fines at the circulation counter;  b. Issuance of payment slip for lost books and present to the cashier's office for payment</p> <p>2. Submits photocopy of OR at the circulation counter</p> <p>3. Claims the clearance</p>	<p>Check the account of the borrower in iLib system and list of accountabilities;</p> <p>Issues provisional receipt</p> <p>Bring OR to the circulation counter. Take note of official receipt Number. Sign the clearance form; Release the clearance.</p>	3 minutes	Applicable fee per <i>Approved 1039<sup>th</sup> meeting BOR 1991</i>	Library Personnel
c. <b>Issuance of clearance for faculty, REPS, and Administrative staff</b>	<p>1. Presents duly accomplished clearance form.</p> <p>In case of overdue and lost books:  a. Payment of overdue fines at the the circulation counter;</p> <p>b. Issuance of payment slip required to pay for lost book and present to the cashier's office for payment  c. Replacement of lost item with the same title or title selected by the College Librarian. Settle the required applicable fee at the cashier's office by presenting the</p>	<p>Check the account of the borrower in iLib system and list of accountabilities;</p> <p>Bring OR to the circulation counter. Take note of official receipt Number. Sign the clearance form;</p>	3 minutes	Applicable fee per <i>Approved 1039<sup>th</sup> meeting BOR 1991</i>	



	<p>payment slip issued at the circulation counter.</p> <p>2. Submits photocopy of OR at the circulation counter</p> <p>3. Claims the clearance</p>	Release the clearance.			
d. <b>Non-UP Researcher</b>	<p>1. Presents referral letter and validated school ID</p> <p>2. Pays the required fee at the cashier's office.</p> <p>4. Submits original receipt of payment to the Library</p>	<p>Evaluates the requirements and conducts reference interview;</p> <p>Issues payment form;</p> <p>Receives and records the O.R. Number in referral letter;</p> <p>Assists the non-UP researchers.</p>	5 minutes	Php50.00 per day	Library Personnel
	<b><i>End of Transaction</i></b>				

## D. Teachers' Learning Resource Center (TLRC)

**Office Hours:** Monday to Friday, 8:00AM – 5:00PM

**Key Person:** TLRC Coordinator, Asst. Prof. Jeraline E. Gumalal

**Clientele:** All students, faculty, REPS and Administrative employees

Steps/Procedures	Required Fees	Duration of Activity	Where to go and who to approach
<p>1. TLRC Card Issuance to Students:</p> <ul style="list-style-type: none"> <li>a. Students must fill-up the TLRC ID Application Form</li> <li>b. A minimal fee of P10.00 for the ID, which cover 20hours use of computer and inter services every semester. The collected amounts are remitted in the Cashier's office.</li> <li>c. Processing of the ID by TLRC Staff</li> <li>d. Releasing of the ID to the student</li> </ul>	P10.00	4-5 minutes	TLRC Room, New Building; TLRC Staff
<p>2. Internet service to students</p> <ul style="list-style-type: none"> <li>a. The TLRC staff will ask for the TLRC ID from the student and check the remaining hours and status of card.</li> <li>b. The student is then ushered by the staff to a specific section/computer unit.</li> <li>c. As the student commences his/her internet/computer session, the TLRC staff hands over the TLRC ID back to the student with adjustment in the number of hours used.</li> </ul>	No Fee	3-4 minutes  2 minutes/student	TLRC computer Room, TLRC Staff
3. Printing and Photocopying Services	<u>Printing:(Laser Toner)</u>	5-8 pages/minute	TLRC Staff , Student Assistant

	<p>P5/page below 5 pages</p> <p>P3/page more than 5 pages</p> <p><u>Photocopying:</u> (Kyocera Copier-clear photocopy)</p> <p>P1.50 short &amp; A4</p> <p>P1.75 ling</p>		
<p>4. Reservation of the TLRC/ILC AVR, LRC Reading Room and Computer Laboratory</p> <p>a. Secure TLRC reservation form from the TLRC staff.</p> <p>b. Check if there is a conflict of schedule in the reservation. TLRC staff will affix his/her signature prior to the signature of approval of the Coordinator.</p> <p>c. Approval of the Coordinator of the reservation of the use of TLRC AVR and LRC Reading room.</p> <p>d. A copy must be given to TLRC.</p> <p>e. In case, there is a request for LCD to be used in the activity, the requesting party will pay a minimal fee of P75/hr.</p> <p>f. In cases of reservation involving non-UP users of the venue. The party will be paying P100/hr for the venue and P70/aircon/hour.</p> <p>Note: All payments are processed in the Cashier's Office. TLRC will only accept the copy of the receipt.</p>	<p>LCD Rental-75/hour</p> <p><u>Aircon-</u> P70/aircon/hr <u>Venue</u>-P100/hr</p>	<p>10-15 minutes</p>	<p>TLRC Personnel, TLRC Coordinator</p> <p>TLRC Personnel for quotation, Cash Office for processing payments</p>

<p>5. Enrollment Assistance to Students to Access CRS</p> <ul style="list-style-type: none"> <li>a. Students will present their school ID to the TLRC staff to have free internet access to CRS.</li> <li>b. The personnel will ushered the students to a specific computer unit</li> <li>c. After the session of updating/ CRS, the staff returns the school ID to the student.</li> </ul>	<p>No Fee</p>	<p>1-2 minutes  1-2 minutes</p>	<p>TLRC Staff, TLRC Coordinator</p>
<p>6. Summer Bridge Program (facilitated to UPCAT passers who garnered lower Math scores)</p> <ul style="list-style-type: none"> <li>a. Secure list of UPCAT passers with lower Math scores</li> <li>b. Send letters of invitation to the Annual Summer Bridge Program.</li> <li>c. Coordinate with Math Program faculty to teach in the program,</li> <li>d. Arrange venue and other needed material s for the program</li> <li>e. Facilitate the Summer Bridge program for 8-10 days</li> </ul>		<p>Preparation: 1-2 months  Activity: 8-10 days</p>	<p>TLRC Coordinator, TLRC Staff, Math Program Faculty</p>
<p>7. Borrowing/returning of Math/Chemistry/English Modules to students and faculty</p> <ul style="list-style-type: none"> <li>a. For students, they must present their TLRC card upon signing the library card of a certain module. The modules are for room use only.</li> <li>b. For faculty, they must present their faculty ID and sign up in the library card. The faculty may take out the module if the material is to be used for instructional purposes. The faculty is given a week to return the material/s to center.</li> </ul>		<p>3-4 minutes/person</p>	<p>TLRC staff/ Student Assistant/TLRC Coordinator</p>

