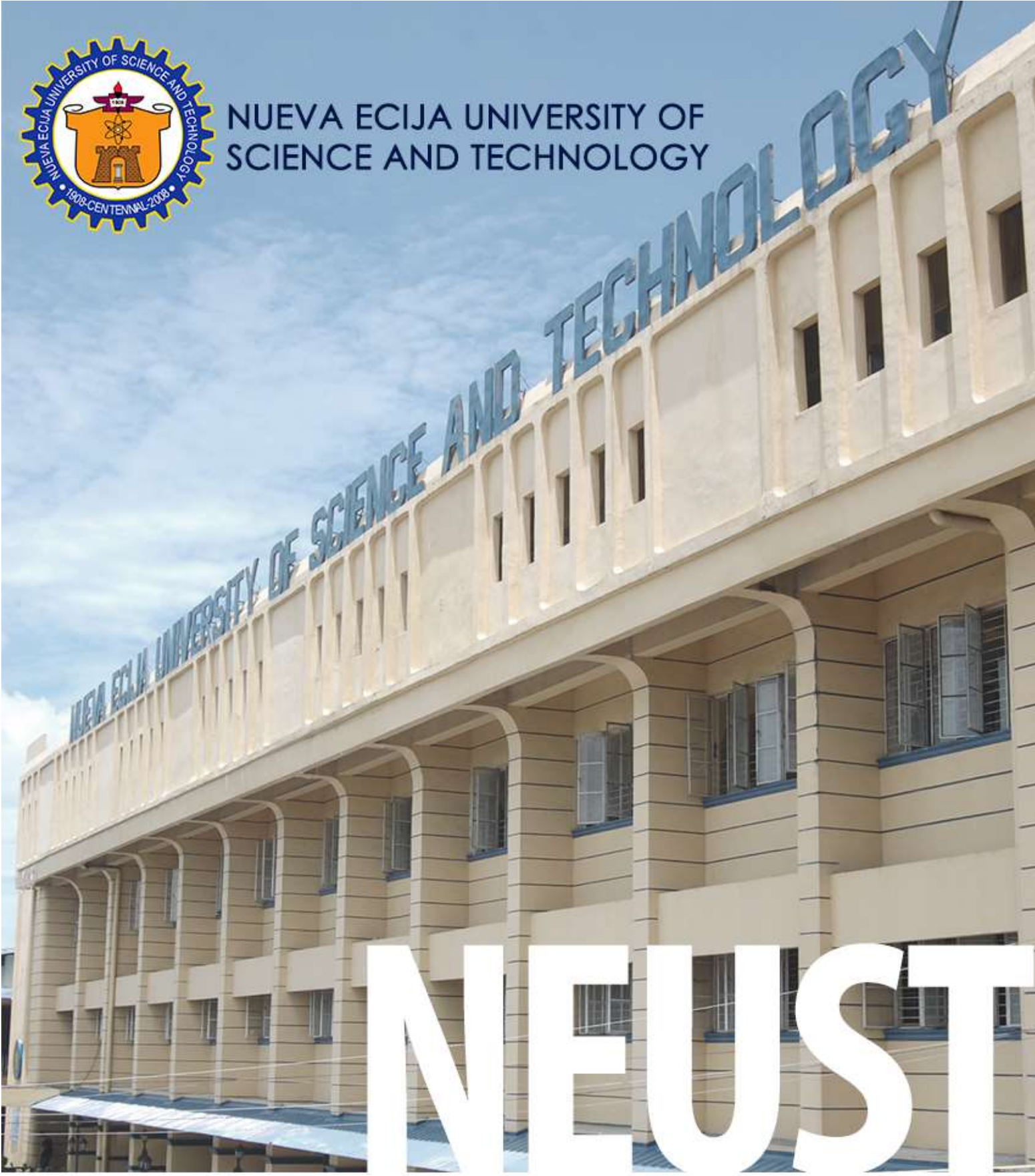
NUEVA ECIJA UNIVERSITY OF
SCIENCE AND TECHNOLOGY



NEUST

CITIZEN'S CHARTER

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GENERAL INFORMATION

HISTORICAL BACKGROUND

The initial stage of developmental process of the Nueva Ecija University of Science and Technology (NEUST) commenced in June 1908 with the offering of vocational course at the Wright Institute located at San Isidro, Nueva Ecija. It was there that young Novo Ecijanos were trained in craft of woodworking and basic telegraphy.

However, said vocational courses lasted only until the close of school year 1927-1928 when the general secondary school was transferred to Cabanatuan City.

From June 9, 1929 onwards, the school continued its operation in San Isidro, under a new name, Nueva Ecija Trade School (NETS) with woodworking as the vocational course offered in addition to the existing secondary curriculum inherited from the Wright Institute. Providing support to the cause of technical education espoused by the government was Mr. Pantaleon R Regala serving the institution as Principal from 1929-1932.

To meet the increasing demand for vocational education for the whole province, the Nueva Ecija Trade School was transferred on June 7, 1931, to Cabanatuan City, with Mr. Esteban Lugues serving as its Principal from June 1 1932 – December 17, 1939. Mr. Domingo Aviado served as Principal in the year 1939-1941. Enrolment thereat increased; however, the program was interrupted in December 1941 with the outbreak of the Second World War in the Pacific.

Immediately after the war, the trade school was reopened on September 6, 1945. Rehabilitation program in terms of provision for classrooms and equipment to sustain its mandated function was undertaken to sustain its mission of provision of vocational and manpower training needs of students coming from various municipalities of the province and other nearby provinces. Mr. Pedro Catacutan was then appointed as Principal of the School.

On June 8, 1948, Dressmaking course was offered thus enjoining female students to enroll in the School. A few years later, Food Trades and Cosmetology courses were added to course offerings to provide its graduates with an opportunity with the end view of giving them possible additional source of income.

On May 8, 1953, Republic Act No. 845 was approved thereby converting the Nueva Ecija Trade School into the Central Luzon School of Arts and Trades (CLSAT). CLSAT was recognized in the province as a center of manpower and vocational training ground for both the youth and adults not only in the province but also in the whole Region III.

Series of development continued and with the passage of Republic Act No. 3998, then Central Luzon School of Arts and Trade was renamed as Central Luzon Polytechnic College (CLPC) by virtue of the said law which was signed on June 18, 1964 by then President Diosdado Macapagal and the college was headed by the late Mr Alberto B Garcia, whose term of office was for a period of almost thirty (30) years (i. e. from 1945 to 1975).

Lending technical support in the promotion of the quality vocational and technical courses was Mr. Crispiano Ferrer, from 1953 – 1964.

Mr. Telesforo A. Manuel served the College as Officer-In-Charge for a period from 1974 – 1975 to fill in temporary vacancy in view of the filing of a legal case against then College officials.

Upon the retirement of then President Alberto B. Garcia, Mr. Jose D. Del Mundo, who rose from the rank starting out as member of the faculty, then becoming Dean of Instruction and subsequently appointed as SUC President III, serving for a two term of three years each. It was during this period when the Fort Magsaysay Non Military Officers School was integrated into the University adding another Campus called the Central Luzon Polytechnic College - Fort Magsaysay Campus headed by the late Professor Maximo A. Macaso, who, later on was appointed as SUC Vice President III.

With the retirement of Mr. Jose D. del Mundo, a Full Bright Hays scholar and former Dean of the College of Education was appointed as SUC President III in the person of Edgardo E Agno, Ph. D. serving the University from

1983 – 1986. His tenure was characterized by constant motivation to its faculty and staff to aim for personnel development through the pursuit of advanced education and conduct of research activities.

Thirty-four years thereafter, then Central Luzon Polytechnic College, under the stewardship of the late President Gemiliano C. Calling, was transformed into a specialized university to be known as Nueva Ecija University of Science and Technology by virtue of Republic Act. No 8612 dated March 27. 1998.

The Bill converting CLPC into NEUST was signed on February 19, 1998 by Speaker Jose de Venecia and was forwarded to the Office of President Fidel V. Ramos on February 24, 1998 where it lapsed into law on March 27, 1998.

The University ensures that the requirements of business, industry, services and other sectors as well as the needs of the local, regional and national development for highly qualified and competent professionals together with highly skilled middle-level manpower are addressed.

Gemiliano C. Calling, Ph. D. served as its first University President up to the time of his untimely demise on July 5, 2007. During his tenure, he introduced the concept of Income Generating Projects by accepting job order for garment and uniform production. He also expanded the extension program of the institution.

The baton of leadership was passed to Dr. Hilario C. Ortiz, a lawyer, as Acting President until he was formally sworn into office on August 5, 2007 as the Second University President. On August 4, 2011, Atty. Hilario C. Ortiz, Ph. D. was again given another four year term as President of the University until August 4, 2015.

In order not to create vacuum and ensure continuity, Engr. Ernesto A. Dela Cruz then designated Vice President for Administration, Business and Finance was designated by the University Board of Regent as Officer –In-Charge effective August 5, 2015 and Commission on Higher Education Special Order No 52, s. 2015 dated 3rd day of August 2015 until such time that the Search Committee shall have chosen the 3rd SUC President III for the University.

On February 10, 2016 Engr. Feliciana P. Jacoba, Ed D was qualified by the University Board of Regents to serve as the third SUC President III. She made a mark on the history of NEUST as its first lady President of the University.

VISION

NEUST is a locally responsive and internationally relevant and recognized University of Science and Technology

MISSION

To develop new knowledge and technologies and transform human resources into productive citizenry to bring about development impact to local and international communities.

Campuses

GENERAL TINIO ST. CAMPUS

Operating in six campuses, namely: The Gen. Tinio Campus, the Sumacab Campus, the San Isidro Campus, the Fort Magsaysay Campus the Atate Campus and the Gabaldon Campus, the University has continuously taken the lead towards quality but accessible education.

The Gen. Tinio Campus of the University sits on a 1.93-hectare lot along General Tinio Street in the heart of Cabanatuan City. It is about 120 kilometers north of Manila and about one hour travel away from the university's most distant campus, the Gabaldon Campus.

The campus houses the Colleges of Engineering, Information and Communications Technology, Industrial Technology, Arts and Sciences, Nursing, Graduate School and the Laboratory High School Department.

SUMACAB CAMPUS

Sumacab Campus sits on a 22.9-hectare lot that strategically lies on Sumacab, Cabanatuan City. Relatively expansive, Sumacab Campus is free from the hustle and bustle of the city. Sumacab Campus is only around two kilometers away from the town of Sta. Rosa. The campus houses the Colleges of Architecture, Education, Management and Business Technology, Hotel and Restaurant Management, and Criminology. Other physical facilities situated in the Campus are the Guest House, Alumni Center, Hostel, University Museum, Rock Garden, Heroes Park, Administration Building, Library, Speech Center, Gymnasium, Farmers' Training Center, Physical Fitness Center, Open Gymnasium, the SMART-SWEEP Laboratory, Oval, Amphitheater, Cultural Building, RET Building, Science and Technology Building, Athletes Quarter.

Campuses

SAN ISIDRO CAMPUS

San Isidro Campus, the eldest of the six campuses, is situated in a 55-hectare lot in San Isidro Nueva Ecija. It is only an hour travel away from the busy City of San Fernando in Pampanga. The Campus offers Bachelor of Secondary Education, Bachelor of Science in Industrial Education, Bachelor of Elementary Education, Bachelor of Science in Information and Communications Technology, Bachelor of Science in Business Administration, Accelerated Vocational Training Program, and the Science and Technology Secondary School Curriculum.

FORT MAGSAYSAY CAMPUS

The Fort Magsaysay Campus is situated on an 8.5 – hectare lot in a military community in Palayan City. It serves as NEUST's catch basin in the southeastern part of the province. Courses such as Bachelor of Science in Business Administration, Accelerated Vocational Training Program, and Trade Secondary Curriculum are offered in the Campus.

ATATE CAMPUS

The Atate Campus is located on a 4.4 hectare-lot in Atate, Palayan City. The campus serves as the university's link to the southeastern part of Nueva Ecija. The Campus offers first two years of courses leading to the degrees Bachelor of Science in Information and Communications Technology, Business Administration, and Education.

Campuses

GABALDON CAMPUS

The Gabaldon Campus is located on a sprawling 278-hectare land that lies along the foot of Mt. Mingan in the Sierra Madre Mountain Ranges on the eastern side of the municipality of Gabaldon, Nueva Ecija. It is the gateway of the province to the town of Dingalan. The Campus offers courses such as Bachelor of Science in Agriculture, Ladderized Bachelor of Science in Information and Communications Technology, Bachelor of Secondary Education, Bachelor of Elementary Education, Bachelor of Science in Hotel and Restaurant Management, Associate in Food Technology, Agriculture, Science and Technology Secondary School Curriculum, and Secondary Trade Curriculum.

MESSAGE

Republic Act No. 9485 also known as The Anti Red Tape Act of 2007 is a welcome development in the entire bureaucracy. This is a piece of legislation that will surely bring about highest degree of efficiency and effectiveness in the delivery of public service.

