



Republic of the Philippines
**UNIVERSITY OF SOUTHEASTERN
PHILIPPINES**
Tagum-Mabini Campus

CITIZEN'S CHARTER

BRIEF PROFILE

The University of Southeastern Philippines (USEP) is a regional state university created in 1978 through Batas Pambansa Bilang 12. The University is an integration of four state institutions, particularly, the Mindanao State University Davao (MSU-Davao), the University of Philippines-Master of Management Program in Davao (UPMMPD), the Davao School of Arts and Trades (DSAT), and the Davao National Regional Agricultural School (DNRAS).

The University has five campuses, namely: Obrero (main) and Mintal Campuses in Davao City, Tagum-Mabini Campus which has two units- one in Tagum City and one in Compostela Valley Province; and Bislig Campus in Surigaodel Sur.

VISION

A premiere University in the ASEAN Region.

By becoming a premier university in the ASEAN Region, the USEP shall be a center of excellence and development,

responsive and adaptive to fast-changing environments. USEP shall also be known as the leading university in the country that fosters innovation and applies knowledge to create value towards social, economic, and technological developments.

MISSION

Particularly USEP is committed to:

- Provide quality education for students to grow in knowledge, promote their well-rounded development, and make them globally competitive in the world of work;
- Engage in high impact research, not only for knowledge's sake but also for its practical benefits to society; and
- Promote entrepreneurship and industry collaboration.

SERVICE PEDGE

U – phold its mission of providing quality education at affordable cost

S – ustain its competitive advantage in highly satisfactory performance in standardized examinations in the field of engineering, forestry, agriculture and education

E – ngage in the expansion of strong Research, Development, and Extension (RDE) programs with competent human resource and responsive and relevant researches that are adopted and utilized for development.

P – roduce globally competitive and morally upright graduates.

PLEDGE OF COMMITMENT

We, recognizing the importance of our responsibility as frontline service providers of the University of Southeastern Philippines, do hereby pledge to carry out our duties and obligations, as such.

We commit:

1. To oversee that the charter of our respective offices shall be implemented properly and at all times;
2. That we will at all times conduct the services of our offices in an ethical and professional manner;
3. That we shall treat our clients with high respect and courtesy;
4. That we shall at all times perform the duties expected of us with integrity, honesty and diligence.

We further commit to:

1. Act promptly on letters and requests;
2. Process documents expeditiously;
3. Act immediately on the public's personal transactions;
4. Make documents accessible to the public.

LIST OF FRONTLINE SERVICES

Guidance Office

1. Filing of USEPAT Application
2. Issuance of USEPAT Official Result
3. Issuance of Certificate of Good Moral Character
4. Issuance of Certificate of Test Results
5. Posting of Job Vacancies

Office of Student Services (OSS)

1. Affidavits of lost ID/Exam Permits/Official Receipts/Printouts of Study Loads
2. Requests for Temporary Exemption from Wearing School Uniform
3. Processing of Application to Avail of Scholarship/Grant
4. Filing of Complaint Against Student
5. Issuance of Certificate of Scholarship
6. Issuance of Certificate of Good Standing
7. Issuance of Certificate of Acceptance (for undergraduate students)
8. Issuance of Scholarship Card (for externally funded-paid by the Sponsor)
9. Issuance of Scholarship Card (for internally funded-paid by USEP)

Registrar's Office

1. Enrollment
2. Application for Request of Documents
 - Transcript of records
 - Honorable dismissal/certificate of transfer credentials
 - Certifications
 - Grades No Objection
 - GWA English as medium of instruction
 - CAV Bona fide student
 - Earned Units Graduation
 - Diploma
 - Certifications
3. Claiming of Requested Documents

4. Application for Re-Issuance of Diploma
5. Authentication of Documents (TOR, Certifications)
6. Application for correction of Name, Date and Place of Birth
7. Application for completion of INC grades

LIBRARY SERVICES

1. Application of New Library Card (graduate and undergraduate student)
2. Library Card Validation
3. Library Card Application for Renewal/Replacement
4. Researchers from other School
5. Permit to Use other Libraries
6. Borrowing/Returning of Books

MEDICAL SERVICES

1. Medical Consultation

FINANCE OFFICE (CASHIERING AND STUDENT ACCOUNTS)

1. Issuance of Certificate of Outstanding Balance
2. Signing of Clearance Form
3. Request for Statement of Accounts
4. Posting of Record of Scholar
5. Receiving of Payments
6. Releasing of Checks

FEEDBACK AND REDRESS MECHANISMS

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

- ✓ Secure our Feedback Form available in our frontline offices (Guidance, OSAS, Campus Clinic, Finance, Registrar and Library) or download the form from the university website <http://www.usep.edu.ph>. Fill-up and drop the form in the provided drop box.
- ✓ Send your feedback through the following e-mail addresses: president@usep.edu.ph.
- ✓ Talk to the head of identified front-line office.

All written/verbal complaints shall be immediately acted upon by the concerned office.

THANK YOU for helping us continuously improve the quality of our services.