<p>8. Provide assistance to faculty in their multimedia presentations in class/video presentations</p> <ul style="list-style-type: none"> <li>a. Faculty must make reservations for certain facility of the center. In cases of film showing or audio-video presentations, the faculty may reserve LRC room for smaller class and TLRC AVR for bigger classes.</li> <li>b. Faculty will first check if there is no conflict of schedule before booking a reservation with TLRC staff/In-charge.</li> <li>c. The TLRC coordinator then signs for approval the reservations made.</li> </ul>		3-5 minutes	TLRC Staff, TLRC Coordinator
<p>9. Coordination with other Offices and faculty in line of Research and Development**</p> <ul style="list-style-type: none"> <li>a. Constant coordination with Central Visayas Studies Center (CVSC) for research development of faculty</li> <li>b. Has conducted Focus Group Discussion with CVSC and with faculty on research needs/themes last October 2012.</li> <li>c. Purpose of the activity is to develop and enhance the research culture of UP Cebu.</li> </ul> <p>**This is not a regular activity of the Center. There are already scheduled sessions.</p>			TLRC Coordinator, Central Visayas Studies Center(CVSC), Faculty

## E. Accounting Office

**Office Hours:** Monday to Friday, 8:00AM – 5:00PM

**No Noon Break**

**Key Person:** Accounting Office Chief, Ms. Jannette K. Lepiten

**Clientele:** All students

Steps/Procedures	Required Fees	Duration of Activity	Where to go and who to approach
1. Reassessment of student fees/Tuition Refund <ul style="list-style-type: none"> <li>a. Student should submit Original OR and (1) photocopy</li> <li>b. (2) photocopies of Form 5</li> <li>c. Original Bracket Slip from OSA &amp; (1) photocopy</li> </ul>	P 40.00 payment in getting the Bracket Slip	2-3 minutes	Cashier Staff  Accounting Staff
2. Student Loan Board application <ul style="list-style-type: none"> <li>a. Student should present his/her Temporary Form 5</li> <li>b. Secure SLB form and fill up form completely and legibly</li> <li>c. If guarantor is not a permanent employee of UP Cebu, s/he must have the form notarized (back portion)</li> <li>d. Attach photocopy of ID of the Guarantor</li> <li>e. Photocopy 1 copy of SLB form</li> <li>f. Have the SLB form signed by the Dean, Acctg. and OSA Coordinator</li> <li>g. Return to Acctg. after 3 signatures are completed for CRSIS encoding</li> </ul>		4-5 minutes	Accounting Staff

h. Proceed to Cashier for payment. Maximum allowable loan is 70% of Tuition			
3. Certification Request a. Student should submit photocopy of OR , Form 5 and duly accomplished request	P 50.00 payment for request of certification	2 minutes	Cashier Staff Accounting Staff
4. Withdrawal of Tuition Fee a. File for Cancellation of Subjects/LOA/Totally Drop all subject (Furnish a copy to Acctg. Office) b. Letter addressed to the Dean (stating the reasons for withdrawal & endorsed by the Chairman) c. Original OR and photocopy of Form 5	P10.00 payment for cancellation of subjects		Cashier Staff Accounting Staff
5. Deposit Refund (P 100.00) a. Student should submit his/her college clearance and Original OR (bearing the P100.00)		1-2 minutes	Accounting Staff
6. Assessment for Rental of Facilities a. Check reservation form if it's signed by the CDMO Head to ensure that the facilities needed are available b. Assess fees based on the facilities needed and for how many hours/days they're going to use it		2-3 minutes	Accounting Staff





<ol style="list-style-type: none"> <li>3. Receive payment and fill up the request /rental form of the OR# date and amount paid</li> <li>4. Release the OR with the request/ rental form to client for submission to CMO and guard on duty</li> <li>5. Retain 2 copies of the rental form for file and accounting copy</li> </ol> <p>Registration Period:</p> <ol style="list-style-type: none"> <li>1. Receive temporary form 5/school I.D. from students</li> <li>2. Encode the I.D.# of the students to the CRSIS to access their assessment of school fees</li> <li>3. Issue official receipt and collect payment</li> <li>4. Encode the O.R.# issued to the UIS</li> <li>5. Release the student I.D. with the O.R. and change, if there is any</li> </ol>	<p>15 mins/trans</p>	<p>Cash Office Staff &amp; other deputized Collectors</p>
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## **G. SAFETY AND SECURITY UNIT**

**Office Hours:** Monday to Friday, 8:00AM – 5:00PM  
No Noon Break

**Key Person:** **Special Police Captain Joseph Patrick T. Guieb**

**Clientele:** UP Cebu Faculty, Staff, Student, Guests and Outsiders  
UP Cebu through the Campus Security Office and its Security Service Provider for AY 2012-2013 (Café Security & Investigation Agency, Inc.) provides 24-hour security/protection to its constituents/guests/visitors, physical assets, properties, facilities and immediate premises.

1. UP Cebu - Main campus buildings, facilities and area/fields etc.
  - Arts & Science Bldg.
  - Undergraduate Bldg.
  - Management Bldg.
  - Library Bldg.
  - High School campus
  - Guesthouse Bldg.
  - Clinic
  - Dormitory
2. UP Cebu-SRP property
3. UP Cebu -Talisay property

### **OTHER SECURITY SERVICES**

UP Cebu through the Campus Security Office requires the Security Service Provider to provide adequate security during University activities without additional cost to the University such as, but not limited to:

- Crazy Day
- Cook Out
- Christmas Festivity celebrations, i.e. Lantern Parade, etc.
- Registration period, a guard to be posted at the Cash Office vicinity
- Graduation ceremony & other school activities
- Board of Regent Meetings

\*In case VIPs and important guests visit the University, the Security Service Provider upon the advice of the Campus Security Officer, will

provide necessary VIP security and facilitate security arrangements with local police authorities