The Nueva Ecija University of Science and Technology as a higher educational institution and a government instrumentality in the field of education is always a dynamic social system. It has no other choice but to be so considering that it is a market place of ideas being home to scholars, theorists, and practitioners in various fields of endeavors. It never rests lengthily upon a certain comfort zone but rather continuously contemplates to reengineer or reinvent its operational system. This Citizen's Charter is just a proof of our being able, willing and ready to adopt new operational systems and procedures if only to further improve the delivery of services for the benefit of our clienteles which is the ultimate goal of Anti Red Tape Act of 2007.

As indicated earlier, we are always open to all comments and suggestions that will further enhance the performance of our public duties and functions. This, consequently, makes Citizen's Charter always ready for further enhancement.

Feliciana P. Jacoba, Ed.D.
University President

VISION

NEUST is a locally responsive and internationally relevant and recognized University of Science and Technology

MISSION

To develop new knowledge and Technologies and transform human resources into productive citizenry to bring about development impact to local and international communities

PERFORMANCE PLEDGE

We, the officials and employees of the Nueva Ecija University of Science and Technology, commit to:

A - Accountability and ethics in public service;

C - Competence in the discharge of our duties and functions;

C - Continuing professional education and staff development;

U - Unity in diversity;

R - Relevant, Result-oriented;

A - Attentive to the needs of students and another clientele;

T - Timeliness in the delivery of services;

E - Evaluate our performances for continuous improvement

FEEDBACK and REDRESS MECHANISMS

The NEUST shall establish and implement a feedback mechanism which includes the following:

Sources of Feedbacks	Office-in-Charge	Channel of Communication		
		Personal	Text	E-mail
Feedbacks from Students and Parents	**Department of Students Affairs**	**(044) 463 - 5336**	**09056758834**	**Mercedesg.trajano@yahoo.com**
Feedbacks from Faculty and Staff	**VP for Admin Buss. and Finance**	**(044) 464-1533**	**09054329574**	**hppanahon@yahoo.com**
Feedbacks from Alumni	**Alumni & Placement Office**	**(044) 464-5064**	**09268382783**	**zenaidavillariaza@yahoo.com**
Feedbacks from Community (includes contractors and dealers)	**VP for Academic Affairs**	**(044) 464 - 0226**	**09238804636**	**neust_vpaa@yahoo.com**

TREATMENT OF FEEDBACKS

The feedbacks coming from parents, students, faculty, staff, alumni, members of the community, etc., shall be treated with utmost professionalism and scholarliness. It is understood that feedbacks may be positive or negative. But just the same, these are to be considered as important inputs for the improvement of the delivery of services of NEUST.

Mechanics of Feedbacks Processing

- If the feedbacks received are in the forms of suggestions, complaints, and the like that call for and/or capable of immediate response or action, the concerned office-in-charge as indicated in the above matrix shall forthwith act and attend to these or call the attention of concerned offices/authorities in the University for immediate and appropriate action.

- If case of feedbacks that need careful and longer studies, the concerned office-in-charge shall forward the same to the University Research Office for the conduct of scientific and scholarly research. This office should come out with useful recommendations to be presented to the University President for appropriate action. This shall be done on a quarterly or semestral basis depending on the actual needs.

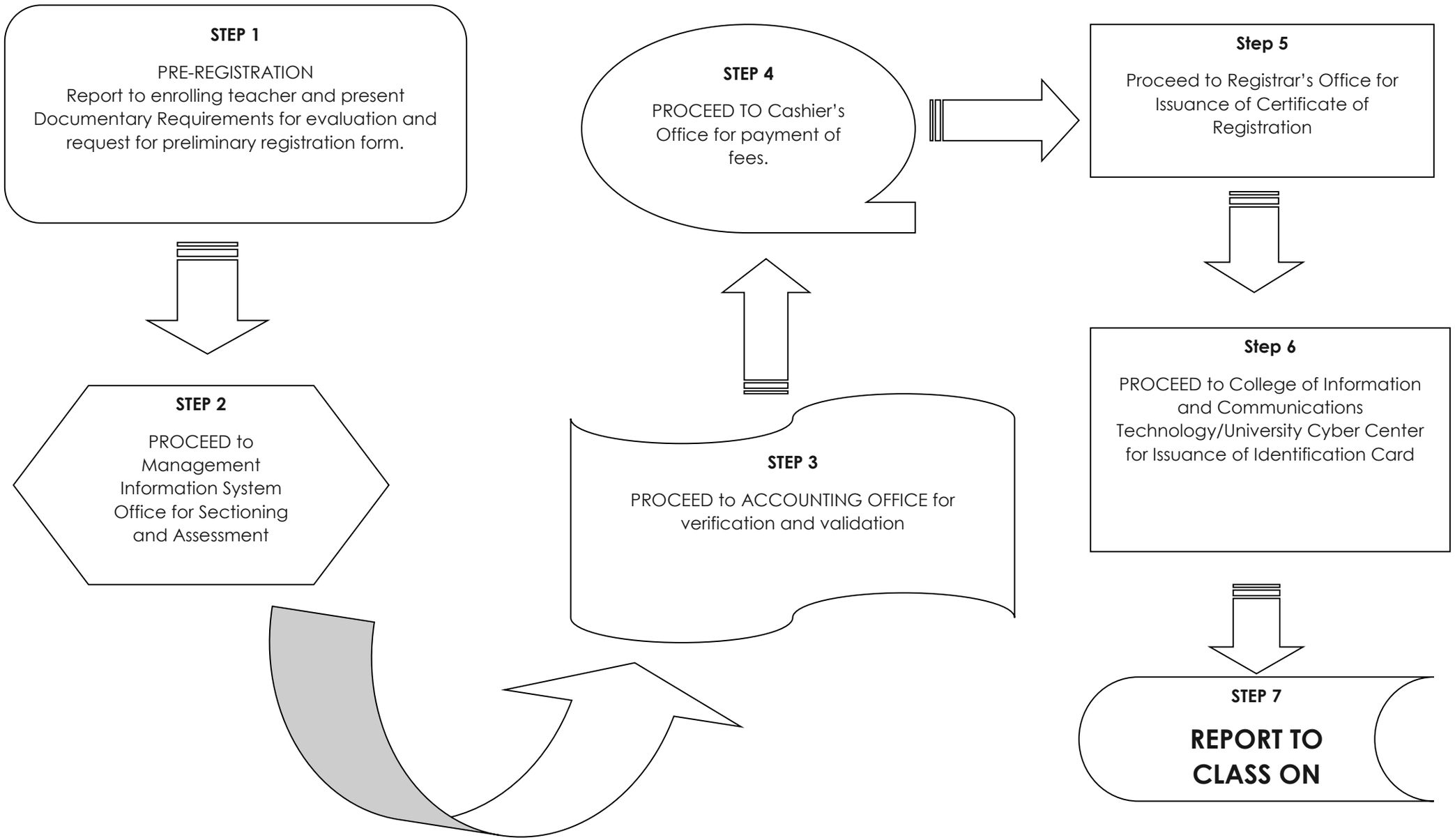
- Moreover, on an annual basis, the Graduate School shall include the topics pertinent to the feedbacks and/or feedbacks mechanism as among the subject matters/problems for thesis or dissertation writing, A regular research dissemination forum/for a shall be held to be attended and participated in by those who would benefit from this like school administrators, faculty, staff, students, community folks, dealers, contractors, and other people from government, business, industry as well as concerned NGOs.