UNIVERSITY GUIDANCE AND TESTING OFFICE

Title of Frontline Service: **Filing of USEPAT application**

Schedule of Availability: (Testing Season: January – April)

Monday – Saturday, 8:00 a.m; 10:00a.m; 1:00 p.m (Subject for Approval)

Who may avail of the service:

Incoming students

What are the requirements:

- ✓ Certification from principal that the student belongs to graduating class (for graduating)
- ✓ TOR (for transferees)
- ✓ High School card (for out of school youth)
- ✓ 2 pcs. 1 x 1 ID picture recent)
- ✓ Online registration @www.usep.edu.ph/usepat

Duration: 10 minutes

Fee/Charge Php 215.00 (subject to change)

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Present the required documents	Verify the documents presented Issue Payment Order Slip (POS)	2 minutes	Clerk	POS
2	Proceed to Cashier's Office for payment	Acknowledge OR Issue application form	1 minute	Clerk	

3	Present the OR to OSA	Acknowledge OR Issue application form	5 minutes	Clerk	Application form
4.	Accomplish USEPAT application form	Verify the data on the application form	5 minutes	Clerk	Accomplished application form
5.	Secure Exam Permit	Determine the test schedule & room number	2 minutes	Clerk	Exam permit with OR stamped, 'ISSUED'
		END OF TRANSACTION			

Title of Frontline Service: **Issuance of USEPAT Official Result**

Schedule of Availability: (Testing Season: March - May)

Monday – 8:00 a.m; 10:00a.m; 1:00 p.m (Subject for Approval)

Who may avail of the service:

Incoming students

Authorized representative

What are the requirements:

✓ Exam permit or School ID

Duration: 4.5 minutes

Fee/Charge: None

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Present the required documents	Verify the examinee's result from the system and print report	10 minutes	Clerk	Printout of Official result
		Authorized official signs the report	30 seconds	Guidance Counselor	Official Result
2	Receive the printout of the Official result and sign in the logbook	See to it that client prints his/her name legibly and affix signature. Stamp the exam permit with "RELEASED"	1 minute	Clerk	Official result and exam permit

Title of Frontline Service: **Issuance of Certificate of Good Moral Character**

Schedule of Availability:

Monday – Friday 8:00 a.m - 5:00 p.m

Who may avail of the service:

Students/Alumni

What are the requirements:

- ✓ Exit form (both)
- ✓ Student ID
- ✓ Check with the enrolment system or verify from Registrar's Office or Transcript pf Record (whatever is available)
- ✓ 1 pc. Documentary stamp

Duration: 18 minutes

Fee/Charge: Php 66.00 (subject to change)

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Accomplish & submit Exit Form	Evaluates the request; verifies records of student behavior	10 minutes	Clerk	Exit Form
2	Issuance of POS	Assess payment	1 minute	Clerk	POS
3	Proceed Cashier's Office for Payment				
4	Present the OR to OSA	Acknowledges OR	1 minute	Clerk	Certificate of Good Moral Character
5.	Secure the Certificate of Good Moral Character	Issue certificate of Good Moral Character with school seal; and returns OR to requesting party, stamped with "ISSUED"	5 minutes	Clerk Counselor	Certificate of Good Moral Character
6	Sign in the Logbook	Verify if requesting party has signed the logbook properly	1 minute	Clerk	Certificate of Good Moral Character
		END OF TRANSACTION			

Title of Frontline Service: **Issuance of Certificate of Test Results**

Schedule of Availability:

Monday – Friday – Consultation Time

Who may avail of the service:

Students

Authorized representative of student

What are the requirements: (any of the following)

- ✓ Exam permit
- ✓ Authorization Letter

Duration: 16.5 minutes

Fee/Charge: Php 66.00 (subject to change)

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Present exam permit or any of the requirement	Verify results from the system Issuance of POS	10 minutes	Counselor/Clerk	POS
2	Proceed Cashier's Office for payment				
3	Present the OR to OSA	Acknowledges OR	30 seconds	Clerk/counselor	
4	Secure the Certificate of Test result	Issue certificate of Test result; and returns OR to requesting party, stamped with "ISSUED"	10 minutes	Clerk/counselor	Certificate of Test result
5	Sign in the Logbook	Verify if requesting party has signed the logbook properly	1 minute	Clerk	
		END OF TRANSACTION			

Title of Frontline Service: **Posting of Job Vacancies**

Schedule of Availability:

Monday – Friday – 8:00 – 5:00 p.m

Key Person:

Clerk

Who may avail of the service:

Companies

What are the requirements:

✓ Business permit

Duration: 6 minutes

Fee/Charge: None

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Present the Print Ads	Verify if the company has submitted business permit (for regular client);	3 minutes	Clerk	
2	Present Business Permit	File the business permit	2 minutes	Clerk	
3	Sign in the logbook	Stamp the ads “approved for posting”, post them to designated bulletin board	1 minute	Clerk	
		END OF TRANSACTION			

OFFICE OF STUDENT SERVICES

Title of Frontline Service: **Affidavits for Lost ID/Exam Permits/Official Receipts/Printouts of Study Loads/COR**