**BUILDINGS, INSTALLATIONS THAT ARE SECURED / GUARDED  
DAILY ON 24-HOUR BASIS**

Item No.	Deployment Area	1 <sup>st</sup> Shift	2 <sup>nd</sup> Shift	3 <sup>rd</sup> Shift	Remarks
<b>A</b>	<b>MAIN CAMPUS (Main Guard House-Base Station)</b>	<b>3</b>	<b>3</b>	<b>3</b>	Includes 1 roving guard per shift
1	LIBRARY BLDG.				
2	GENERATOR HSE.				
3	GUEST HOUSE				
4	ADMINISTRATIVE BLDG.				
5	STUDENT DORMITORY				
6	CANTEEN				
7	ACCORD BLDG.-CLINIC				
8	MANAGEMENT BLDGS.				
9	BASKETBALL COURT				
10	UNDERGRADUATE BLDG.				
11	FINE ARTS WORKSHOP				
12	WATER TANK				
13	ELECTRICAL POWER TRANSFORMERS, PERIMETER FENCES				
<b>B.</b>	<b>UP-SRP PROPERTY/TALISAY</b>	<b>1</b>	<b>1</b>	<b>1</b>	
<b>C.</b>	<b>HIGH SCHOOL CAMPUS</b>	<b>1</b>	<b>1</b>	<b>1</b>	
1.	SCIENCE LAB.				
2.	FACULTY/OFFICES BLDG.				
3	BAGONG LIPUNAN TYPE SCHOOL				
4	BUILDINGS IN CLUSTER,				
<b>5.</b>	<b>HIGH SCHOOL CANTEEN</b>				
6	COMPUTER BLDG.(AYALA Foundation)				
7	<b>Comfort Rooms</b>				
8	Open Stage				
9	Basketball /tennis courts				
10	Waiting sheds				
11	Perimeter fences				
<b>C.</b>	<b>ARTS AND SCIENCE BLDG.</b>	<b>1</b>	<b>1</b>	<b>1</b>	

1	<b>Various offices</b>				
2	Canteen				
3	<b>Hallways</b>				
4.	<b>Perimeter fences</b>				
	<b>TOTAL</b>				

#### How to avail of the security service for UP Cebu Activities

Steps/Procedures		Who to approach and where to go
1. Write a letter to the Chancellor indicating request for providing adequate security of such activity	10-20 minutes	Staff of the Office of the Chancellor
<ul style="list-style-type: none"> <li>The Chancellor forwards the letter request to the Office of the Vice Chancellor for Administration for comments.</li> </ul>	10-20 minutes	Campus Security Office/Guard House
<ul style="list-style-type: none"> <li>The Vice Chancellor for Administration forwards the requests to the Campus Security Office for recommendation.</li> </ul>	10-20 minutes	
<ul style="list-style-type: none"> <li>The Vice Chancellor for Administration endorses the recommendation for approval/disapproval of the Chancellor.</li> </ul>	10-20 minutes	Office off the Vice Chancellor for Administration
<ul style="list-style-type: none"> <li>Approval/Disapproval of the Request</li> </ul> <p>The Chancellor approves/disapproves the request based on endorsement/recommendation.</p>		Staff of the Office of the Chancellor

## 2. MAIN GUARD HOUSE - SCRUTINY OF INCOMING GUESTS

- Walk-in visitors are screened and required to register in the Visitors' Logbook indicating their name, address, purpose, date and time and signature especially those who will check-in at the Guest House and Dormitory.
- Visitors entering with their service vehicles or taxis are required to do the same procedure, and indicate the plate numbers of their vehicles in the logbook with the plate numbers of their vehicles should be indicated in the logbook.

## H. HEALTH SERVICES UNIT(HSU)

### MEDICAL CONSULTATION

#### ***UP Cebu-Lahug Campus***

Schedule: Monday-Friday 8:00AM- 12:00NN 1:00PM-5:00PM  
No Noon Break

#### ***UP Cebu Professional Schools – SRP Campus***

Schedule: Tuesday - 3:30 PM - 7:30 PM  
Saturday - 8:00 AM - 5:00 PM / **NO NOON BREAK**

**Key Person: Dr. Lorel S. Dee**

Clients/Customer: UP Cebu students, employees and dependents, outsiders  
Processing Time: 10- 20 min., may vary depending on the patient's case

#### Procedure

Step	Customer/Applicant	Service Provider	Duration of Activity	Person Responsible	Form/s
1	Registers with the nurse.	Nurse takes vital signs and patient's record.	5 min	School Nurse	Patient's record
2	Proceeds to consult with the doctor.	Medical evaluation and management	10 min (may vary)	School Physician	
3	Proceeds to medication dispensing.	Provides medication to patient if available and reinforces prescription instructions	3 mins	School Nurse	Patient consultation log

Note: Emergency cases are priority.

**SERVICE: DENTAL CONSULTATION**  
 Schedule: MWF 8:00AM -12:00NN  
 Clients/Customer: UP Cebu students, employees and dependents, outsiders  
 Processing Time: 10-20 min. ( may vary depending on the patient's case  
 Procedure

Step	Customer/Applicant	Service Provider	Duration of Activity	Person Responsible	Form/s
1	Registers with School Nurse	Logs the patient in the Consultation Log	1 min	School Nurse	Patient consultation log
2	Proceeds to see the Dentist	Dental consultation	5-10 mins.	School Dentist	

**SERVICE: DENTAL PROCEDURES**  
 Schedule: By appointment  
 Clients/Customer: UP Cebu students, employees and dependents, outsiders  
 Processing Time: 30-45 min  
 Procedure

Step	Customer/Applicant	Service Provider	Duration of Activity	Person Responsible	Form/s
1	Make an appointment for contemplated dental procedure at least a day before desired date.	Lists patient on dental appointment calendar	1 min	Dentist or any HSU staff	
2	Pays for the contemplated dental procedure at the Cashier's office	Issues OR to patient	1-5 min	Cashier's Staff	
3	Proceeds to dental clinic on the appointment date	Receives the OR for the dental procedure and performs the needed procedure.	20-30 min ( may vary)	School dentist	
4.	Proceeds to dispensing	Patient is given starter meds and reinforcement of prescription instruction.	2 mins	School Dentist	