NUEVA ECIJA UNIVERSITY OF SCIENCE AND TECHNOLOGY

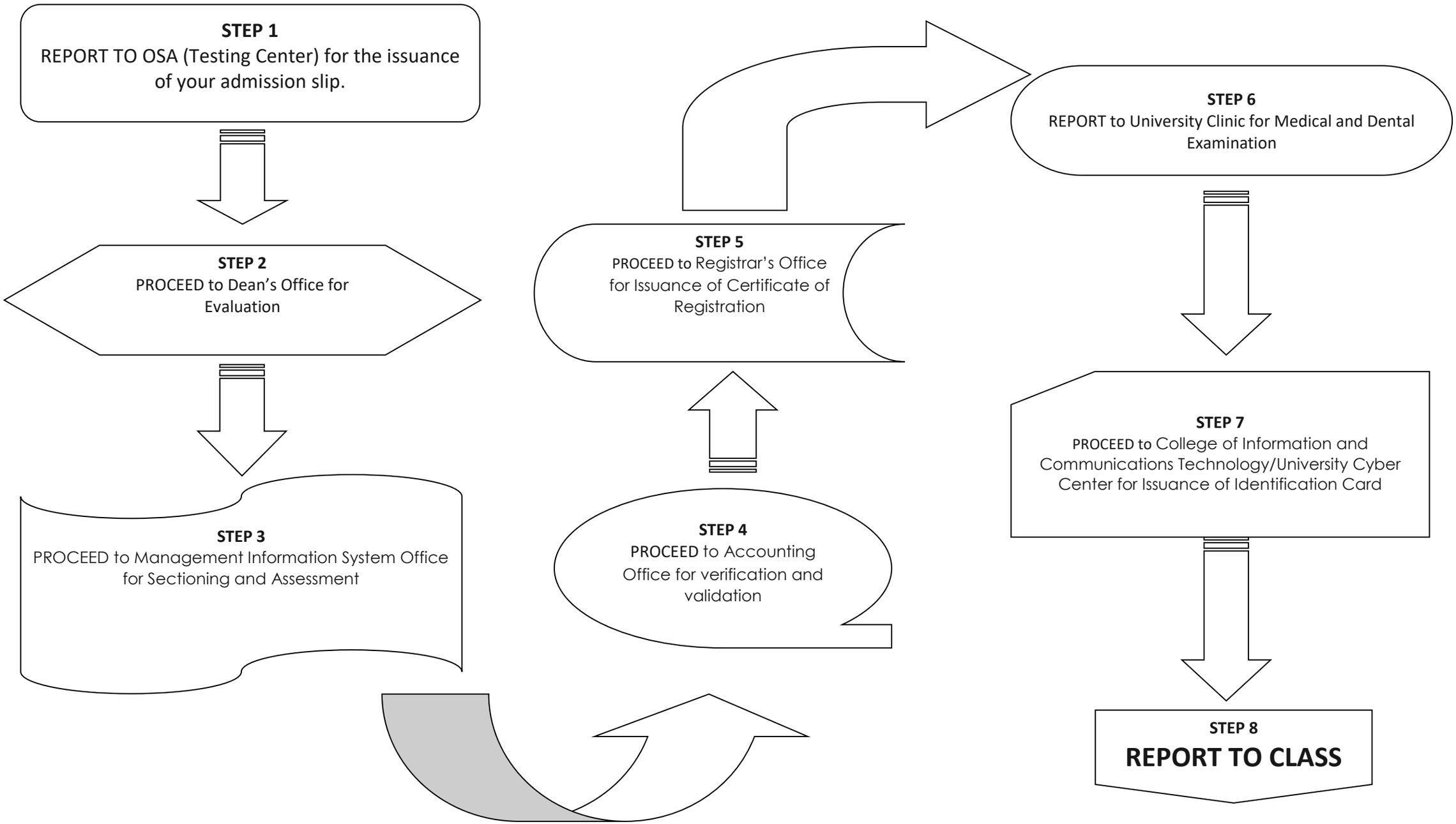
FRONTLINE SERVICE

STUDENT ADMISSION

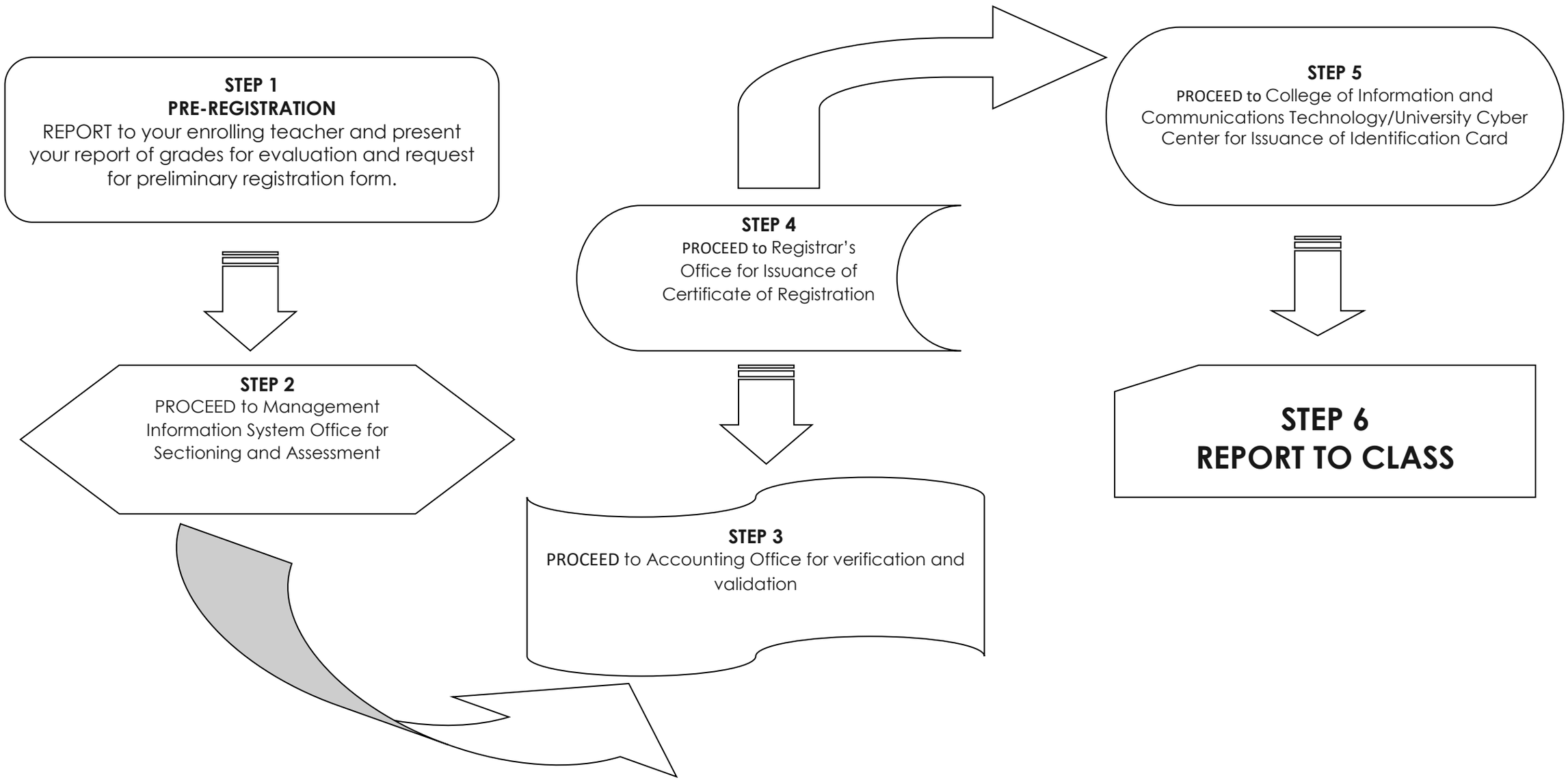
HOW TO ENROLL GRADUATE SCHOOL STUDENT



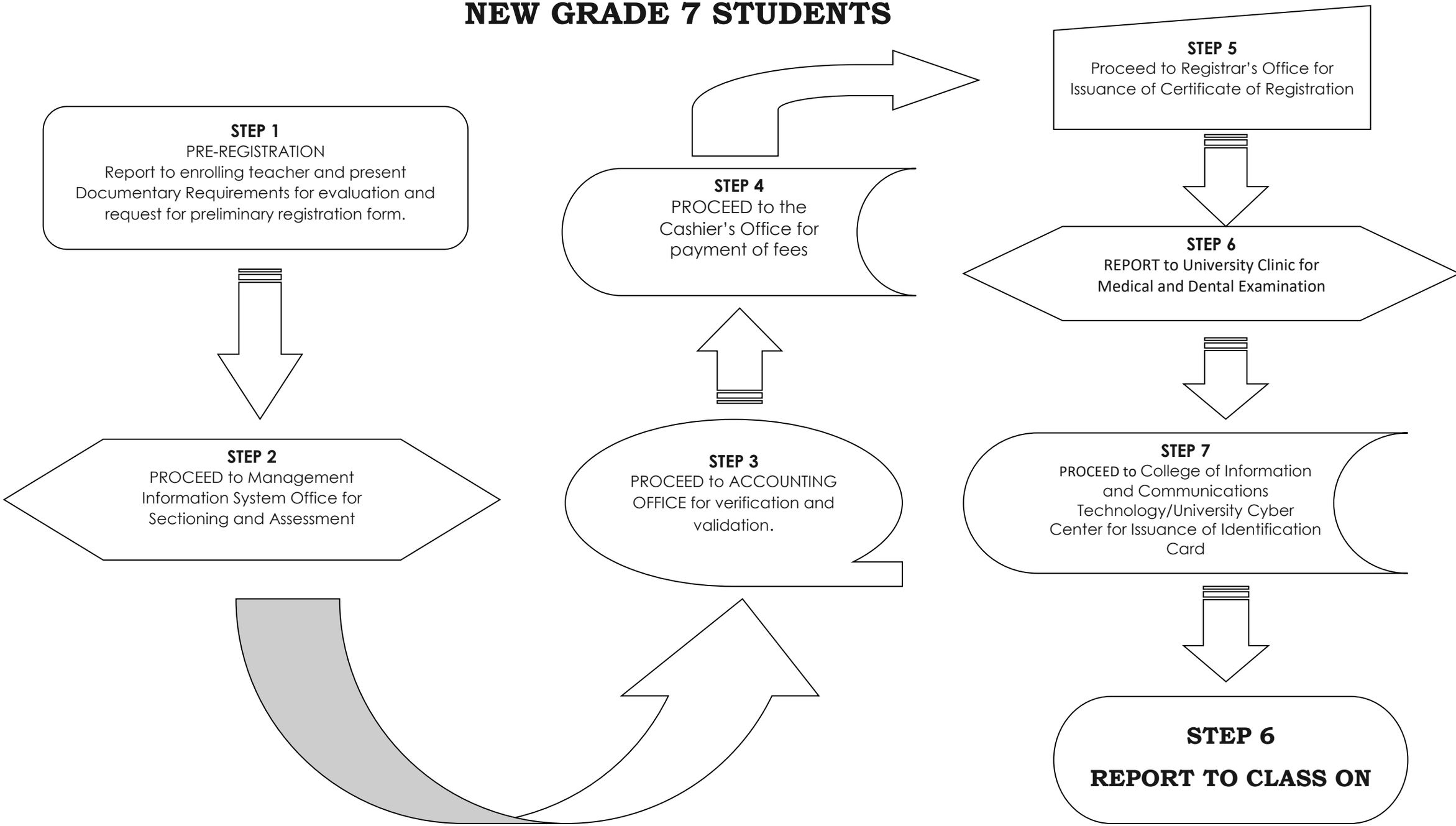
HOW TO ENROL
FOR NEW COLLEGE STUDENTS



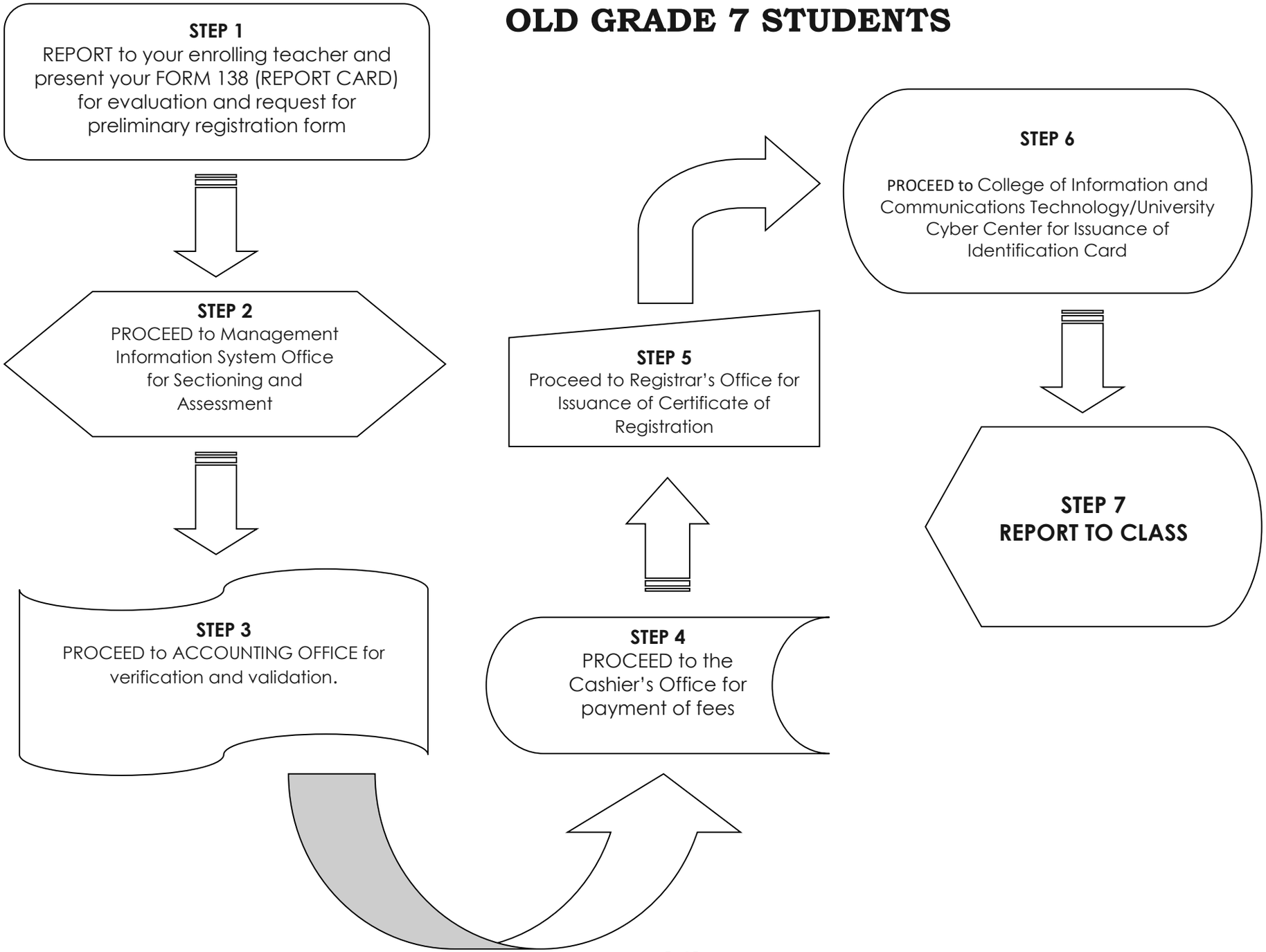
HOW TO ENROL
FOR OLD COLLEGE STUDENTS



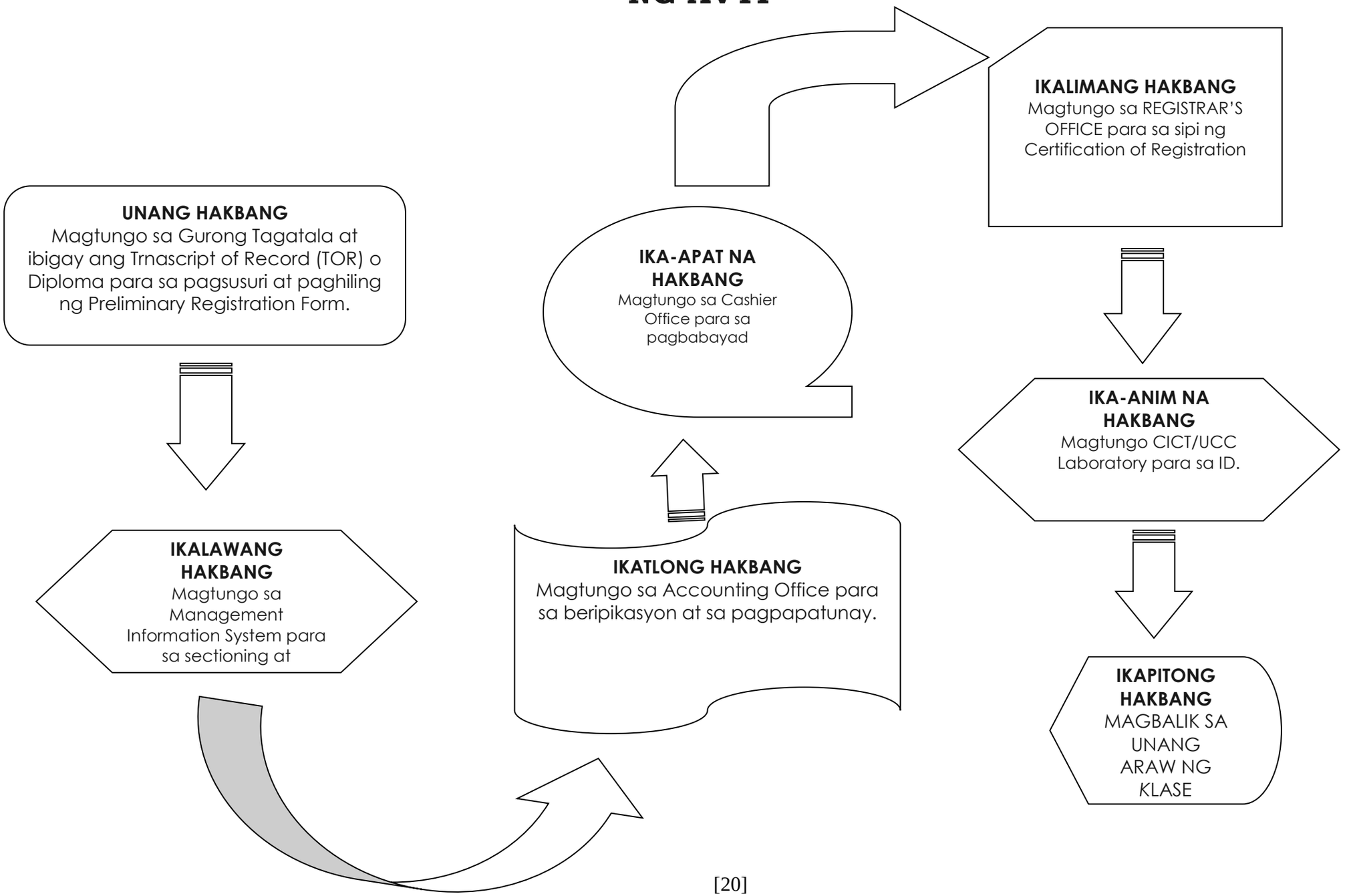
HOW TO ENROL
NEW GRADE 7 STUDENTS



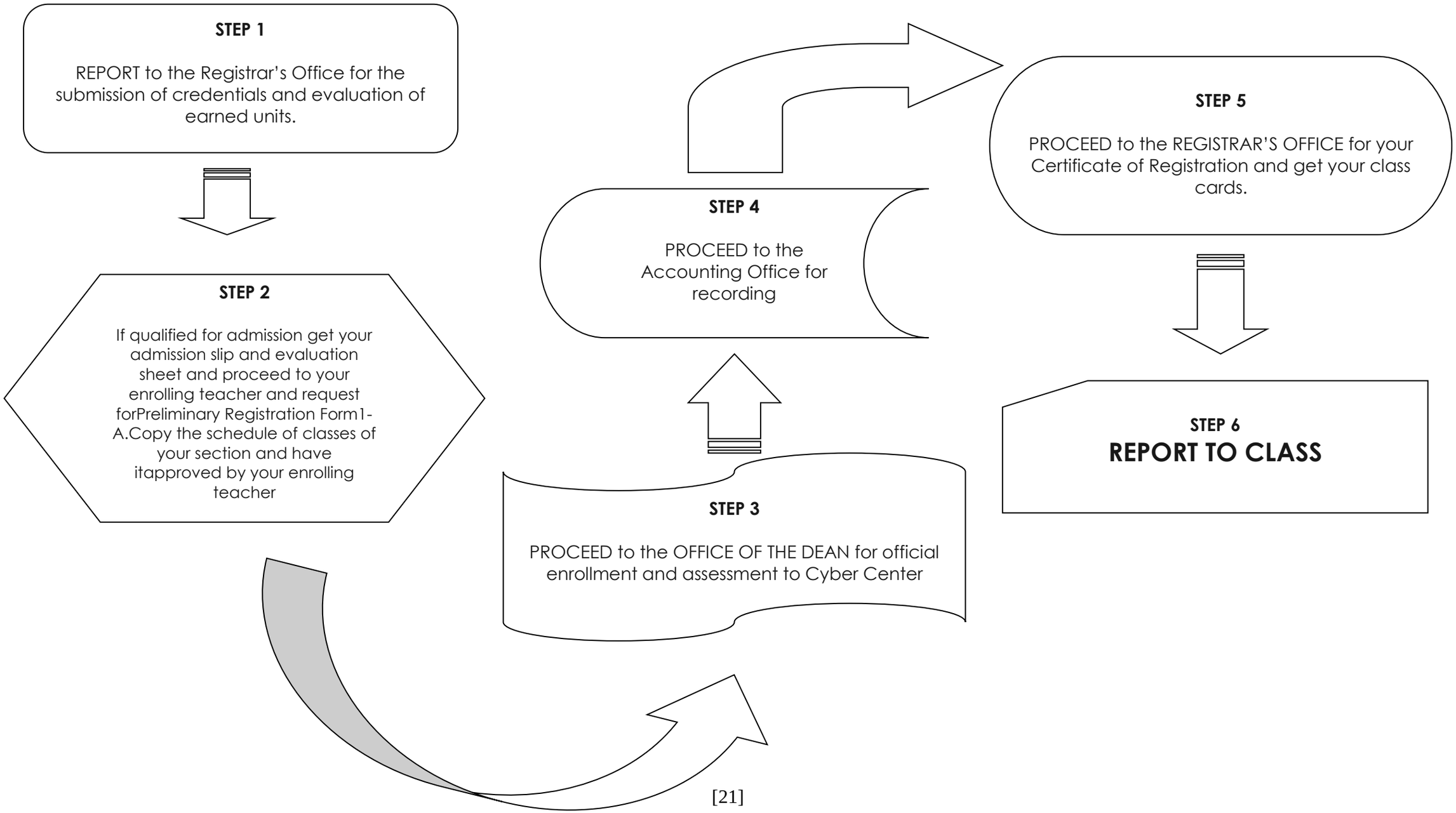
HOW TO ENROL
OLD GRADE 7 STUDENTS



MGA PARAAN NG PAGPAPATALA NG AVTP



HOW TO ENROL
FOR TRANSFEREES



How to apply for COLLEGE ADMISSION TEST
(Application to Result)

Schedule of Availability of Service Monday to Saturday (Months of December - May)
8:00 to 5:00 PM without noon break

Who may Avail of the Service In-coming Freshman College Students

What are the Requirements
1. Certificate of Good Moral Character
2. 2 pcs 2x2 picture
3. Photocopy of form 137 or 138

Duration 5 days, 2 hours and 7 mins

STEP	APPLICANTS/CLIENTS	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON INVOLVED	FEES
1	Secure application form from the Office of	Issue application form and brochure	1 minute	Personnel from the Office	
	Admission			Of Admission	
2	Fill-up CAT application form and submit	Check requirements submitted by the applicant	2 minutes	Office of Admission	
	Together with all the requirements and	and issue exam permit			
	wait for the exam permit.				
3	Come back on the assigned date, time	Administration of the College	2 hours	"	
	and venue of examination.	Admission Test			
4	Checking of the College Admission	Individual checking of test paper	2 minutes for each	"	
	Test.		paper		
5	Return for the CAT result one week	Result of examination will be posted in the	2 minutes	"	
	Before enrolment	Bulletin board as well as in the website of the			
		University.			

ENROLMENT FOR QUALIFIED FIRST YEAR COLLEGE STUDENT

Schedule of Availability of Service: Monday - Friday 8:00 AM - 12:00NN and 1:00 PM - 5:00 PM - Without Noontime Break

Who may avail of the Service Incoming First Year College Students (High School Graduates)

What are the Requirements Form 137 and 138

2 x 2 pictures (3 copies)

Duration 22 mins

STEP	PROCEDURE	SERVICE PROVIDER	DURATION OF SERVICE	OFFICE/PERSON RESPONSIBLE	FEES	FORM
1	Qualified applicants are to secure Admission slip from the Testing Center	Issuance of Admission Slip	2 mins	Office of Admission		Admission Slip
2	Proceed to the Dean's Office	Evaluate grades of the enrolee	3 mins	Office of the concerned		Preliminary
	for evaluation			Dean		Enrolment form
3	Proceed to the MIS Office for the sectioning and	Issuance of Assessment form	3 mins	MIS Personnel		Assessment form
	assessment					
4	Students are to proceed to the Accounting office	Issuance of assessment form	2 mins	Accounting Office		Assessment
	For verification and validation					Form
5	Present the following for the	Issue Certificate of Registration	2 mins	Registrar's Office		Certificate of
	issuance of Certificate of Registration					Registration
	1. Admission Slip					
	2. Form 138 (report Card)					
	Form 137 (Permanent Record)					
	3. Preliminary enrolment form, and assessment					
	form. 4. Duly accomplished student information sheet					

6	Proceed to the university clinic for the medical and	Medical and dental examination	5 mins	University Clinic		Medical and
	Dental examination	of the student				Dental record
7	Proceed to the CICT laboratory for the identification	Issuance of ID	5 mins	CICT Laboratory		School ID
	card (ID) of the student					
	Come back on the assigned date of classes					

STEPS ON HOW TO APPLY FOR GRADE 7

Schedule of Availability of Service	Monday to Saturday (Months of January to March) 8:00 to 5:00 PM without noon break
Who may avail of the service	In-coming Grade 7