Schedule of Availability:

Monday – Friday, 8:00 – 5:00p.m

Who may avail of the service:

Students

What are the requirements: (any of the following)

- ✓ Affidavit of Loss (to be disseminated to all students)

Duration: 6 minutes

Fee/Charge: Php 66.00

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Present Affidavit of Loss	Checks the document presented	3 minutes	Clerk	
2	Secure signature of the OSA Coordinator	Gets a copy of an affidavit of loss	1 minute	Clerk	
3	Submits Affidavit of Loss and ask for Temporary Exemption Slip	Records the affidavit & issues Temporary Exemption	2 minutes	Clerk	Temporary Exemption Slip
		END OF TRANSACTION			

Title of Frontline Service: **Request for Temporary Exemption from Wearing the School Uniform**

Schedule of Availability:

Monday – Friday, 8:00 – 5:00p.m

Who may avail of the service:

Students

What are the requirements: (any of the following)

- ✓ ID
- ✓ Excuse letter

Duration: 3 minutes

Fee/Charge: Php 66.00

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Submit excuse letter on non-wearing of school uniform	Evaluates excuse letter and issues Temporary Exemption Slip	3 minutes	OSA Director/Clerk	Temporary Exemption Slip

Title of Frontline Service: **Processing of Application to Avail of Scholarship/Grants**

Schedule of Availability:

Monday – Friday, 8:00 – 5:00p.m

Who may avail of the service:

Scholars/Grantees

What are the requirements:

- ✓ Certification from the Sponsor of Scholarship
- ✓ Sponsor
- ✓ ID

Duration: 10 minutes

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Present ID, proof of entitlement to scholarship/grant; supporting documents	Evaluates completeness of documents	3 minutes	Clerk	
2	Secure signature of scholarship in-charge	Verifies financial component	3 minutes	OSA Director/Finance Office	
3	Secure signature of scholarship in-charge	Recommends approval or disapproval	2 minutes	OSA Director	Recommendation from the OSS Director
4	Secures Approval	Approves or disapproves	2 minutes	President	Approval/Disapproval

	from the President				of Scholarship
		END OF TRANSACTION			

Title of Frontline Service: **Filing of Complaint against a Student/s**

Schedule of Availability:

Monday – Friday, 8:00 – 5:00p.m

Who may avail of the service:

Anyone aggrieved or offended by a student/s

What are the requirements:

- ✓ Accomplished Incident Report Form also referred to as complaint form;
- ✓ Full name of the student complained of and full name of person complaining;
- ✓ A narration of relevant facts that show the offense allegedly committed by the student complained of. \
- ✓ Evidence and testimonies of witness/es

Duration: 15 minutes

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Orally report complaint to the Office of Student Affairs & Services	Discusses complaint with complainant and gives Logbook to document complaint	5 minutes	OSA	Logbook
2	Accomplish and submit Incident	Received accomplished Incident Report Form	5 minutes	OSA	Incident Report Form

	Report Form				
3	Confirm venue, date & time of fact-finding dialogue/hearing to be conducted	Informs complainant n venue, date and time of dialogue/hearing	5 minutes	OSA Coordinator, Dean	Notice of Dialogue/hearing

Title of Frontline Service: **Issuance of Certificate of Scholarship**

Schedule of Availability:

Monday – Friday, 8:00 – 5:00p.m

Who may avail of the service:

Students who availed scholarship

What are the requirements:

- ✓ Scholarship Card
- ✓ Student ID

Duration: 12 minutes

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Present Scholarship card	Checked the name entry of the card	1 minute	Scholarship in-charge	
2	Present School ID	Validate/evaluates the records of student to the list of scholars	3 minutes	Scholarship in-charge	List of Scholars/Grantees
3	Request certification of	Issue certificate of scholarship	5 minutes	Scholarship in-charge	

	scholarship				
4	Secure certification of scholarship	Issue Certificate of Scholarship and let the head of the Office sign the certification of scholarship	2 minutes	Scholarship in-charge	Scholarship Certification
5	Sign in the logbook	Verify if the requesting party has signed the logbook properly	1 minute	Scholarship in-charge	Scholarship Certification
		END OF TRANSACTION			

Title of Frontline Service: **Issuance of Certificate of Good Standing**

Schedule of Availability:

Monday – Friday, 8:00 – 5:00p.m

Who may avail of the service:

Students

What are the requirements:

- ✓ Scholarship Card
- ✓ Student ID
- ✓ Grades

Duration: 8 minutes

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Present previous semester grades and photocopy	Check grades from the handbook and evaluates the signature of the teacher	3 minutes	OSA Coordinator/Clerk	Grades
2	Present Scholarship	Acknowledge Card	2 minutes	OSA	Scholarship Card

	Card			Coordinator/Clerk	
3	Fill up form of certification of good standing	Issue certificate of good standing	2 minutes	OSA Coordinator/Clerk	Form
4	Secure certification of Good standing	Sign the signatory of the certification of good standing	1 minute	OSA Coordinator/Clerk	Certification of good standing
		END OF TRANSACTION			