SERVICE: **SPECIAL MEDICAL/SURGICAL PROCEDURES**  
 Schedule: By appointment  
 Clients/Customer: UP Cebu students, employees and dependents, outsiders  
 Processing Time: 15-45 min (may vary depending on patients case)  
 Procedure

Step	Customer/Applicant	Service Provider	Duration of Activity	Person Responsible	Form/s
1	Make an appointment for needed procedure.	Lists patient on medical appointment calendar	1 min	Doctor or any HSU staff	
2	Sign consent for the procedure	Secures the signed consent.	1-5 min	Doctor or any HSU staff	Consent/waiver form
3	Proceeds to clinic on the appointment date	Special surgical/medical procedure is performed.	20-30 min ( may vary)	School physician	
4.	Proceeds to dispensing	Patient is given starter meds and reinforcement of prescription instruction.	2 mins	School nurse	

SERVICE: **SECURING MEDICAL CERTIFICATE (for scholarships, trainings, sports activities)**  
 Schedule: M-F 8:00AM-12:00NN 1:00-5:00PM  
 Clients/Customer: UP Cebu students, employees and dependents, outsiders  
 Processing Time: 10-15 min  
 Procedure

Step	Customer/Applicant	Service Provider	Duration of Activity	Person Responsible	Form/s
1	Registers with the nurse	Lists patient on medical consultation log and takes patient's vital signs	3 min	School nurse or any HSU staff	
2	Proceeds to see the physician.	Performs medical examination and issues medical certificate	5-10 min	Doctor	Medical certificate

**SERVICE: PRE ENROLMENT MEDICAL EXAMINATION**  
 Schedule: M-F 9:00-11:00 AM 2:00-4:00 PM  
 Clients/Customer: UP Cebu students  
 Processing Time: 5-10 min  
 Procedure

Step	Customer/Applicant	Service Provider	Duration of Activity	Person Responsible	Form/s
1	Register with nurse. For new students and transferees please present your laboratory results	Takes vital signs of patient.	5 min	Nurse or any HSU staff	Patients record
2	Proceed to the physician for medical examination.	Performs medical examination and evaluates laboratory test results	5-10 min	School physician	UP Medical certificate

**SERVICE: PRE EMPLOYMENT MEDICAL EXAMINATION**  
 Schedule: M-F 8:00-12:00 AM 1:00-5:00 PM  
 Clients/Customer: UP Cebu employees  
 Processing Time: 5-10 min  
 Procedure

Step	Customer/Applicant	Service Provider	Duration of Activity	Person Responsible	Form/s
1	Register with nurse and please present your laboratory results	Takes vital signs of patient.	5 min	Nurse or any HSU staff	Patients record
2	Proceed to the physician for medical examination.	Performs medical examination and evaluates laboratory test results	5-10 min	School physician	UP Medical certificate



**SERVICE: ANNUAL PHYSICAL EXAMINATION (APE)**  
**Schedule: M-F 7:30-11:00 AM 1:00-3:00 PM**  
**Clients/Customer: UP Cebu employees**  
**Processing Time: 30-45 min**  
**Procedure**

<b>Step</b>	<b>Customer/Applicant</b>	<b>Service Provider</b>	<b>Duration of Activity</b>	<b>Person Responsible</b>	<b>Form/s</b>
1	Register with laboratory reception personnel	Gives out forms to be filled out by the patient. Takes vital signs of patient.	5 min	Laboratory personnel/nurse	Patients record/request forms
2	Proceed to the blood extraction table.	Blood extraction.	3-5 min	Laboratory personnel/medtech	
3	Proceed to Xray van	Chest xray	3-5 min	Laboratory personnel/radtech	
4	Proceed to ECG room	ECG	5-8 min	Laboratory personnel	
5	Proceed to eye exam	Eye examination ( visual acuity)	5-8 min	Optometrist	

Note: Steps 2-5 may be interchanged. You may proceed to any of the steps if vacant /available.

## I HUMAN RESOURCE DEVELOPMENT OFFICE

**Office Hours:** Monday to Friday, 8:00AM – 5:00PM  
**No Noon Break**  
**Key Person:** HRDO Chief, Rebecca P. Bayawa  
**Clientele:** Faculty, Employees, Student, Applicants, Retired Employees

### Job/Career Opportunities

#### How an applicant avail of the service:

Steps/Procedures	Duration of Activity	Who to approach and where to go	Fees
<p>1. Check for an administrative job and or teaching position vacancy:</p> <ul style="list-style-type: none"> <li>• <i>Administrative job applicants may check with the CSC Bulletin, may call (032)2328187 local 119 or may personally go to the HRD office at Room 202, 2<sup>nd</sup> Floor, Administration Building, UP Cebu. Lahug, Cebu City.</i></li> <li>• <i>In case of teaching positions, applicants may check the academic clusters:</i> <ul style="list-style-type: none"> <li>➤ <i>College of Communication Art, and Design – 2328187 local 112</i></li> <li>➤ <i>School of Management - 2335634 local 304</i></li> <li>➤ <i>College of Science - 2338203 local 111</i></li> <li>➤ <i>College of Social Sciences - 2334708 local 203</i></li> </ul> </li> </ul>		<p>Jae Mari D. Magdaro  Marie Fe G. Lisondra  Rebecca P. Bayawa</p>	None
<p>2. Submit application</p> <ul style="list-style-type: none"> <li>• <i>Applicants submit application letter specifying the position applied for together with the requirements such as resume, transcript of records and copy of eligibility (for admin position applicants).</i></li> </ul>		<p>Department Chairs / Program Coordinators</p>	
<p>3. Screening/Interview of applicants/Teaching Demonstration by CAPC)  Unit HRMPSB interview admin applicants</p>	<p>CU AcPFC meeting last for 3-5 hours depending on the volume of agenda</p>	<p>College CAPC / Unit HRMPSB</p>	
<p>4. CU AcPFC meets to deliberate on the recommendation of CAPC</p> <p>CU HRMPSB deliberates on the ranking of applicants submitted by Unit HRMPSB</p>	<p>CU HRMPSB meeting last for 1-2 hours depending on</p>		

5. Preparation of the Endorsements by the HRDO for submission to the Chancellor for action	the volume of agenda  20 - 30 minutes per item depending on the nature	HRDO / Committee Secretary	
6. Advice/Notice of Hiring	3 minutes	HRDO (for administrative job applicants) Department Chairs/ Program Coordinators (for teaching position applicants)	
7. Hiring Accepted applicants are given employment papers/documents to accomplish	5 minutes/ person	Jae Mari D. Magdadaro Marie Fe G. Lisondra	

#### Filing of application for Leave

- All faculty and administrative employees are entitled to vacation, sick, and special leaves.
- Application for vacation leave must be filed at least 5 days before the leave. For sick leaves, the application must be filed immediately after an employee returns to work.