What are the Requirements	Report card (Applicant should have no grade below 80 in all subjects. Gen. average should be 85)(Orig. and xerox copy) 2 pcs 2 x 2 pictures Admission Test Fee
Duration	1 week, 2 hrs, 10 mins and 10 seconds

Step	APPLICANTS/CLIENTS	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON INVOLVED	FEES	
1	Proceed to the Office of the Principal	Verify the grade obtained by	4 mins	HS Faculty		
		applicant				
2	Application form is issued if the applicant	Issue application form	2 mins	HS Faculty		
	meets the prescribed grade.					
3	Pay admission test fee at the Cashier's office	Accept payment of the applicant	10 seconds	Cashier's office	P180.00	
4	Submit filled up application form and receipt of	Issue exam permit	2 mins	HS Faculty in-charged		
	payment to the Office of the Principal and					
	wait for Exam permit					
5	Come back on the assigned date, time and	Administer admission test	2 hours	Office of Admission		
	venue of examination.					
6	Checking of the Admission test	Individual checking of test papers	2 mins /paper	Office of Admission		
7	Return after 1 week for result.	Results are posted in the bulletin		Office of Admission		
		Board or at the website of the Univ.				

ENROLMENT FOR QUALIFIED GRADE 7 STUDENT

Schedule of Availability of Service: Monday - Friday 8:00 AM - 12:00NN and 1:00 PM - 5:00 PM - Without Noontime Break

Who may avail of the Service: Incoming Grade 7 Students

What are the Requirements: Form 137 and 138
2 x 2 pictures (3 copies)

Duration: 21 mins

STEP	PROCEDURE	SERVICE PROVIDER	DURATION OF SERVICE	OFFICE/PERSON RESPONSIBLE	FEES	FORM
1	Proceed to the Office of the Principal for the	Issuance of Admission Slip and	2 mins	Office of the Principal		Admission Slip and
	issuance of admission slip and preliminary	Preliminary Form				Preliminary Regis-
	Registration form					tration form
2	Proceed to the University Clinic for mental and	Medical and Dental examination of the	5 mins	University Clinic		Medical and Dental
	Dental examination.	student.				Record.
3	Proceed to the MIS Office for Assessment	Issue assessment form	3 mins	MIS Office		Assessment form
4	Proceed to the Accounting Office for verification	Verification of the assessment form	2 mins	Accounting Office		Assessment form
5	Proceed to the Cashier's office for the payment	Issuance of receipt	2 mins	Cashier's Office		Receipt of Payment
	Of fees.					

6	Proceed to the Registrar's Office and submit the	Issuance of Certificate of	2 mins	Registrar's Office		COR
	following:	Registration (COR)				
	Admission slip					
	Report Card (Original)					
	Preliminary Registration Form					
	PSA					
7	Proceed to the CICT Laboratory for the	Issuance of ID	5 mins	CICT Laboratory		School ID
	Identification card (ID) of the student.					
	Come back on the assigned date of classes					

8:00 – 5:00 pm without noon break

Who may avail of the service: Students Applying for Loan Assistance

Total Processing time of application: 3 Days and 6 Minutes

Fees: None

How to Avail the Service:

Step No.	Applicants/Clients Step	Service Provider	Duration	Location/Office
1	Secure application form	Gives application form for student loan assistance	1 minute	Office if the Student Affairs, LB 104, LB Bldg., 1st floor
2	Fill up loan assistance application form and submit	- Assess application form as to the validity of the nature (Congressional, Academic, Campus-based, etc.)	5 minutes	Office if the Student Affairs, LB 104, LB Bldg., 1st floor
3		Process the loan	3	- Budget Office, AD Bldg, 1st floor
4	Release of loan		days	- Accounting Office, AD, Bldg, 1st floor - Cashier's Office, AD Bldg, 1st floor

Note: For Inquiries / Suggestions / Complains:
Please call (0917-566-8560/0933-930-2823) Dr. Teodora Luz s. Mangahan, Office of Student Affairs

Schedule of Availability of Service:

8:00 – 5:00 pm without noon break

Who may avail of the service: Students Applying for Scholarship?