Title of Frontline Service: **Issuance of Certificate of Acceptance (for undergraduate)**

Schedule of Availability:

Monday – Friday, 8:00 – 5:00p.m

Who may avail of the service:

Students

What are the requirements:

- ✓ Scholarship Card
- ✓ Student ID

Duration: 5 minutes

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Present Admission Slip from the College	Acknowledge Admission Slip/Check the name entry	2 minutes	Clerk	

2	Fill up form of Certificate of Acceptance	Check/verify name and issue the certification	2 minutes	Clerk	Certificate of Acceptance Form
3	Secure certificate of Acceptance	Issue/sign the certification of good standing	1 minute		
		END OF TRANSACTION			

Title of Frontline Service: **Issuance of Certificate of Acceptance (for Graduate Students)**

Schedule of Availability:

Monday – Friday, 8:00 – 5:00p.m

Who may avail of the service:

Students

What are the requirements:

- ✓ Scholarship Card
- ✓ Student ID

Duration: 5 minutes

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Present Admission Slip from the College	Acknowledge Admission Slip	2 minutes	OSA Coordinator/Clerk	Certificate of Acceptance Form
2	Go to the department/college for dean/program head for evaluation	Acknowledge the Certification of Acceptance and evaluate the signature of the dean/program head	2 minutes	OSA Coordinator/Clerk	Certificate of Acceptance Form

	of TOR				
3	Secure the certificate of Acceptance	Issue certificate of Acceptance	1 minute	OSACoordinator/Clerk	Certificate of Acceptance
		END OF TRANSACTION			

Title of Frontline Service: **Issuance of Scholarship Card (for externally funded-paid by Sponsor)**

Schedule of Availability:

Monday – Friday, 8:00 – 5:00p.m

Who may avail of the service:

Students

What are the requirements:

- ✓ Grades
- ✓ Admission Slip
- ✓ Endorsement from the Scholarship Sponsoring Agency

Duration: 7 minutes

Fee/Charge: None

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Fill up scholarship application form	Assess the scholar in filling up form	3 minutes	Scholarship in-charge	Scholarship Form
2	Submit an endorsement from a sponsoring agency	Evaluate documents	2 minutes	Scholarship in-charge	Scholarship Card
3	Present	Check/evaluate the grades	1 minute	Scholarship in-	Scholarship Card

	handbook/photocopy of grades	presented and the originality of the documents		charge	
4	Secure Scholarship Card	Validate the scholar	1 minute	Scholarship in-charge	Scholarship Card

Title of Frontline Service: **Issuance of Scholarship Card (for internally funded-paid by Sponsor)**

Schedule of Availability:

Monday – Friday, 8:00 – 5:00p.m

Who may avail of the service:

Students

What are the requirements:

- ✓ Grades
- ✓ Admission Slip
- ✓ Endorsement for the Scholarship

Duration: 5 minutes

Fee/Charge: None

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Fill up scholarship application form	Verify the data on the application form	2 minutes	Scholarship in-charge	Scholarship Application Form
2	Check name on the approved letter request	Evaluate documents/verify his/her name on the approved letter	2 minutes	Scholarship in-charge	
3	Present handbook/photocopy	Check/evaluate the grades presented and originality of the	1 minute	Scholarship in-charge	Scholarship Card

		documents			
4	Secure Scholarship Card	Validate the scholar	1 minute	Scholarship in-charge	Scholarship Card

OFFICE OF ADMISSION AND STUDENT’S RECORDS (OASR)

Title of Frontline Service: **Enrollment of New, Transferee and Old Students**

Schedule of Availability:

Enrollment period

Who may avail of the service:

New, old and transferee Students

What are the requirements: (any of the following)

For New Students:

Form 138 or Report Card
 Certificate of God Moral Character
 NSO Birth Certificate
 Medical Certificate
 USEPAT Result
 Admission Slip
 Prospectus
 2 pcs. 2x2 picture
 2 pcs. Long brown envelope
 Official Receipt (OR)
 Scholarship Card (for scholars)
 8 mailing envelopes
 8 stamps @ 9.00 per piece

For Transferee Students:

Honorable Dismissal or
 Certificate of Transfer Credentials
 Informative copy of Transcript of Records
 NSO Birth Certificate
 Medical Certificate
 USEPAT Result
 Admission Slip
 Prospectus
 2 pcs. Long brown envelope
 2 pcs. 2x2 picture
 Official Receipt (OR)
 Scholarship Card (for Scholars)
 8 mailing envelopes

For Old Students

University Clearance
 University ID
 Official Receipt (OR)
 Scholarship Card (for Scholars)

8 stamps @ 9.00 per piece

Duration: 6-7 minutes

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Submits all the requirements to the designated counters	Accepts and checks authenticity of the submitted documents	3 minutes	Counter in-charge	
2		Posts student for official enrollment and prints the Certificate of Registration (COR). Validates University ID	2-3 minutes	Counter in-charge	
3	Affix signature at the COR (Registrar's & Student's copy)	Issues the student's copy of the COR and the validated University ID.	1 minute	Counter in-charge	
		END OF TRANSACTION			