#### Requirements

- Application for Leave (CSC Form No. 1)
- Medical Certificate for sick leave exceeding 5 days
- Clearance from money and/or property responsibilities if leave will last for 30 calendar days or more

#### How a faculty or an employee avail of the service:

Steps/Procedure	Duration of Activity	Who to approach and where to get the application form	Fees
1. Secure the Leave form 2. Faculty/employee fill-up the Leave form 3. Office head/supervisor endorses/approves employee's leave application	2 minutes	Marie Fe G. Lisondra Jae Mari D. Magdadaro Rafael T. Abenasa Jr.	None

4. Processing of Leave Form  Leave application forms are forwarded to HRDO for processing. Staff in-charge checks and computes the leave balances, determines whether leave is without or without pay, and post to the leave ledger.  HRDO Chief certifies.	5 minutes          2 minutes	Marie Fe G. Lisondra	None
5. Approval by the Head Office/Dean	2 minutes	Head of Office / Dean	

**How an employee request Service Records, Certificate of Employment and Compensation**

Faculty and administrative employees (active, retired or separated) of UP Cebu may request from HRDO copies of service records, certificates of employment and other certifications for the following purpose:

- Salary loans and other forms of loans
- Application foreign travel visa
- Retirement and other benefit claims
- Other lawful purpose

**How a faculty or employee avail of the service**

Steps/Procedures	Duration of Activity	Where to go and who to approach	Fees
1. Request by phone, by email or by request form.  An employee may place his/her request by telephone call, by email or by filling out the request form.	2 minutes	Jae Mari D. Magdadaro Marie Fe G. Lisondra Rafael T. Abesna Jr. Manuel Lorenzo G. Busano III	None
2. Print Record Service Record - Encoding of the recent update - Printing - HRDO Chief signs - Issuance/Release	20 minutes	Marie Fe G. Lisondra	None
3. Certificate of Employment and others - Preparation, checking of employees records - Printing - HRDO Chief signs - Issuance/Release	20 minutes	Marie Fe G. Lisondra Rebecca P. Bayawa	None

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**Retirement and Claims Services**  
**How an employee avail of the service**

<b>Steps/Procedures</b>	<b>Duration of Activity</b>	<b>Where to go and who to approach</b>	<b>Fees</b>
1. Retiring employee upon approval of his/her retirement HRDO provides the employee the following forms to accomplish: - Clearance Form - Application forms for GSIS Claim - Application for Pag-IBIG Claim - Application form for Terminal Leave Benefit	2-3 minutes	Marie Fe G. Lisondra	None
2. Documents are prepared while waiting for the retired employee to submit the accomplished forms and clearance - Service Record - Certification of leave balances - Other documents required by GSIS - Submission of documents to GSIS	20-30 minutes per document  ½ day	Marie Fe G. Lisondra  Marie Fe G. Lisondra	None  None
3. Application for Terminal Leave Benefit - Service Record - Computerized leave ledgers - Certifications - LARP - Vouchers - Statement of functions when a retired faculty has administrative functions - Other required documents to be submitted by the retired employee - Documents are sent to DBM through the UP Systems Budget Office	1 – 2 weeks	Marie Fe G. Lisondra Rebecca P. Bayawa	None
4. Claim for eSRP and or Faculty Sick Leave (FSL) Benefits upon submission of the accomplished University Clearance: - eSRP/FSL Forms are prepared and routed for endorsement and approval of the Chancellor - Disbursement Voucher and OBR are prepared and entered into FMIS	2-3 days	Mari Fe G. Lisondra Rafael T. Abenasa Jr (for the DV/OBR and FMIS)	None

## FEEDBACK MECHANISMS

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

- Accomplish our Customer Feedback Form available in the office and put in a drop box.
- Send your complaints/suggestions to the Chief of the Human Resource Development Office.
- You can call us at (032) 232-8187 local 119

## J SUPPLY AND PROPERTY MANAGEMENT OFFICE (SPMO)

**Office Hours:** Monday to Friday, 8:00AM – 5:00PM  
**No Noon Break**  
**Key Person:** Chief, SPMO, Mr. Marlon R. Ubaldo  
**Clientele:** UP Cebu Faculty, Staff, Students, Suppliers

### How to prepare Purchase Request.

Steps/Procedures	Duration	Who to approach and where to go
Input Purchase Request at UIS for approval, once approved print for hard copy and route for signature.	1 day- 3 days	Submit PR to Budget Office, Vice-Chancellor for Administration/Chancellor and to the BAC

### How can suppliers, jobbers and contractors avail of opportunities to do business with us

Steps/Procedure		Who to approach and where to get the application form
1. Register and get accreditation from PHILGEPS.	30 mins. – 1 hour	This is an online registration for all firms, stores, companies and other groups that want to be a supplier to all government instrumentalities and agencies.
2. Inquire opportunities to supply in the PHILGEPS website or in the UP Cebu Website.  Notes:  For new suppliers who are based in Metro Cebu, they must visit the SPMO Office, and read announcements on the bulletin boards for ongoing Public Biddings/ Canvass under shopping and other AMPs  For regular suppliers, canvass forms are faxed to them.	15-30 mins.	This is an online transaction. The SPMO Organization Chart as shown in UP Cebu Website will guide interested parties who to talk to or visit if needed.
3. Fill out the canvass forms (or buy Public Bidding docs) and submit to SPMO within the prescribed quotation/submission period.	1- 2 weeks	For those procured through Alternative mode (fax canvassed)- SPMO Staff in-charge For Public Biddings – Ms. Ma. S. B. Magdadaro/Ms. Jean Centino