Total Processing time of application: 5 minutes

Fees: None

How to Avail the Service:

Step No.	Applicants/Clients Step	Service Provider	Duration	Location/Office
1	Present: Original & photocopy of certificate of scholarship from donor (if congressional) or school organization (if campus based scholarship) grades (of recent semester)	- Verify the originality of the scholarship - Evaluate the certificate - Evaluate grades - Sign assessment form & certificate of scholarship for confirmation of the availed scholarship	4 minutes	Office if the Student Affairs, LB 104, LB Bldg., 1st floor
2	Leave photocopy of assessment form & certificate of scholarship, photocopy of grades	Safekeeping of the scholarship records	1 minute	Office if the Student Affairs, LB 104, LB Bldg., 1st floor

Note: For Inquiries / Suggestions / Complains:
Please call (0917-566-8560/0933-930-2823) / Dr. Teodora Luz S. Manahan, Office of Student Affairs

Schedules of Availability of Services: Monday to Saturday from 8:00 – 5:00 PM without noon break

Who may avail: NEUST Enrolled Students

What are the Requirements: NEUST Student ID
Letter
-referral letter from teacher/adviser
- indorsement letter from unit coordinator
-call letter for complained student
-or even without referral letter for walk-in counselee

Duration: no specific amount of time; depends upon situation

How to avail of the service:

Step No.	Applicant/Client's Step	Service Provider	Duration	Location	Fees	Forms
1	Present -NEUST ID - Letter, (if referred/indorsed by Somebody/or called by the Guidance Counselor)	- Check in System if enrolled - Assessment of the client's case thru interview.	no specific amount of time; depends upon situation	DSA – LB 104	None	- Referral slip form
2	- Fill up the problem checklist and counseling report sheet.	- Counseling Session/ re-scheduling of counseling for clients needing more attention and time. - Write Promissory note (if required)	no specific amount of time; depends upon situation	DSA – LB 104	None	Problem Checklist form Counseling report form
3	Log-in/sign name in the logbook and signing of excuse/ referral letter	End of session			None	

For inquiry/suggestions/complains:

Contact No. : (044) 463-5336
Prof. Mary Claire D. Calura

Guidance Office
Prof. Mary Claire D. Calura

MEDICAL DENTAL UNIT

Admission Policies of Freshmen Students During Enrolment

Who may avail of the Service?

1. Any student seeking enrolment to High School Department and to any of the Colleges except for the College of Nursing, who have been issued proof of being "qualified" for enrolment by the Admissions and Testing Center
2. Any student seeking enrolment to the College of Nursing, who have been issued proof of being "qualified" for enrolment by the Admissions and Testing Center, after being tested negative to Hepatitis B Virus.

Duration:

21- 28 minutes for those seeking enrolment to High School Department and to any of the Colleges except for the College of Nursing

40 - 47 minutes for those seeking enrolment to the College of Nursing

How to Avail of the Services:

Please refer to the next page

Step	Applicant/Client	Service Provided	Duration of Activity (Under Normal Circumstances)	Person in charge	Fees	Form
1	Show to the Nurse the Certificate of Registration (COR)	Give Medical Form after signing the logbook per college	2 minutes	Nurse		Medical Form
2	Accomplishment of Forms	Explanation of each entry in the Medical Form	2 minutes	Nurse/ Dentist/ MD (whoever has no client to attend to)		
3	Taking of measurements, Vital Signs	Answering all questions in the Medical Form by the student Taking of Blood pressure Recording of height and weight Taking of Medical History	3-5 minutes 3 minutes 2 minutes 3-5 minutes	Nurse Nurse/ Dentist/ MD (whoever has no client to attend to)		
4	Physical Examination a. Dental b. Medical	Dental examination and accomplishment of dental form Medical and physical examination	2-4 minutes 4-5 minutes	Dentist MD		Dental form Medical Form
5	Referral to specialist if with problems	Explanation of the condition to the patient Write referral to specialist write letter to the parents informing them of the patient's condition	3-5 minutes	MD		
6	Laboratory Examination of the student according to the Schedule per College	Complete Blood Count (CBC) patient Blood Typing, Urinalysis, Chest X-Ray	20-30 minutes	Laboratory Staff		Present Certificate of Registration (COR)

For students seeking admission to the College of Nursing, the above procedure will be preceded by

	Testing of student for Hepatitis B surface Antigen	Hepatitis B SURFACE Antigen determination blood extraction Processing of blood sample Release of results Interpretation of result Counseling if found Hepatitis B positive	3 minutes 8-10 min 2 min 3 min 3- 5 min	Hired Medical technologist MD if med technologist is not Available Hired Medical technologies Hired Medical technologist MD MD		

MANAGEMENT INFORMATION SYSTEM OFFICE
ASSESMENT OF STUDENT FEE (FOR NEW STUDENTS)

Schedule of Availability of Service:
During Enrollment
Monday to Friday
8:00 AM - 5:00 PM

Who May Avail of the Service:
Students who passed the required university admission tests.

What are the Requirements:
Admission Slip

Duration: 4 Minutes

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN CHARGE	FEES	FORM
1	Present the Admission Slip from Testing Center Office.	Received and assessed the necessary form.	1 min	MIS Personnel	As Assessed	NEUST Admission Slip
2	Profiling of Students Information for student assessment billing and printing of assessment form.	Process Student information and issuance of assessment form.	3 mins	MIS Personnel	As Assessed	NEUST Assessment Form/Pre- Registration Form
3	Proceed to the Accounting Office.	Verification of Assessment form		Clerk In-Charge		
END OF TRANSACTION						

MANAGEMENT INFORMATION SYSTEM OFFICE

ASSESMENT OF STUDENT FEE (FOR TRANSFEREE STUDENTS)

Schedule of Availability of Service:

During Enrollment
Monday to Friday
8:00 AM - 5:00 PM

Who May Avail of the Service:

Students who already evaluated by the University Registrar

What are the Requirements:

Evaluation Sheet and Preliminary form

Duration: 4 Minutes

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity (under Normal Circumstances)	Person In charge	Fees	Form
1	Present the Evaluation Sheet and preliminary form from the Registrar Office.	Received and assessed the necessary form.	1 mins	MIS Personnel	As Assessed	NEUST Admission Slip
2	Profiling of Students Information for student assessment billing and printing of assessment form.	Process Student information and issuance of assessment form.	3 mins	MIS Personnel	As Assessed	NEUST Assessment Form/Pre- Registration Form
3	Proceed to the Accounting Office.	Verification of Assessment form		Clerk In-Charge		
END OF TRANSACTION						

MANAGEMENT INFORMATION SYSTEM OFFICE

ASSESMENT OF STUDENT FEE(FOR OLD STUDENTS)

Schedule of Availability of Service:

During Enrollment
Monday to Friday
8:00 AM - 5:00 PM

Who May Avail of the Service:

All Old Student in the University

What are the Requirements:

Preliminary Form and Old Identification Card

Duration: 4 Minutes

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN CHARGE	FEES	FORM
1	Present the preliminary form from Respective Department Enrolling Teacher.	Received and assessed the necessary form.	1 mins	MIS Personnel	As Assessed	NEUST Preliminary Form Student identification Card
2	Preparing assessment fee and printing of assessment form.	Issuance of assessment form.	3 mins	MIS Personnel	As Assessed	NEUST Assessment Form/Pre- Registration Form
3	Proceed to the Accounting Office.	Verification of Assessment form		Clerk In-Charge		
END OF TRANSACTION						

MANAGEMENT INFORMATION SYSTEM OFFICE
ADD/DROP/CHANGE

Schedule of Availability of Service:
After Enrollment
Monday to Friday
8:00 AM - 5:00 PM

Who May Avail of the Service:
All Student of the University

What are the Requirements:
Add/Drop/Change Form and Identification Card

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN CHARGE	FEES	FORM
1	Present Add/Drop/Change Form from Registrar Office and Identification Card	Received and assessed the necessary form.	1 mins	MIS Personnel	As Assessed	NEUST Admission Slip
2	Process Add/Drop/ Change form and print the details of Add/Drop/ Change transaction.	Process Student Add/Drop/ Change Form and issuance of assessment form.	2 mins	MIS Personnel	As Assessed	NEUST Assessment Form/Pre- Registration Form
3	Proceed to the Registrar Office.	Validation, printing of student new load and certification for dropping of subjects.		Clerk In-Charge		
END OF TRANSACTION						

Duration: 3 Minutes

IDENTIFICATION CARD
(FOR NEW/TRANSFEREE STUDENT)

Schedule of Availability of Service:
Before Enrollment
Monday to Friday
8:00 AM - 5:00 PM

Who May Avail of the Service:
All New and Transferee Student of the University

What are the Requirements:
Identification Card or Certificate of Registration

Duration: 3 Minutes and 35 seconds

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	Duration Of Activity (under Normal Circumstances)	Person In-charge	Fees	Form
1	Present Card or Certificate of Registration and official Receipt (OR)	Received and assessed the necessary form.	15sec	MIS Personnel	As Assessed	NEUST Certificate of Registration
2	Fill up the form from the MIS staff	Process Information for Identification Card	2 mins	MIS Personnel	As Assessed	Official Receipt
3	Encoding of the Record of the student	Issuance of identification Card	20sec 30sec	MIS Personnel MIS Personnel		NEUST Identification Card
4	Taking Picture and Signature		30sec	MIS Personnel		
5	Printing of Identification Card					
END OF TRANSACTION						

IDENTIFICATION CARD
(FOR OLD STUDENT)

Schedule of Availability of Service:
Before Enrollment
Monday to Friday
8:00 AM - 5:00 PM

Who May Avail of the Service :
All Old Student of the University

What are the Requirements:
Identification Card or Certificate of Registration

Duration: 53 Minutes and 15 seconds

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Present Card or Certificate of Registration and official Receipt (OR)	Received and assessed the necessary form.	15 secs	MIS Personnel	As Assessed	NEUST Certificate of Registration Official Receipt
2	Encoding of the Record of the student	Process Information for Identification Card	2 mins	MIS Personnel	As Assessed	
3	Taking Picture and Signature	Issuance of identification Card	30sec	MIS Personnel		NEUST Identification Card
4	Printing of Identification Card		30sec	MIS Personnel		
END OF TRANSACTION						

REPORT OF GRADES

Schedule of Availability of Service:
Before Enrollment
Monday to Friday
8:00 AM - 5:00 PM

Who May Avail of the Service:
All Student of the University

What are the Requirements:
Identification Card or Certificate of Registration

Duration: 3 Minutes

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON INCHARGE	FEES	FORM
1	Present Identification Card or Certificate of Registration	Received and assessed the necessary form.	1 min	MIS Personnel	As Assessed	NEUST Identification Card Certificate of Registration
2	Printing of Report of Grades	Issuance of assessment form.	2 mins	MIS Personnel	As Assessed	NEUST Report of Grades
3	Proceed to Respective Department	Evaluation of Grade		Clerk In-Charge		

ASSESSMENT OF STUDENT'S FEES

Schedule of Availability of Service:
During Enrolment Period
Monday to Friday
8:00 AM - 5:00 PM without noon break

Who May Avail of the Service:
For graduate school only

What Are the Requirements:
Fully accomplished preliminary registration and Pre-Assessment Forms

Duration: 9 minutes

How To Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Present the duly accomplished enrolme form for review to the assigned accounting personnel	Received and assessed the necessary forms	2 mins	Accounting Clerk	as assessed	NEUST Preliminary and Pre-Assessment Form
2	Pay to the Cashier	Process payment and issue O.	4 mins	Cashier	as assessed	Accountable Form No. 51
3	Proceed to the Registrar's Office	Issuance of Certificate of Registration (COR)	3 mins	Clerk-in-Charge		NEUST COR
END OF TRANSACTION						

RE-ASSESSMENT OF STUDENT'S FEES

Schedule of Availability of Service:
During Enrolment Period
Monday to Friday
8:00 AM - 5:00 PM without noon break

Who May Avail of the Service:
For graduate student only
Students who has scholarship grants

What Are the Requirements:
Fully accomplished preliminary registration and Pre-Assessment Forms

Duration: 14 minutes

How To Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Present the duly accomplished enrolmen form to the Head, Scholarsip Center	Received and stamped the form	2 mins	Head, Scholarhip Center		NEUST Preliminary and Pre-Assessment Form
2	Present the signed/stamped enrolment form and Certificate of Scholarship to the accounting office	Re-assess the fees of scholars to be paid and print the discounted form	5 mins	Accounting Clerk	as assessed	NEUST Preliminary and Pre-Assessment Form
3	Pay to the Cashier	Process the payment and issue O.R.	4 mins	Cashier	as assessed	Accountable Form No. 51
4	Present proof of payment to the Registra secure Certificate of Registration	Issue the Certificate of Registration to students	3 mins	Clerk-in-Charge		NEUST COR
END OF TRANSACTION						

ISSUANCE OF DOCUMENT FROM THE OFFICE OF THE REGISTRAR

Schedule of Availability of Service : Monday - Friday 8:00 AM - 12:00 NN and 1:00 PM - 5:00 PM - Without Noontime Break

Who may avail of the service : All students

What are the requirements
: Clearance from money and all accountability
: Official Receipt
: If the request is filed through a representative an AUTHORIZATION LETTER AND/OR SPECIAL POWER OF ATTY. (SPA)
: and one (1) valid ID of the student and the representative

Duration : 11 minutes

STEP NO.	APPLICANTS/CLIENTS	SERVICE PROVIDER	DURATION OF SERVICE	OFFICE / PERSON RESPONSIBLE	FEES	FORM
1	For Undergraduates, secure request form and clearance from the Office of the Registrar	Issue clearance form and check if the students Form 137-A is already submitted, if not advise the student to get a request form for the Form 137-A.	2 minutes	Clerk assigned	None	Clearance form and request for Form 137-A, if necessary
2	Fill-in all the items in the clearance form and have it signed by the concerned authorities/offices.	Sign the form if the applicants is free from any obligation		Concerned authorities/offices		Clearance Form
3	For Old Graduates, secure request form from the Registrar's Office and pay the corresponding fees at the Cashier's Office.	Issue the claim stub for the schedule of the release of the document requested (within 3 working days from the date of receipt)	5 minutes	Clerk assigned		Claim Stub

4	For Newly Graduates, submit the duly accomplished clearance form and O.R. of payment at the designated Registrar's window. Then wait for your official Form 137-A or Transcript of Record.	Issue the document requested within the day.	4 minutes	Clerk assigned		Form 137-A / OTR
END OF TRANSACTION						

FLOWCHART

OFFICE OF THE REGISTRAR

Secure request form

And clearance from the Office of the Registrar.