Title of Frontline Service: **Application for Request of Document**

Schedule of Availability:

Monday – Friday, 8:00 – 5:00p.m

Who may avail of the service:

All Students

Alumni

What are the requirements:

For Honorable Dismissal
 University Clearance and ID
 Official Receipt (OR)
 Mailing Stamps
 Documentary Stamps
 Valid ID

For Transcript of Records, Diploma & Certification
 University Clearance
 Official Receipt (OR)
 Documentary Stamps
 Valid ID

Duration: 17-24 minutes

Documents
 Transcript of Records
 Honorable Dismissal
 Diploma
 Certifications

Fees
 Php 70.00 per page
 Php (undergrad) Php 100.00 (graduate)

 Php 70.00

Processing Duration
 5-10 working days
 3-5 working days
 availability of diploma
 3-5 working days

Grades	Bonafide Student
CAV	Graduation
GWA	English as medium of instruction
No objection	Earned Units

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Presents valid ID to the Receiving Counter in-charge and state what document/s to request and the purpose of requesting	Pulls out student's file and evaluates as to completeness and authenticity of academic credentials ➤ If found complete and authentic, issues request form and requirement checklist depending on the document	5-10 minutes 2 minutes	Receiving Counter in-charge	Request Form and Requirement Checklist

2	Fills up request form and comply the additional requirements before submitting it to the Receiving Counter in-charge	requested. ➤ If there is/are problem/s on his/her credentials, explains problem/s to the client and issue requirement checklist	3-5 minutes		Requirement Checklist
3	Presents the accomplished request form with the complete requirements to the Receiving Counter in-charge	Checks completeness of requirements. Issues Payment Order Slip (POS) for payment to the Cashier	3 minutes	Receiving Counter in-charge	POS
4	Proceeds to the Cashier and secures Official Receipt (OR)				Official Receipt
5	Submits the OR together with all the required documents to the Receiving Counter in-charge	Acknowledges receipt of documents submitted by stamping date, time and affixing signature on the request form.	3 minutes	Receiving Counter in-charge	Stamped Request Form
6		Indicates due date of release and detaches claim slip for issuance to the client.	1 minute	Receiving Counter in-charge	Claim slip
7	Receives Claim Slip				Claim Slip
		END OF TRANSACTION			

Title of Frontline Service: **Claiming of Requested Documents**

(Transcript of Records, Honorable Dismissal, Diploma & Certification)

Schedule of Availability:

Monday – Friday, 8:00 – 5:00p.m

Who may avail of the service:

Requesting students with claim slip

What are the requirements:

- ✓ Claim Slip
- ✓ Valid ID & Authorization Letter for representatives

Duration: 4-5 minutes

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Presents claim slip to the Releasing Counter In-charge	Issues requested document/s to the client	3 minutes	Releasing Counter in-charge	Requested documents
2	Acknowledges receipt of document/s by	Keeps the duplicate copy of the document/s	1 minute	Releasing Counter in-charge	

	affixing name and signature on the duplicate copy.				
3	Signs in the logbook and indicates type of document/s received		30 seconds		
		END OF TRANSACTION			

Title of Frontline Service: **Application for Re-Issuance of Diploma**

Schedule of Availability:

Monday – Friday, 8:00 – 5:00p.m

Who may avail of the service:

Alumni Students

What are the requirements:

1. Request letter addressed to:

DR. PERFECTO A. ALIBIN

SUC President

USEP – Davao City

THRU: LYN G. ENRIQUEZ
 Campus Registrar
 USEP Tagum Campus

2. Affidavit of Loss in case of lost diploma
3. Proof of destroyed or damaged diploma
4. Official Receipt (OR) of payment of fees
 - PhP 134.00 – Higher Education Courses
 - PhP 200.00 – Advanced Studies

Duration: 5-10 working days

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Presents all the requirements to the Receiving counter In-charge	Checks all the requirements and issues Payment Order Slip (POS) for payment to the cashier.	1 minute	Receiving Counter in-charge	POS
2	Proceeds to the Cashier and secures Official Receipt (OR)				Official Receipt (OR)
3	Submits the OR together with all the required documents to the Receiving Counter In-charge	Acknowledges receipt of submitted documents and issues claim slip to the client	1 minute	Receiving Counter In-charge	Claim Slip
4		Processes the requests for re-issuance of diploma	5-10 working days	Diploma In-charge	
5	Presents claim slip on the scheduled date of release at the	Issues the diploma to the client	1 minute	Releasing Counter In-charge	Diploma

	Releasing Counter In-charge				
6	Signs in the logbook and indicates type of document/s received		30 seconds		
		END OF TRANSACTION			

Title of Frontline Service: **Application for Correction of Name, Date and Place of Birth**

Schedule of Availability:

Monday –Saturday, 8:00 – 5:00p.m

Who may avail of the service:

Students with erroneous entries as to name, Date and Place of Birth in their Academic Credentials

What are the requirements:

1. Request Letter addressed to :

DR. PERFECTO A. ALIBIN

SUC aPresident

USEP – Davao City

THRU: LYN G. ENRIQUEZ

Campus Registrar

USEP Tagum Campus

2. Clear copy of the NSO Birth Certificate
3. Personal Affidavit/Parent's Affidavit for underage
4. Joint Affidavit of Two (2) Disinterested persons
5. Fee – Php 70.00
6. Documentary Stamps

Duration: 3-5 working days

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Presents all the requirements to the Receiving Counter In-charge	Checks the requirements and issues Payment Order Slip (POS) for payment to the cashier.	1 minute	Receiving Counter In-charge	POS
2	Proceeds to the Cashier and secures Official Receipt (OR).				Official Receipt (OR)
3	Submits the OR together with all the required documents to the Receiving Counter In-charge	Acknowledges receipt of submitted documents and issues claim slip to the client		In-Charge	
		Processes the request for correction	3-5 working days	Correction of Records In-charge	
4	Presents claim slip on the scheduled date of release to the Releasing Counter In-charge	Issues order of correction to the client	2 minutes	Releasing Counter In-charge	Order of Correction
5	Signs in the logbook and indicates type of document/s received		30 seconds		

		END OF TRANSACTION			
--	--	---------------------------	--	--	--

Title of Frontline Service: **Authentication fo Documents**

Schedule of Availability:

Monday – Friday, 8:00 – 5:00p.m

Who may avail of the service:

Students

What are the requirements:

- ✓ Original Copy of documents
- ✓ Photocopies of documents
- ✓ Official Receipt (OR) of payment of fees PhP 14.00 per page
- ✓ Documentary Stamps (1 pc of doc stamp per document)

Duration: 10.5 – 15.5 minutes

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Presents all the original and photocopies to the Receiving Counter In-charge	Checks the authenticity documents and issues Payment Order Slip (POS) for payment to the cashier	3 minutes	Receiving Counter In-charge	Payment Order Slip (POS)
2	Proceeds to the Cashier and secures Official Receipt (OR)				Official Receipt (OR)

3	Submit the OR together with all the required documents to the Receiving Counter In-charge	Acknowledged receipt of documents and advises the client for their names to be called	1 minute	Receiving Counter In-charge	Claim Slip
		Process authentication	5-10 minutes	Authentication In-charge	
4	Waits for name to be called at the Releasing Counter In-charge	Issues authenticated documents	1 minute	Releasing Counter In-charge	Authenticated documents
5	Signs in the logbook and indicated type of document/s received		30 seconds		
		END OF TRANSACTION			

Title of Frontline Service: **Application for Completion of Inc Grades**

Schedule of Availability:

Monday – Friday, 8:00 – 5:00p.m

Who may avail of the service:

Students with INC grade (earned not later than 1 year upon completion)

What are the requirements:

- ✓ INC form
- ✓ **Official Receipt (OR)**
 - Php 14.00 per subject – Higher education courses
 - Php 50.00 per subject – Advanced studies courses

Duration: 2 minutes

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Presents OR and accomplished INC form for verification to the designated Counter In-Charge	Verifies grade against the records on file	1 minute	Counter In-charge	INC form and POS
2	Complies lacking requirements and ask grade from the subject professor/instructor			Instructor/Professor	Complied INC Form
3	Presents the complied INC form to the College Dean for signature			College Dean	Complied INC Form with Dean's signature
4	Submits the complied INC form to the designated Counter In-charge	Acknowledges receipt by affixing date and signature. Retain 1 copy. Detached the other 2 copies, 1 for the student and the other for submission to the Dean.	1 minute	Designated Counter In-charge	Student's copy of the complied INC form.

LIBRARY SERVICES

Title of Frontline Service: **Application of New Library Card (Graduate and Undergraduate)**

Schedule of Availability of Service:

- Enrolment period of the first semester of the school year
- Every enrolment period (in case of transferees)
 - 8:00 – 12:00 nn – 1:00 – 5:00 p.m – Monday to Friday – Undergraduate and graduate students
 - 8:00 – 12:00 nn – 1:00 – 5:00 p.m – Saturdays – Graduate Students only

Who may avail of the service:

Officially enrolled New students/Transferees

What are the requirements:

- ✓ Certificate of Registration (COR) stamped “Officially Enrolled” by the Registrar Office In-charge.
- ✓ 2 pieces 1 x 1 identical pictures, plain background

Duration: 4-45 minutes

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Presents requirements	Evaluate requirements	30 seconds	Library Staff	- COR - 2 pcs 1 x 1 picture
2	Fill out information cited in the Borrower’s Card and Library Application Form	Evaluate information and issue e-lib number	45 seconds	Library Staff	- Borrower’s Card - Library Card Application Form - COR - 2 pcs 1 x 1 picture

3	Registers applicants name in the List of New Applicants	Encodes data of the applicant in the list	1 minute	Library Staff	- COR
4	Stamp the Certificate of Registration	Stamps Library Card Number and date of transaction the COR of the new applicant	30 seconds	Library Staff	- COR
5***	Claim Validated Library Card for the Current Term	Releases Library Card	2 minutes	Library Staff	- Validated Library Card - COR
		END OF TRANSACTION			-