**How canvassing and awarding is done (for items recommended by BAC to be procured through alternative method)**

<b>Steps/Procedures</b>	<b>How Long</b>	<b>Where to go and who to approach</b>
1.Fax,Canvass for Quotation (To eligible suppliers with known good track record in terms of delivery and after sales customer support)	3 mins/supplier	SPMO staff in charge
2.Furnishing of Abstract of Bids/Quotation (at least 3 suppliers is needed) <ul style="list-style-type: none"> <li>• Awarding is done through suppliers/bidders who meet the required specification</li> </ul>	10 minutes average only given the # of items and suppliers	SPMO Staff in-charge
3.Issuance of BAC Resolution and Purchase Order <ul style="list-style-type: none"> <li>• Encoding</li> <li>• Printing</li> </ul>	8 minutes	SPMO staff in charge
4. Endorse BAC Resolution to BAC/VCA/Chancellor for Approval	15-30 minutes	SPMO staff in charge
5.Endorse Abstract of Bids and Purchase Order to SPMO Head/OVCA/Chancellor for Approval	20-30 minutes	
6.Fax P.O to suppliers	5 minutes	

**How suppliers should conduct their delivery**

<b>Steps/Procedures</b>	<b>How Long</b>	<b>Where to go and who to approach</b>
1.Confirmed Receipt of Faxed Purchase Order	5 minutes	Suppliers/SPMO staff in charge
2.Adhere to delivery period stated in the Purchase Order	as stated in the PO	Suppliers/SPMO staff in charge
3.Coordinate with SPMO for Initial Inspection of Items/Equipment and acceptance of delivery to End User/Offices Concerned	1-3 days	Suppliers/SPMO staff in charge/End User



**B) Storing and Issuance of commonly used supplies and materials**

**How do end-users / requisitioners avail of their needed supplies and materials**

<b>Steps/Procedures</b>	<b>Duration</b>	<b>Who to approach and where to go</b>
1. End user / requisitioners prepares a list of the supplies / materials needed by their office based on their approved Annual Procurement Plan (APP) and submits it to the Supply & Property Management Office (SPMO).	3 – 5 minutes	SPMO Central Store in-Charge
2. Upon receipt of the request for supplies / materials, the Central Store in-charge prepares the Requisition Issue Slip (RIS) and checks the items requested against their approved APP.	5 – 15 minutes	SPMO Central Store in-Charge
3. Have the RIS signed by the Chief of the SPMO (Approved Portion).	1 minute	SPMO Chief
4. Inform the end user / requisitioner that their items are ready for pick-up.	1 minute	End-user requisitioner
5. The Central Store in-charge releases / issues the supplies / materials to the end user by signing the “issued” portion of the RIS.	3 – 5 minutes	Staff of each end-user unit or office ( sometimes the janitors assigned to the end-user)
6. Upon issuance of the supplies / materials, the Central Store in-charge instructs the clerks to let their Cluster / Office /Section Head sign the RIS Requested Portion & let the clerk acknowledge receipt of the items issued by signing the received portion.	1-3 minutes	Clerk of each end-user unit or office

**What is being done to stock and replenish the Central Storeroom of supplies and materials**

Steps/Procedure		Who to approach and where to get the application form
<b>A. ITEMS AVAILABLE AT PS:</b>		
1. The Central Store in-charge checks the balances of the supplies / materials available at the Central Store on a quarterly basis or as the need arise basing on the approved Annual Procurement Plan of the College.	30 mins – 1 hour	SPMO Central Store In-Charge
2. The Central Store in-charge then prepares Agency Procurement Request (APR) and Obligation Request (OR) for supplies / materials available at the Procurement Service Depot and have it signed by the Head of SPMO, Budget, OVCA and the Chancellor.	1 day	SPMO Chief Budget OVCA Chancellor
3. The approved APR is then faxed to PS – Depot for Certification of Availability of items.	1 day	PS Warehouse in-Charge
4. Upon receipt of the Certification of Availability of items from PS, the Central Store in-charge prepares the Disbursement Voucher (DV) for payment of the items to be procured at PS.	1 – 2 minutes	Budget Accounting OVCA/OC Cash Office
5. When check is ready, the Central Store in-charge goes to PS to pay the items to be procured and at the same time picks up the items.	1 – 2 hours	PS Cashier PS Head PS Warehouse in-charge
6. The Central Store in-charge then prepares the Inspection and Acceptance Report (IAR) and enters the supplies / materials to their individual ledger cards.	30 minutes – 1 hour	Central Store in-Charge
7. The supplies / materials are then stored and arranged at the Central Store Room.	1 – 2 hours	Central Store in-Charge with the assistance of SPMO JO personnel or janitor assigned to assist.
<b>B. ITEMS NOT AVAILABLE AT PS:</b>		
1. The Central Store in-charge prepares Purchase Request (PR) and Obligation Request (OR) for supplies / materials not available at the PS-Depot.	30 minutes – 1 hour	SPMO Chief Budget Vice Chancellor for Administration/Chancellor
2. PR submits to BAC Secretariat for the Recommendation for Alternative Mode of Procurement (RAMP) by the Bids & Awards Committee (BAC)	1 – 2 minutes	BAC Secretariat BAC

3. After the RAMP is signed, the Request for Quotation (RFQ) will be prepared by SPMO Staff/Authorized Personnel with BAC Delegated Authority and signed by SPMO Staff/Authorized Personnel with BAC Delegated Authority and SPMO Chief/BAC Chairperson.	2-5 minutes	SPMO Canvasser Authorized Personnel w/ BAC Delegated Authority  SPMO Chief BAC Chairperson
4. Supplies / materials will then be canvassed and an abstract will be prepared by the staff in-charge to be checked / verified by the Central Store in-charge if items offered are acceptable. If items offered are acceptable, a Purchase Order (PO) will be prepared and once signed, will be faxed to the supplier.	20-30 minutes	SPMO Chief Central Store In-Charge Chancellor Supplier
5. Upon delivery of the supplies / materials, the Central Store in-charge will check the items if correct and acceptable, and then sign the received portion on the Sales/Charge/Credit Invoice to acknowledge receipt of the items delivered.	5 – 15 minutes	Supplier Representative Central Store in-Charge
6. The Central Store in-charge prepares the Inspection and Acceptance Report (IAR) and records the supplies / materials to their individual ledger cards. Disbursement Voucher (DV) will then be prepared.	10 – 20 minutes	Central Store In-Charge Inspector SPMO Chief Budget & Accounting Chancellor