Fill-in all the items in the clearance form and have it signed by the concerned authorities/offices.

Pay the corresponding fee at the Cashiers Office (IF ANY)

Pay the corresponding fee at the

Cashier's Office

Submit the duly accomplished clearance form, request form, and O.R. of Payment at the designated Registrar's Window.

Wait for the issuance of claim stub.

(If the request is filed through a representative, an AUTHORIZATION LETTER or SPECIAL POWER OF ATTORNEY (SPA) and one (1) valid ID of the student & the representative are required

ENROLLMENT FOR QUALIFIED GRADE 7 STUDENTS

Schedule of Availability of Service : Monday - Friday 8:00 AM - 12:00 NN and 1:00 PM - 5:00 PM - Without Noontime Break

Who may avail of the service : Elementary School Students

What are the requirements
: Report Card (Form 138), Form 137-A
: 2x2 ID Picture (3 copies)
: NSO Birth Certificate (photocopy)
: Matriculation Fees

Duration : 2 minutes

STEP NO.	PROCEDURE	SERVICE PROVIDER	DURATION OF SERVICE	OFFICE / PERSON RESPONSIBLE	FEES	FORM
1	Secure for Admission Slip Preliminary RegistrationForm from thePrincipal Office.	Issue the Admission Slip and Preliminary Registration Form		Principal's Office/Assigned Personnel	None	Admission Slip and Preliminary registration form
2	Proceed to MIS Office and present the accomplished preliminary registration form for assessment of fees.	Assess Fees		MIS Personnel	None	Assessment Form
3	Proceed to Accounting Office for verification of assessment.	Verify and sign assessment form		Accounting Personnel		
4	Pay your fees at the Cashier's Office.	Issue Official Receipt		Cashier Personnel	As Assessed	Official Receipt
5	Present the requirements listed above together with the admission slip and the accomplished preliminary registration form at the Registrar's Office and secure certificate of registration (COR)	Issuance of Certificate of Registration	2 minutes	Registrar Personnel	None	Certificate of Registration (COR)
6	Proceed to University Clinic and present COR for health evaluation and medical history.	Provide medical, physical and dental examination		Clinic/University Physician and Dentist		
6	Proceed to University MIS Office for issuance of ID	Issuance of ID		MIS Personnel		ID
END OF TRANSACTION						

ENROLMENT FOR GRADE 8-12 STUDENTS

Schedule of Availability of Service : Monday - Friday 8:00 AM - 12:00 NN and 1:00 PM - 5:00 PM - Without Noontime Break

Who may avail of the service : Grade 8-12 students

What are the requirements : Report Card / Form 138
: Matriculation Fees

Duration : 2 minutes

STEP NO.	PROCEDURE	SERVICE PROVIDER	DURATION OF SERVICE	OFFICE / PERSON RESPONSIBLE	FEES	FORM
1	Present your Report Card (Form 138) to the enrolling teacher (Faculty Room) and accomplish preliminary registration form.	Issue preliminary registration form		Assigned Enrolling Teacher	None	Preliminary registration form
2	Proceed to MIS Office and present the approved preliminary registration form for the assessment of fees.	Assess Fees		MIS Personnel	None	Assessment form
3	Proceed to Accounting Office for verification of assessment.	Verify and sign assessment form		Accounting Personnel	None	
4	Pay your fees at the Cashier's Office.	Issue Official Receipt		Cashier Personnel	As Assessed	Official Receipt
5	Submit Form 138 and preliminary registration form at the Registrar's Office.	Issuance of Certificate of Registration (COR)	2 minutes	Registrar Personnel	None	Certificate of Registration (COR)
6	Proceed to University MIS Office for issuance of ID	Issuance of ID		MIS Personnel		ID
END OF TRANSACTION						

ENROLMENT FOR QUALIFIED FIRST YEAR COLLEGE STUDENTS

Schedule of Availability of Service : Monday - Friday 8:00 AM - 12:00 NN and 1:00 PM - 5:00 PM - Without Noontime Break

Who may avail of the service : K-12 / High school graduates

What are the requirements : Form 138 (Report Card)
2x2 ID Picture (3 copies)
Form 137-A (if only available)
Photocopy of NSO Birth Certificate (if only available)

Duration : 2 minutes

STEP NO.	PROCEDURE	SERVICE PROVIDER	DURATION OF SERVICE	OFFICE / PERSON RESPONSIBLE	FEES	FORM
1	Qualified Applicants are to secure Admission Slip from Testing Office	Issuance of Admission Slip		Testing Office	None	Admission Slip
2	Proceed to MIS Office for the Sectioning and Assessment and accomplish enrolment form.	Section and assess student according to course enrolled in		MIS Personnel	None	Assessment Form and Enrolment Form
3	Presentassessment form to the Accounting Office for verification of assessment and validation.	Verify and sign assessment form and validate		Accounting Personnel		
4	Present the requirements listed above together with the admission slip and the accomplished enrolment form at the Registrar's Office and secure certificate of Registration (COR).	Issuance of Certificate of Registration (COR)	2 minutes	Registrar's Office	None	Certificate of Registration (COR)
5	Proceed to University Clinic and present COR for health evaluation and medical history	Provide medical, physical and dental examination		Clinic/University Physician and Dentist		
6	Proceed to University MIS Office for issuance of ID	Issuance of ID		MIS Personnel		ID
END OF TRANSACTION						

ENROLMENT FOR OLD COLLEGE STUDENTS

Schedule of Availability of Service : Monday - Friday 8:00 AM - 12:00 NN and 1:00 PM - 5:00 PM - Without Noontime Break

Who may avail of the service : Old College Students

What are the requirements : Report of Grades
: 2x2 ID Picture (2 copies)

Duration : 2 minutes

STEP NO.	PROCEDURE	SERVICE PROVIDER	DURATION OF SERVICE	OFFICE / PERSON RESPONSIBLE	FEES	FORM
1	Report to enrolling teacher and present your report of grades for evaluation and request for preliminary registration form and enrolment form at the DAGRAMH(Gym), Gen. Tinio St. Campus/Dean's Office, Sumacab Campus.	Issue preliminary registration form and enrolment form		Assigned Enrolling Teacher	None	Preliminary registration form and enrolment form
2	Proceed to MIS Office for assessment of fees.	Assess fees		MIS personnel	None	Assessment Form
3	Proceed to Accounting Office for verification of assessment	Verify and sign assessment form and validate		Accounting Personnel	None	
4	Present student's preliminary registration and enrolment form at the Registrar's Office and secure certificate of registration.	Issuance of Certificate of Registration (COR)	2 minutes	Registrar Personnel	None	COR
5	Proceed to University MIS Office for issuance of ID	Issuance of ID		MIS Personnel		ID
END OF TRANSACTION						

ENROLMENT FOR QUALIFIED TRANSFEREES FOR COLLEGE STUDENTS

Schedule of Availability of Service : Monday - Friday 8:00 AM - 12:00 NN and 1:00 PM - 5:00 PM - Without Noontime Break

Who may avail of the service : Incoming Transferees (College Students)

What are the requirements
: Original transcript of records
: 2x2 ID Picture (2 copies)
: Honorable Dismissal
: Certificate of Good Moral
: weighted Average of 2.0 w/o grade of 5.0

Duration : 17 minutes

STEP NO.	PROCEDURE	SERVICE PROVIDER	DURATION OF SERVICE	OFFICE / PERSON RESPONSIBLE	FEES	FORM
1	Report to the Registrar's Office and present TOR for the computation of grades.	Issue general weighted average	5 minutes	Registrar Personnel		General Weighted Average print-out
2	Proceed to the University Registrar and present the requirements listed above for evaluation of grades and if qualified, issue admission slip.	Evaluate subjects' report and issue admission slip	10 minutes	University Registrar		Evaluation form and Admission Slip
3	Present the evaluation sheet to the enrolling teacher, secure and accomplish preliminary registration and enrolment forms.	Approve preliminary registration form		Assigned Enrolling Teacher		Preliminary Registration Form
4	Proceed to MIS Office for assessment of fees	Assess fees		MIS Personnel	None	Assessment Form
5	Proceed to Accounting Office for verification of assessment and validation.	Verify and sign assessment form and validate		Accounting Personnel	None	
6	Present the accomplished preliminary registration from, enrolment form and copy of evaluation sheet at the Registrar's Office and secure certificate of registration (COR)	Issuance of certificate of Registration (COR)	2 minutes	Registrar's Office	None	Certificate of Registration (COR)
7	Proceed to University Clinic and present COR for health evaluation and medical history.	Provide medical, physical and dental examination		Clinic/University Physician and dentist		
8	Proceed to MIS Office for issuance of ID	Issuance of ID		MIS Personnel		ID
END OF TRANSACTION						

ENROLMENT OF NEW GRADUATE SCHOOL STUDENTS

Schedule of Availability of Service : Monday - Friday 8:00 AM - 12:00 NN and 1:00 PM - 5:00 PM - Without Noontime Break

Who may avail of the service : New Graduate School Students

What are the requirements : Original Transcript of Records (OTR)
: 2x2 ID Picture (3 copies)
Matriculation Fees

Duration : 2 minutes

STEP NO.	PROCEDURE	SERVICE PROVIDER	DURATION OF SERVICE	OFFICE / PERSON RESPONSIBLE	FEES	FORM
1	Report to the Dean's Office for screening and evaluation. Secure and accomplish preliminary registration form.	Screen and evaluate students' records; issue preliminary form		Dean/Faculty of Graduate School	None	Preliminary registration form
2	Proceed to MIS Office and present the duly accomplished Preliminary form for assessment of fees.	Assess Fees		MIS Personnel	None	Assessment form
3	Proceed to Accounting Office for verification of assessment.	Verify and sign assessment form		Accounting Personnel	None	
4	Pay your fees at the Cashier's Office	Issue Official Receipt		Cashier Personnel	As Assessed	Official Receipt
5	Present preliminary registration form and the requirements listed above at the Registrar's Office and secure Preliminary Registration Form.	Issue Certificate of Registration (COR)	2 minutes	Registrar Personnel	None	Certificate of Registration
6	Proceed to MIS Office for the issuance of ID	Issuance of ID		MIS Personnel		ID
END OF TRANSACTION						

ENROLMENT OF OLD GRADUATE SCHOOL STUDENTS

Schedule of Availability of Service : Monday - Friday 8:00 AM - 12:00 NN and 1:00 PM - 5:00 PM - Without Noontime Break

Who may avail of the service : Old Graduate School Students
: Matriculation Fees

Duration : 2 minutes

STEP NO.	PROCEDURE	SERVICE PROVIDER	DURATION OF SERVICE	OFFICE / PERSON RESPONSIBLE	FEES	FORM
1	Report to the Dean's Office for evaluation. Secure and accomplish preliminary registration form.	Issue preliminary registration form		Dean/Faculty of Graduate School	None	Preliminary registration form
2	Proceed to MIS Office and present the duly accomplished preliminary registration form for assessment of fees.	Assess Fees		MIS Personnel	None	Assessment form
3	Proceedto Accounting Office for verification of assessment	Verify and sign assessment form		Accounting Personnel	None	
4	Pay your fees at the Cashier's Office	Issue Official Receipt		Cashier Personnel	As Assessed	Official Receipt
5	Present students' preliminary registration form to the Registrar's Office and secure Certificate Of Registration (COR)	Issuance of Certificate of Registration (COR)	2 minutes	Registrar Personnel	None	Certificate of Registration
6	Proceed to University MIS Office for the issuance of ID	Issuance of ID		MIS personnel		ID
END OF TRANSACTION						

Documents that can be re-issued within three (3) working days:

1. Diploma
2. Official Transcript of Records
3. Form 137-1 of High School Students (Permanent Records)

Document that cab be Issued within the day:

1. Official Transcript of Records and Form 137-A of fresh Graduates
2. Honorable Dismissal
3. Permit to Add, Change or Drop Subjects
4. Authentication of Documents
5. Certification and CAV
6. Permit to Cross Enroll

FOR OTHER OFFICIAL TRANSACTIONS:

Please See the Clerk-in-charge.