*** The Validated Library Card will be released provided that the applicant has attended the Library Orientation and instruction

Title of Frontline Service: **Library Card Validation**

Schedule of Availability of Service:

- Every Enrolment period
 - 8:00 – 12:00 nn – 1:00 – 5:00 p.m – Monday to Friday – Undergraduate and graduate students
 - 8:00 – 12:00 nn – 1:00 – 5:00 p.m – Saturdays – Graduate Students only

Who may avail of the service:

Officially enrolled New and Old students

What are the requirements:

- ✓ Certificate of Registration (COR) stamped “Officially Enrolled” by the Registrar Office In-charge.
- ✓ Library Card

Duration: 1 minute

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Presents Library Card and COR Stamped Officially Enrolled by the Registrar's Office	Stamps the COR and Library Card with the date of transaction	1 minute	Library Staff	- Library Card - COR
		END OF TRANSACTION			-

Title of Frontline Service: **Library Card Application Renewal/Replacement**

Schedule of Availability of Service:

- Enrolment period of the first semester of the school year
- Every enrolment period (in case of transferees)
8:00 – 12:00 nn – 1:00 – 5:00 p.m – Monday to Friday – Undergraduate and graduate students
8:00 – 12:00 nn – 1:00 – 5:00 p.m – Saturdays – Graduate Students only

Who may avail of the service:

Officially enrolled New students/Transferees

What are the requirements:

- ✓ Certificate of Registration (COR) stamped “Officially Enrolled” by the Registrar Office In-charge.
- ✓ 2 pieces 1 x 1 identical pictures, plain background

Duration: 4-45 minutes

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Presents requirements	Evaluates requirements	30 seconds	Library Staff	- COR - 2 pcs 1 x 1 identical picture - Affidavit of loss
2	Secures Payment Order Slip as requirement for payment in the Cashiering Office	Issues Payment Order Slip	1 minute	Library Staff	- Payment
3	Claims Library Card	Stamps the COR date of transaction and the Library Card Number	3 minutes	Library Staff	- New Library Card

Title of Frontline Service: **Researcher's from other School**

Schedule of Availability of Service:

8:00 – 12:00 nn – 1:00 – 5:00 p.m – Monday to Friday – Undergraduate and graduate students

8:00 – 12:00 nn – 1:00 – 5:00 p.m – Saturdays – Graduate Students only

Who may avail of the service:

Officially enrolled New and Old students

What are the requirements:

- ✓ Library Card

Duration: 1-5 minutes

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Presents requirements	Evaluate requirements	30 seconds	Library Staff	- Valid IDs - Referral letter from the Librarian
2	Secures Payment Order Slip as requirement for payment in the Cashiering Office	Issues Payment Order Slip	1 minute	Library Staff	- Payment Order Slip - Official REceipt

Title of Frontline Service: **Permit to Use other Libraries**

Schedule of Availability of Service:

8:00 – 12:00 nn – 1:00 – 5:00 p.m – Monday to Saturday– Undergraduate and graduate students only

Who may avail of the service:

Officially enrolled New and Old students

What are the requirements:

Library Card

Duration: 1-5 minutes

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Presents Requirements	Evaluates requirements	30 seconds	Library Staff	- Library Card
2	Secure Referral Letter	Issues Referral Letter	1 minute	Head Librarian	- Accomplished Referral Letter

Title of Frontline Service: **Borrowing/Returning of Books**

Schedule of Availability of Service:

8:00 – 12:00 nn – 1:00 – 5:00 p.m – Monday to Friday – Undergraduate and graduate students

8:00 – 12:00 nn – 1:00 – 5:00 p.m – Saturdays – Graduate Students only

Who may avail of the service:

Officially enrolled New and Old students, Staff and Faculty

What are the requirements:

- ✓ Library Card

Duration: 12 minutes

Fees/Charges:

- Php 1.00 per day for overdue books excluding Sundays, Saturdays and Holidays (undergraduate only)
- Php 1.50 first fraction of an hour and P.50 every hour including Sundays, Saturdays and Holidays for over due photocopy

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Presents requirements	Evaluate requirements	30 seconds	Library Staff	- Library Card
2	Presents borrowed books (loan out or photocopy***)	Provide Loan Out Slip and Borrower's Card			- Loan out Slip - Borrower's Card
3	Gets Library materials to be borrowed for home use, photocopy	Assists researchers	5 minutes	Library Staff Librarian	- Library Card - Loan out Slip - Borrower's Card
4	Presents books at the checkpoint area and leaves loan out slip	Gets the loan out slip and inspect books	30 seconds	Library Staff	- Book - Loan Out Slip
RETURN					
1	Present Books at the checkpoint area If overdue books, present books to the checkpoint in-charge	Accommodates clients Check due date against the Loan Out slip Give back Loan Out Slip to the Client if not overdue, OR; Check overdue and lead immediately to the circulation desk	1 minute	Library Staff	- Book - Loan Out Slip -
2	Present Books at the	Issue Payment Order Slip if	2 minutes	Library Staff	- Loan Out Slip

	circulation desk	overdue, OR; Release Library Card, if not overdue Return borrower's cards to the cabinet of the circulation desk for proper filing	30 seconds	Librarian	- Library Card - Borrower's Card
3	For renewal ***, present books	Provide Loan Out Slip and Borrower's Card	1 minute	Library Staff	- Loan Out Slip - Borrower's Card
		END OF TRANSACTION			-