**What reports and How are they being prepared**

<b>Steps/Procedures</b>	<b>How Long</b>	<b>Where to go and who to approach</b>
<b>A. SUPPLIES INVENTORY CONTROL LIST CENTRAL STORE OPERATION (EVERY END OF THE MONTH)</b>		
1. Receipt of supplies / materials for Central Store stock will be added to the beginning inventory for the month.	15 – 30 minutes	Central Store in-charge
2. Issuances for supplies / materials for offices during the month will be deducted from the available balance using FIFO method.	15 - 30 minutes	Central Store in-charge
3. A summary of issuances of supplies / materials will also be prepared.	5 – 15 minutes	Central Store in-charge
4. A summary of the total amount of supplies / materials issued for	3 – 5 minutes	Central Store in-charge

the different clusters / offices will also be prepared.		
5. Reports are then submitted to COA, Accounting and Budget on or before the 5 <sup>th</sup> day of the succeeding month.	1 – 3 minutes	COA Accounting Budget
<b>B. REPORT ON THE PHYSICAL COUNT OF INVENTORIES (EVERY END OF THE SEMESTER ENDING ON JUNE AND DECEMBER)</b>		
1. Conduct a physical count of supplies / materials at the Central Store.	3 days - 1 week	Central Store in-Charge
2. Report shortage / overage if there is any to the SPMO Head.	1 – 3 minutes	SPMO Staff
3. Prepare a Report on the Physical Count of Inventories and have it certified by the SPMO Chief and approved by Vice Chancellor for Administration.	30 minutes - 1 hour	SPMO Staff SPMO Chief Vice Chancellor for Administration
4. Once the report is signed, the RCPI is then submitted to COA, Accounting and Budget	5 - 30 minutes	COA Accounting Budget

**C) Documentation and Control of PPE**

**What forms and how are they prepared**

<b>Steps/Procedures</b>	<b>How Long</b>	<b>Where to go and who to approach</b>
<p>1. Property Acknowledgement Receipt (PAR) –for equipment 15,000.00 and above</p> <ul style="list-style-type: none"> <li>- Assigned PAR number and property number for each delivered/received equipment and post in the PARControlled listing</li> <li>- Prepare PAR standard form with the corresponding PAR number, date prepared, property number, description, date purchased, fund source, and purchased amount and signed by the person accountable</li> <li>- Prepare and put UP SPMO Inventory Sticker (except for very small items)</li> <li>- Release of equipment to end-user</li> <li>- Prepare individual equipment ledger cards for each type of equipment</li> </ul>	<p>1-3 days</p>	<p>PPE Staff In-charge</p>
<p>2. Inventory Custodian Slip (ICS ) for semi-expendable expenses below 15,000.00 (except disposable supplies)</p> <ul style="list-style-type: none"> <li>- Assign ICS number and property number for each delivered/received items which have a useful life of more than 1 year and with a value of P15,000.00 below (except disposable supplies) and post in the ICS controlled listing/report</li> <li>- Prepare standard ICS form with the corresponding ICS number, property number, Description, estimated useful life and purchased amount and signed by the person accountable/end-user</li> <li>- Prepare and put UP SPMO Inventory sticker (if applicable) and</li> <li>- Release item to end-user</li> </ul>	<p>1-3 days</p>	<p>PPE Staff In-charge</p>
<p>3. Transfer of Property</p> <ul style="list-style-type: none"> <li>- An employee may transfer the equipment under his/her</li> </ul>	<p>1-7 days</p>	<p>PPE Staff In-Charge</p>

accountability to another employee of the same office/department through a written request submitted to the property office - Property Office prepares Property Transfer Report		
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**What periodic reports and how are they prepared**

<b>Steps/Procedures</b>	<b>How Long</b>	<b>Where to go and who to approach</b>
1. PPE controlled by office - Each delivered/received equipment posted in the PAR controlled listing/report is submitted to the accounting office semi-annually for reconciliation.	1-2 hours	PPE Staff In –Charge
2. Inventory of Property, Plant and Equipment (PPE) - All equipment listed in the PAR is then posted in the PPE per office - Equipment in the PPE is classified according to IT equipment and software, Office Equipment, Other Machineries and Equipment, etc. - A physical count of inventory is then conducted per office - Office head signs acknowledgement after inventory - PAR renewal is made after inventory (PAR's are renewable every after 3 years per COA regulation) - Inventory report is then submitted to the Accounting Office for reconciliation and then submitted to the COA - Files inventory report by office for future reference	2-3 months	PPE Staff In –Charge
3. Submission of unserviceable equipment/items - Consolidate listing per office - Posting of submitted IIRUP to the PPE	2-3 days	







<p>4. Issuance of Bid Documents</p> <ul style="list-style-type: none"> <li>- Payment of bid documents fee to the college cashier</li> <li>- Release of Bid Documents</li> </ul>	<p>On the 1st day of posting of Invitation to Bid</p>	<p>BAC Secretariat</p>
<p>5. Conduct of Pre-Bid Conference:</p> <ul style="list-style-type: none"> <li>- Send out pre-bid conference notice to BAC Members and bidders</li>   <li>- issue Supplemental Bid Bulletin, if any</li> </ul>	<p>At least 12 calendar days before the opening of bids</p> <p>Not later than 7 calendar days before the deadline for the submission and receipt of bids</p>	<p>BAC Members/BAC Secretariat</p> <p>BAC Secretariat</p>
<p>6. Receipt and Opening of Bids</p> <ul style="list-style-type: none"> <li>- Eligibility and Technical Documents</li> <li>- Financial Documents</li> <li>- Preparation of abstract of bids for reading</li> </ul>	<p>Submitted on time based on the schedule posted</p>	<p>BAC Members/ BAC Secretariat</p>
<p>7. Conduct of Bid Evaluation</p> <ul style="list-style-type: none"> <li>- Prepare abstract of bids as calculated</li> <li>- Prepare bid evaluation report</li> </ul>	<p>Right after the opening of bids</p>	<p>BAC Members/BAC Secretariat</p>
<p>8. Conduct of Post Qualification</p> <ul style="list-style-type: none"> <li>- Prepare post qualification report for each bidder</li> <li>- Prepare Post qualification evaluation report</li> <li>- Prepare BAC resolution for approval by the Dean</li> </ul>	<p>2- 7 days after bid opening</p>	<p>BAC Secretariat</p>
<p>9. Award of Contract</p> <ul style="list-style-type: none"> <li>- Prepare Notice of award signed by the Dean</li> <li>- Prepare Notification of bidding results to non-winning bidder</li> <li>- Bidding results posted at G-EPS</li> </ul>	<p>After post-qualification and approval of the Dean</p>	<p>BAC Secretariat</p>
<p>10. Effectivity of Contract</p> <ul style="list-style-type: none"> <li>- Submission of Performance security</li>   <li>- Issuance of Notice to Proceed</li> </ul>	<p>At least 7 days after the receipt of the Notice of Award</p> <p>Right after the submission of the Performance Security</p>	<p>BAC Secretariat</p>