NEUST HIGH SCHOOL ADMISSION TEST (San Isidro Campus)

SERVICE PROVIDER: **ADMISSION & TESTING OFFICE**

AVAILABILITY OF SERVICE: **MONDAY TO FRIDAY 8:00 AM – 12:00 NN AND 1:00 PM -5:00 PM (No Noon Break)**

SERVICE AVAILABLE TO: **ALL GRADE SIX GRADUATES**

REQUIREMENTS:

1. Photocopy of Form 138 (Grade Six Card)
2. Certificate of good moral character (Certified by the Guidance Counselor or Principal)
3. Two (2) copies of 2"x2" photo with name tag in white background

DURATION: **4 Minutes 10 seconds for FILING OF TEST APPLICATION FORM/TEST RESULTS INQUIRY**

Step No.	Applicant/Client	Service Provided	Duration of Service	Service Provider	Fees	Forms
1	Present OR to the Testing Center. Ask for High School Admission Test (HSAT) application form.	Verification of payment made and other credentials of applicant. Issuance of HSAT application form.	10 seconds	Testing Center Coordinator		
2	Fill-up HSAT application form. Supply the form with all needed data and submit it to the Testing Center together with all documentary requirements. Ask for EXAM PERMIT.	Checking and verification of accuracy of all data in the application form and other documentary requirements submitted by the applicant.	3 minutes	Testing Center Coordinator	None	CAT Application Form
3	Inquire on test results after two weeks. Refers to the posted announcements.	Posting of official results in the Bulletin Board	1 minutes	Campus Testing Center Coordinator/Staff		
END OF TRANSACTION						

NEUST COLLEGE ADMISSION TEST (San Isidro Campus)

SERVICE PROVIDER: **ADMISSION & TESTING OFFICE**

AVAILABILITY OF SERVICE: **MONDAY TO FRIDAY 8:00 AM – 12:00 NN AND 1:00 PM -5:00 PM (No Noon Break)**

SERVICE AVAILABLE TO: **ALL HIGH SCHOOL GRADUATES**

REQUIREMENTS:

1. Photocopy of Form 138 (High School Card)
2. Certificate of good moral character (Certified by the Guidance Counselor or Principal)
3. Two (2) copies of 2"x2" photo with name tag in white background

DURATION: **4 Minutes for FILING OF TEST APPLICATION FORM/TEST RESULTS INQUIRY**

Step No.	Applicant/Client	Service Provided	Duration of Service	Service Provider	Fees	Forms
1	Fill-up CAT application form. Supply the form with all needed data and submit it to the Testing Center together with all documentary requirements. Ask for EXAM PERMIT.	Checking and verification of accuracy of all data in the application form and other documentary requirements submitted by the applicant.	3 minutes	Testing Center Coordinator	None	CAT Application Form
2	Inquire on test results after two weeks. Refers to the posted announcements.	Posting of official results in the Bulletin Board	1 minutes	Campus Testing Center Coordinator/Staff		
END OF TRANSACTION						

GUIDANCE AND COUNSELING SERVICES FOR NEW ENROLEES (San Isidro Campus)

SERVICE PROVIDER: **GUIDANCE AND COUNSELING OFFICE**

AVAILABILITY OF SERVICE: **MONDAY TO FRIDAY 8:00 AM – 12:00 NN AND 1:00 PM -5:00 PM (No Noon Break)**

SERVICE AVAILABLE TO: **QUALIFIED STUDENTS SEEKING ENROLMENT**

REQUIREMENTS:

1. Admission slip issued by the Office of the Testing Center
2. 2 Pieces of 2”x2” ID Pictures.

DURATION: **6 minutes and 10 seconds**

Step	Applicant/Client	Service Provided	Time Frame	Service Provider	Fees	Forms
1	Present the admission slip duly signed and approved by the Testing Center Coordinator.	Received admission slip and verified if applicant is qualified for enrolment.	10 seconds	Guidance Counselor or staff assigned at the Guidance Office.	None	Admission Slip
2	Answer questions that will be asked by the Guidance counselor honestly, logically and intelligently.	Evaluated the readiness of the applicant to study along the chosen field of specialization or program.	5 minutes	Guidance Counselor or staff assigned at the Guidance Office.	None	Admission Slip
3	Request the Guidance Counselor to return the Admission Slip.	Approved the Admission Slip if applicant was found to be emotionally and mentally ready to study and made recommendations if found otherwise.	1 minute	Guidance Counselor or staff assigned at the Guidance office.	None	Admission Slip
END OF TRANSACTION						

NOTE: Schedule of classes for the different programs are posted in the bulletin board. Newly enrolled students can refer to the posted programs on whom and where to report to.

SERVICE PROVIDER: **CAMPUS CLINIC**

MEDICAL CHECK-UP OF NEW STUDENTS/ENROLLEES

Schedule of availability of service: From Monday to Friday, 8:00 A.M. to 5:00 P.M. without noontime break.

Who may avail of the service? New students seeking enrolment/registration.

What are the requirements? Admission slip from the Office of the Campus Registrar
Duly approved by the guidance counselor.

Duration: 9 minutes

How to avail of the service:

Step	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees	Form
1	Present admission slip approved by the guidance counselor to the campus nurse/medical staff.	Receive admission slip and verify if applicant is qualified for enrolment.	2 minutes	Campus Nurse	None	Admission slip
2	Undergo basic medical check-up to be administered by the campus nurse or medical staff.	Conduct medical check-up to the applicant. Note down adverse observations if there is any.	5 minutes	Campus Nurse	None	Admission slip
3	Request the campus nurse to return the approved admission slip and proceed to the Office of the Campus Registrar.	Approve and returned the applicant's admission slip if found physically and mentally healthy to study.	2 minutes	Campus Nurse	None	Admission slip
END OF TRANSACTION						

SERVICE PROVIDER: **ACCOUNTING OFFICE**

ASSESSMENT OF STUDENTS' FEES

Schedule of availability of service: During the Enrolment Period
Monday to Friday, 8:00 A.M. to 5:00 P.M. without noontime break

Who may avail of the service? All students who have passed the Entrance Examination and are Qualified for enrolment.

What are the requirements? Duly accomplished and approved Preliminary Registration Form 1-A; Student Clearance (for old students)

Duration: 4 minutes

How to avail of the service:

Step	Applicant/Client	Service Provided	Duration of Activity	Person In-Charge	Fees	Form
1	Present the duly accomplished and approved Preliminary registration Form 1-A & Trial Program to the assigned accounting personnel.	Receive, verify and evaluate duly accomplished Preliminary Reg. Form 1-A, and assess fees for payment & Trial Program	1 minutes	Accounting Clerk		Preliminary Registration Form 1-A
2		Encode/Registrar and validate subjects enrolled and issue Pre-Registration/Assessment form	3 minutes	Accounting Clerk	As assessed	Pre-Registration/Assessment Form
END OF TRANSACTION						

SERVICE PROVIDER: **CASHIER'S OFFICE**

ASSESSMENT OF OTHER FEES (Graduation Fee, Certification, evaluation, CAV, OTR etc.)

Schedule of availability of service: Monday to Friday, 8:00 A.M. to 5:00 P.M. without noontime break

Who may avail of the service? All students of the University

What are the requirements? Identification Card/Clearance (For OTR Only)

Duration: 3.5 minutes

How to avail of the service:

Step	Applicant/Client	Service Provided	Duration of Activity	Person In-Charge	Fees	Form
1	Present the Identification Card; Pre-Registration/Assessment Form	Receive and Check if clearance form is properly signed	30 seconds	Cashier	As per approved fess by BOR	Identification Card/Clearance
2	Present payment	Count and Check the money process the payment and issue official receipt.	3 minutes	Cashier		Accountable Form No. 51. (Official Receipt)
END OF TRANSACTION						

SAN ISIDRO CAMPUS

SERVICE PROVIDER : **CASHIERS OFFICE**

PAYMENT OF UNPAID BALANCES (For Old students)

Schedule of Availability of Service: Monday to Friday 8:00 AM - 4:00 PM without noon break

Who May Avail of the Service: All students with unpaid balances

What Are the Requirements: Identification Card / Clearance

Duration: 6 minutes

How To Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Present Identification Card and Clearances	Receive Id and clearance and verify/check student's ledger	3 minutes	Cashier	outstanding balance	NEUST ID / Clearance
2	Payment of unpaid balances	Process the payment and issue Official receipt (OR)	3 minutes	Cashier	Unpaid fees	Accountable form No. 51 (Official Receipt)
END OF TRANSACTION						

SAN ISIDRO CAMPUS

SERVICE PROVIDER: **CASHIER'S OFFICE**

ASSESSMENT OF SCHOOL FEES (For High School Student Only)

Schedule of availability of service: During the Enrolment
Monday to Friday, 8:00 A.M. to 5:00 P.M. without noontime break

Who may avail of the service? All High School students

What are the requirements? Identification Card; Pre-Registration/Assessment Form

Duration: 3.5 minutes

How to avail of the service:

Step	Applicant/Client	Service Provided	Duration of Activity	Person In-Charge	Fees	Form
1	Present the Identification Card; Pre-Registration/Assessment Form	Receive and review assessment form	30 seconds	Cashier		Pre-Registration/Assessment Form and Identification Card
2	Present payment	Count and Check the money, process the payment and issue official receipt.	3 minutes	Cashier	As assessed	Accountable Form No. 51.
END OF TRANSACTION						

SAN ISIDRO CAMPUS

SERVICE PROVIDER: REGISTRAR'S OFFICE

ISSUANCE OF DOCUMENT FROM THE OFFICE OF THE CAMPUS REGISTRAR

SCHEDULE OF AVAILABILITY OF SERVICE : Monday -Friday 8:00 AM - 12:00 NN and 1:00 PM - 5:00 PM - Without Noontime Break

WHO MAY AVAIL OF THE SERVICE : All students except newly graduates

WHAT ARE THE REQUIREMENTS : Clearance from money and property accountability

: Official Receipt

: If the request is filed through a representative an AUTHORIZATION LETTER and/ or SPECIAL POWER OF ATTORNEY (SPA); and one (1) valid ID of the student and the representative

DURATION: One (hour) and 12 minutes

STEP NO.	APPLICANTS/CLIENTS	SERVICE PROVIDER	DURATION OF SERVICE	OFFICE/PERSON RESPONSIBLE	FEES	FORM
1	Secure request form and clearance from the Office of the Campus Registrar	Issue clearance form and check if the students Form 137 is already submitted, if not advise the student to get a request form for Form 137	2 minutes	Clerk assigned at the Registrar's Office	None	Clearance form and Request for Form 137 if necessary
2	Fill-in all the items in the clearance form & have it signed by the concerned authorities/offices.	Sign the form if the applicant is free from any obligation	30 minutes	Cashier's Staff		Clearance Form
3	Pay the corresponding fee at the Cashier's Office	Process payment and issue Official Receipt of Payment (OR)	5 minutes	Cashier's Staff	OTR-P150.00/page CERTIFICATION-10.00/page 1. Cert. of grades 2. Cert. of status 3. Good moral 4. honorable dismissal 5. authentication 6. permit to cross-enroll form 7. cert. units earned EVALUATION - 5.00/each CHANGE OF MATRICULATION - 10.00/subject COMPLETION FORM - 15.00/subject CAV - 50.00/EACH DIPLOMA: First Issue - 50.00/each Re-Issuance - 100.00/each	Order of Payment/Clearance Form

SAN ISIDRO CAMPUS

SERVICE PROVIDER: REGISTRAR'S OFFICE

ISSUANCE OF DOCUMENT FROM THE OFFICE OF THE CAMPUS REGISTRAR

SCHEDULE OF AVAILABILITY OF SERVICE : Monday -Friday 8:00 AM - 12:00 NN and 1:00 PM - 5:00 PM - Without Noontime Break

WHO MAY AVAIL OF THE SERVICE : All students except newly graduates

WHAT ARE THE REQUIREMENTS : Clearance from money and property accountability
: Official Receipt
: If the request is filed through a representative an AUTHORIZATION LETTER and/ or SPECIAL POWER OF ATTORNEY (SPA); and one (1) valid ID of the student and the representative

DURATION :One (hour) and 12 minutes

STEP NO.	APPLICANTS/CLIENTS	SERVICE PROVIDER	DURATION OF SERVICE	OFFICE/PERSON RESPONSIBLE	FEES	FORM
4	Submit the duly accomplished clearance form, Form 137 (if revised to secure such) and OR of payment at the designated Registrar's Office	Receive/review accomplished clearance form and forward to the designated clerk. The clerk will check, update and evaluate the record of the student if all the requirements were complied with.	30 minutes	Clerk assigned at the window		
5	Wait for the issuance of claim stub	Review accomplished clearance form. Schedule the release of the request and issue the claim stub to the student/ client. (within 10 working days from the date of receipt, and the requested record will be Available except for newly graduates.) Forward to the concerned clerk the aforementioned document and do what being requested	5 minutes	Clerk assigned at the window		Claim stub
END OF TRANSACTION						