***The renewal of books is allowed twice or more as long as it is not in demand especially in the field of research.

Only two books are allowed to be borrowed for three days, excluding holidays, Saturdays, and Sundays. However,

***The book that can be borrowed for home use are those in the circulation area. Only two books are allowed to be borrowed for three days only, excluding holidays, Saturdays, and Sundays. However, Graduate student is given privilege to return books after a week

***The books from the reserved section, General References, Filipiniana are allowed for photocopying purposes and for 30 minutes only.

MEDICAL SERVICES

Title of Frontline Service: **Medical Consultation & Treatment**

Schedule of Availability of Service:

Monday – Fridays – 7:30am – 4:30 pm

Who may avail of the service:
Students, Faculty & Staff

What are the requirements:

- Student ID for students
- Faculty & Staff - None

Duration: 30-40 minutes

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Go to clinic, present ID & present chief complaint	Undergo History of present illness interview	10-15 minutes	Nurse	- Medical Health Records
2	Have vital signs taken	Undergo temperature, height, weight, BP measurement	5-10 minutes	Nurse	- Medical Health Record
3	Secures medicine for present complaint &/or lab request when necessary	Gives medicine/lab request if necessary	10 minutes	Nurse	- Medical Health Record
4	Receives proper health care advise or instructions/and or referral to specialist or hospital depending on the case	Gives instruction on proper dosage of medicine and proper health care advise and or gives advice to see specialist	5-10 minutes	Nurse	- Medical Health Record/ & or referral letter to specialist or hospital
5	Gets medical	Gives medical certificate/excuse	5-10 minutes	Nurse and/or	- Medical

	certificate/excuse from class/work if necessary	slip		Physician	Certificate/Excuse Slip
--	---	------	--	-----------	-------------------------

FINANCE OFFICE

Title of Frontline Service: **Issuance of Certificate of Outstanding Balance**

Schedule of Availability of Service:

Monday – Fridays – 8:00am – 5:00 pm

Who may avail of the service:

Students

What are the requirements:

Student ID

Duration: 2 minutes

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Present Identification Card	Checks ledger on the existing balance of the student	2 minutes	Student Account Clerk	- Certificate of Outstanding Balance

Title of Frontline Service: **Signing of Student Clearance**

Schedule of Availability of Service:

Monday – Fridays – 8:00am – 5:00 pm

Who may avail of the service:

Students

What are the requirements:

Student ID

Student Clearance Form

Duration: 3 minutes

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Present Clearance Form	Checks ledger on the existing balance of the student	2 minutes	Student Account Clerk	-
		Signs the Form	1 minute	Student Account Clerk	- Signed Clearance Form
		END OF TRANSACTION			-

Title of Frontline Service: **Request for Statement of Account**

Schedule of Availability of Service:

Monday – Fridays – 8:00am – 5:00 pm

Who may avail of the service:

Students

What are the requirements:

Student ID

Duration: 4 minutes

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Present Request for Statement of Account	Checks ledger on the existing balance of the student	2 minutes	Student Account Clerk	-
		Prepares the Statement of Account	2 minutes	Student Account Clerk	- Statement of Account
		END OF TRANSACTION			-

Title of Frontline Service: **Posting of Record of Scholar**

Schedule of Availability of Service:

Monday – Fridays – 8:00am – 5:00 pm

Who may avail of the service:

Students

What are the requirements:

Student ID

Duration: 3 minutes

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Presents validated scholarship form	Verify on the authenticity of the scholarship documents	3 minutes	Student Account Clerk	- Signed Form
		END OF TRANSACTION			-

Title of Frontline Service: **Releasing of Check**

Schedule of Availability of Service:

Monday – Fridays – 8:00am – 5:00 pm

Who may avail of the service:

Students and other clients

What are the requirements:

Student ID for students and any valid ID's for other clients

Duration: 3 minutes

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Presents ID for proper identification	Releases respective checks	3 minutes	Cashier	- Check
		END OF TRANSACTION			-

Title of Frontline Service: **Receiving of Payment**

Schedule of Availability of Service:

Monday – Fridays – 8:00am – 5:00 pm

Who may avail of the service:

Students and other clients

What are the requirements:

Payment Order Slip (POS) or Certificate of Registration (COR)

Duration: 3 minutes

How to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity(in normal circumstances)	Person In-charge	Form/document
1	Submits Payment	Receives payment and issues	3 minutes	Cashier	- Official

	Order Slip (POS) or Presents Certificate of Registration from Respective Colleges	official receipt to client			Receipt
		END OF TRANSACTION			-