## **FEEDBACK MECHANISMS**

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

Accomplish our Customer Feedback Form Available in the office and put it in a drop box.  
Send your complaints/suggestions to the Chief of the Supply and Property Management Office  
You can call us at (032) 233-3497

## **THE SUPPLY AND PROPERTY MANAGEMENT OFFICE**

Room 107, Ground Floor, Administration Building, University of the Philippines Cebu  
Gorordo Avenue, Lahug, Cebu City, Telephone No. (032) 2328187 local 121

## K Campus Maintenance Office (CMO)

**Office Hours:** Monday to Friday, 8:00AM – 5:00PM  
**No Noon Break**

**Key Person:** CMO Chief, Engr. Albert B. Bascon  
**Clientele:** UP Cebu Faculty, Students and Staff (are priority), Outsiders

**SERVICE:** ISSUANCE OF PERMIT FOR USE OF EQUIPMENT AND FACILITIES (Conference Hall, AVR, Lobby and Grounds)  
**Schedule:** Per request  
**Processing Time:** Within one day (accept reservation within a month only except for very important UP activity, filling up form can be earlier but not later than 3 days before actual use)

**Procedure:**

Step	Customer/Applicant	Service Provider	Duration of Activity	Person Responsible	Form/s
1	Check availability of facilities (first come first served basis)	Confirm the availability of the facilities.	2 minutes	CMO Staff	Reservation form
2	Fills out reservation form	Issue reservation form	5 minutes	CMO Staff	
3	Submit accomplished form	Check equipments needed if available and assign form for assessment of fees	3 minutes	CMO Staff	
4	To Accounting Office	Assess fees	5 minutes	Accounting Staff In-Charge	
5	To Office of the Vice Chancellor for Administration	Approve or disapprove request	Within one day	VCA	
6	To Cashiers Office ( if request is approved )	Receive payment	5 minutes	Cashiers Staff	
7	Receive approved request	Issue copy of request	5 minutes	CMO Staff	

- Note:
1. Request from students and faculty can be directly approved by the CDMO Head if no fees are involved (like use of aircon, LCD). Processing is up to step 3 only then to step 7. Outsiders should follow the whole procedure.
  2. An approved reservation may be canceled if there is unit-wide activity/event hosted by the UP Cebu administration.

SERVICE: **JOB ORDER REQUEST**  
 Schedule: First come first serve basis  
 Clients/Customer: UP Cebu Faculty, Students and Staff

Procedure

Step	Customer/Applicant	Service Provider	Duration of Activity	Person Responsible	Form/s
1	Fills out job order form				Job Order form
2	Submit forms to CDMO Staff ( one copy to customer)	Receive form	2 minutes	CMO Staff	
3		Assign staff to do the job	Depends upon the nature of the job. 1. Availability of materials. 2. If job is for repair and replacement, job can be done immediately.	CMO Staff	
4.		Give confirmation to the customer after job completion	3 minutes	CMMO Staff	
5		Give copy to CMMO Clerk for office file	1 minute	CDMO Staff	

SERVICE: **USE OF WATER AND ELECTRICITY**  
 Schedule: Per request  
 Clients/Customer: UP Cebu Faculty, Students, Staff, Outsider

Procedure

Step	Customer/Applicant	Service Provider	Duration of Activity	Person Responsible	Form/s
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1	Inform Head CMO of utilities needed	Issue down payment form	3 minutes	CMO staff	Payment Form
2	Submit form for payment to cashier	Receive down payment	3 minutes	Cashier's Staff	
3	To CMO Office	Assist customer for the services needed	5 minutes	CMO staff	
4.	To CMO Office for computation of actual dues after the event/activity.	Engineer computes actual fees	5 minutes	CMO Chief	Reservation form
5	To Accounting Office	Assess fees	5 minutes	Accounting Staff	
6	To Cashier	Receive payment	5 minutes	Cashier Staff	

**FEEDBACK FORM**  
(Pananaw o Puna)

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Please let us know how we have served you. You may use this form for compliment, complaints, or suggestions. Simply check the corresponding box.

*Ipaalam po ninyo sa amin kung paano naming kayo napaglingkuran. Maaaring gamitin ito para sa papuri, reklamo o mungkahi. Mangyaring i-tsek lamang ang kahong naaayon.*

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COMPLIMENT  
(Papuri)

COMPLAINT  
(Reklamo)

SUGGESTION  
(Mungkahi)

Person(s)/Unit/Office Concerned or  
Involved: \_\_\_\_\_

(Mga tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi)

Facts or Details Surrounding the Incident:

(Kaganapan o detalyeng bumabalot sa pangyayari)

Please use additional sheet(s) if necessary

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan)

Please use additional sheet(s) if necessary

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Name{OPTIONAL} \_\_\_\_\_  
(Pangalan)

Office/Agency: \_\_\_\_\_  
(Tanggapan/Ahensya)

Address: \_\_\_\_\_  
(Tirahan)

Contact Number(s) (if any): \_\_\_\_\_  
(Telepono)

E-mail Address (if any) \_\_\_\_\_

Signature: \_\_\_\_\_  
(Lagda)

Date: \_\_\_\_\_  
(Petsa)