SAN ISIDRO CAMPUS

ENROLMENT FOR QUALIFIED FIRST YEAR COLLEGE STUDENTS

SERVICE PROVIDER: REGISTRAR'S OFFICE

SCHEDULE OF AVAILABILITY OF SERVICE : Monday -Friday 8:00 AM - 12:00 NN and 1:00 PM - 5:00 PM - Without Noontime Break

WHO MAY AVAIL OF THE SERVICE : Incoming First Year College Students (High School Graduates)

WHAT ARE THE REQUIREMENTS

: Report Card (High School Card)/F-137-A

:2 x 2 ID Picture (3 Copies)

: NSO Birth Certificate

Matriculation Fees

DURATION : 50 minutes

STEP NO.	APPLICANTS/CLIENTS	SERVICE PROVIDER	DURATION OF SERVICE	OFFICE/PERSON RESPONSIBLE	FEES	FORM
1	Secure Admission Slips from Testing Office	Issuance and Sign Admission Slip	5 minutes	Testing Office		Admission Slip
2	Proceed to the Guidance Office for interview and submit 2 x 2 ID picture.	Interview and receive picture; Sign admission slip	10 minutes	Guidance Office		
3	Report to the Campus Nurse for Health evaluation/medical history.	Evaluate and record medical history of the student and sign admission slip.	15 minutes	Campus Nurse		
4	Present your approved admission slip to the enrolling teacher & secure an accomplished Preliminary Registration form I-A & Trial Program	Issue Preliminary Registration form I-A & Trial Program	5 minutes	Assigned Enrolling Teacher	None	Preliminary Registration form I-A & Trial Program
5	Present the duly accomplished preliminary form to the assigned personnel for assessment of fees. (All applicants for scholarship (Proceed to Scholarship and Testing Office)	Assess Fees	5 minutes	Registrar's Office		Preliminary Registration form I-A & Trial Program
6	Present the duly registration form I-A to the Registrar's Office and Secure certificate of registration.	Received approved preliminary Registration Form I-A and issue certificate of registration	10 minutes	Registrar's Office		Student's copy and certificate of registration
7	Produced at least eight (8) photocopies of the official certificate of registration. Provide your subject teacher on copy each of the form when you report for the first day of classes.					
END OF TRANSACTION						

SAN ISIDRO CAMPUS

ENROLMENT FOR QUALIFIED FIRST YEAR HIGH SCHOOL STUDENTS

SERVICE PROVIDER: REGISTRAR'S OFFICE

SCHEDULE OF AVAILABILITY OF SERVICE : Monday -Friday 8:00 AM - 12:00 NN and 1:00 PM - 5:00 PM - Without Noontime Break

WHO MAY AVAIL OF THE SERVICE : Elementary School Graduates

WHAT ARE THE REQUIREMENTS

: Report Card (Elementary Card) /F-137-E

:2 x 2 ID Picture (3 Copies)

: NSO Birth Certificate

Matriculation Fees

DURATION : 50 minutes

STEP NO.	APPLICANTS/CLIENTS	SERVICE PROVIDER	DURATION OF SERVICE	OFFICE/PERSON RESPONSIBLE	FEES	FORM
1	Secure Admission Slips from Testing Office	Issuance and Sign Admission Slip	5 minutes	Testing Office		Admission Slip
2	Proceed to the Guidance Office for interview and submit 2 x 2 ID picture.	Interview and receive picture; Sign admission slip	10 minutes	Guidance Office		Clearance form
3	Report to the Campus Nurse for Health evaluation/medical history.	Evaluate and record medical history of the student and sign admission slip.	15 minutes	Campus Nurse		
4	Present your approved admission slip to the enrolling teacher & secure an accomplished Preliminary Registration form I-A & Trial Program	Issue Preliminary Registration form I-A & Trial Program	5 minutes	Assigned Enrolling Teacher	None	Preliminary Registration form I-A & Trial Program
5	Present the duly accomplished preliminary form to the assigned personnel for assessment of fees. (All applicants for scholarship (Proceed to Scholarship and Testing Office)	Assess Fees	5 minutes	Registrar's Office		Preliminary Registration form I-A & Trial Program
6	Present the duly registration form I-A to the Registrar's Office and Secure certificate of registration.	Received approved preliminary Registration Form I-A and issue certificate of registration	10 minutes	Registrar's Office		Student's copy and certificate of registration
7	Produced at least eight (8) photocopies of the official certificate of registration. Provide your subject teacher on copy each of the form when you report for the first day of classes.					
END OF TRANSACTION						

SAN ISIDRO CAMPUS

ENROLMENT FOR OLD COLLEGE STUDENTS

SERVICE PROVIDER: REGISTRAR'S OFFICE

SCHEDULE OF AVAILABILITY OF SERVICE : Monday -Friday 8:00 AM - 12:00 NN and 1:00 PM - 5:00 PM - Without Noontime Break

WHO MAY AVAIL OF THE SERVICE Old College Students

WHAT ARE THE REQUIREMENTS

1. Report of Grades
2. Clearance

DURATION 22 minutes

STEP NO.	APPLICANTS/CLIENTS	SERVICE PROVIDER	DURATION OF SERVICE	OFFICE/PERSON RESPONSIBLE	FEES	FORM
1	Present your clearance for the previous semester to the enrolling teacher. Secure and accomplished preliminary registration forms I-A and Trial Program.	Issue Preliminary Form I-A and Trial Program	5 minutes	Assigned Enrolling Teacher	None	Preliminary Form I-A and Trial Program
2	Present the duly accomplished preliminary registration forms to the enrolling teacher for approval.	Approved Preliminary Form I-A and Trial Program	2 minutes	Assigned Enrolling Teachers		Preliminary Form I-A and Trial Program
3	Present the duly accomplished registration forms to the enrolling teacher for approval.	Assess fees	5 minutes	Registrar's office		Preliminary Form I-A and Trial Program
4	Present the assessment of students and preliminary registration form I-A to the Registrar's office and secure certificate of registration.	Received approved registration form I-A and Issue certificate of registration.	10 minutes	Registrar's office		Student's copy and certificate of registration
5	Produced at least eight (8) photocopies of the official certificate of registration. Provide your subject teacher on copy each of the form when you report for the first day of classes.					
END OF TRANSACTION						

SAN ISIDRO CAMPUS

ENROLMENT FOR QUALIFIED OLD HIGH SCHOOL STUDENTS

SERVICE PROVIDER: REGISTRAR'S OFFICE

SCHEDULE OF AVAILABILITY OF SERVICE : Monday -Friday 8:00 AM - 12:00 NN and 1:00 PM - 5:00 PM - Without Noontime Break

WHO MAY AVAIL OF THE SERVICE Old High School Students

WHAT ARE THE REQUIREMENTS 1. Report Card/Form 138

2. Clearance

DURATION 22 minutes

STEP NO.	APPLICANTS/CLIENTS	SERVICE PROVIDER	DURATION OF SERVICE	OFFICE/PERSON RESPONSIBLE	FEES	FORM
1	Present your Report Card (Form 138) and clearance for the previous S.Y. to the enrolling teacher and secure enrolment registration forms I-A and Trial program for you to accomplished.	Examine card and issue Preliminary registration Form I-A and Trial Program	5 minutes	Assigned Enrolling Teacher	None	Preliminary registration Form I-A and Trial Program
2	Present the duly accomplished registration forms to the enrolling teacher for approval.	Approve Preliminary registration Form I-A and Trial Program	2 minutes	Assigned Enrolling Teacher	None	Preliminary registration Form I-A and Trial Program
3	Present the approved preliminary registration form to the assigned personnel for the assessment of fees.	Assess Fees	5 minutes	Registrar's Office	None	Preliminary registration Form I-A and Trial Program
4	Present duly accomplished registration Form I-A to the Registrar's office and secure certificate of registration.	Received approved Preliminary registration Form I-A and issue certificate of registration	10 minutes	Registrar's Office		Student's copy and certificate of registration
5	Present receipt of payments and students registration forms to the Registrar's Office and secure certificate of registration. Produced at least eight (8) photocopies of the official certificate of registration. Provide your subject teacher on copy each of the form when you report for the first day of classes.					
END OF TRANSACTION						

APPLICATION FOR COLLEGE ADMISSION TEST (GABALDON CAMPUS)

Service Provider : Admission Office

Schedule of Availability of Service : Monday-Friday 8:00am – 5:00pm No Noontime Break

Who may avail of the Service : Senior High School Graduates and High School graduates from different high schools.

What are the requirements : 2 pcs. 2x2 picture with nametag; close up frontal picture in white Background (studio type)
Photocopied report card (Form 138)
Certificate of Good Moral Character

Duration : 6 minutes

How to avail of the service:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN CHARGE	FEES	FORM
1	Pass filled-up application form	Process application form and issue test permit for examination	3 minutes	Testing Coordinator		
2	Take entrance exam as scheduled for	Administer Examination	1 hour	Faculty Proctor		
3	Get CAT result	Issue Cat Result	3 minutes	Testing Coordinator		
END OF TRANSACTION						

APPLICATION FOR GRADE 7 ADMISSION TEST (GABALDON CAMPUS)

Service Provider : Admission Office

Schedule of Availability of Service : Monday-Friday 8:00am – 5:00pm No Noontime Break

Who may avail of the Service : Elementary Graduates

What are the requirements : 2 pcs. 2x2 picture

Photocopied of Elementary Report Card (Form 138)

Duration : 9 minutes

How to avail of the service:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN CHARGE	FEES	FORM
1	Pay Entrance exam Fee for incoming grade 7 students only	Receives payment and issue Official Receipt (OR)	3 minutes	Cashier	180.00	Application Form
2	Pass filled-up application form	Process application form issue test permit for examination	3 minutes	Testing Coordinator		
3	Take entrance exam as scheduled for	Administer examination	1 hour	Faculty Proctor		
4	Get entrance exam result	Issue the entrance exam result	3 minutes	Testing Coordinator		
END OF TRANSACTION						

Schedule of Availability of Service : Monday-Friday 8:00am – 5:00pm No Noontime Break

Who may avail of the Service : Students

What are the requirements : Assessment Form

Duration : 7 minutes

How to avail of the service:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN CHARGE	FEES	FORM
1	Bring assessment form to the Cashier for payment of Fees	Issues Official Receipt and receives payment	5 minutes	Cashier H Miguel	School Fees	Assessment Form
2	Return the Assessment form to the Accounting Office	Accept and keep the Assessment form	2 minutes	Accounting (MRS. JV Cunanan)		Assessment Form
END OF TRANSACTION						

ENROLMENT OF QUALIFIED GRADE 7 STUDENTS (GABALDON CAMPUS)

Schedule of Availability of Service **:** Monday-Friday 8:00am – 5:00pm No Noontime Break

Who may avail of the Service : Elementary School Graduates

What are the requirements **:** Report Card/Form 137

2x2 ID picture (4 copies)

NSO/PSA Birth Certificate

Matriculation

Duration **:** 9 minutes

How to avail of the service:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN CHARGE	FEES	FORM
1	Secure for Admission Slip from Testing Office	Issue and sign Admission Slip		Admission Office	None	Admission Slip
2	Present your approved admission slip to the enrolling teacher and secure and accomplish enrolment form.	Issue enrolment forms	1 minute	Assigned Enrolling Teacher		
3	Present the duly accomplished enrolment form to the Accounting Office for assessment of fees.	Assess Fees	2 minutes	Assessment Office		Assessment Form
4	Pay your Fees at the Cashier's Office	Issue Official Receipt	3 minutes	Cahiers' Office	As Assessed	Assessment form
5	Present receipt of payment and students preliminary registration form to the Registrar's Office and secures Certificate of Registration.	Issue COR	3 minutes	Registrar's Office		COR
6	Produce at least eight (8) photocopies of the official Certificate of Registration. Provide your subject teacher one copy each of the form when you report for the first day of classes.					
END OF TRANSACTION						

ENROLMENT OF QUALIFIED FIRST YEAR COLLEGE STUDENTS (GABALDON CAMPUS)

Schedule of Availability of Service : Monday-Friday 8:00am – 5:00pm No Noontime Break

Who may avail of the Service : High School Graduates

What are the requirements : Report Card, 2X2 ID picture (4 copies), NSO/PSA Birth Certificate

Duration : 12 minutes

How to avail of the service:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN CHARGE	FEES	FORM
1	Secure Admission Slip from the Testing Office	Issue and sign admission slip		Admission Office		Admission Office
2	Submit your admission slip and other requirement to the Office of the Registrar and secure and accomplish Preliminary Registration Form.	Issue Preliminary Form with student number	5 minutes	Registrar's Office		Preliminary Registration form
3	Fill Up Preliminary Registration Form (see bulletin board for schedule of classes)	Check and sign the accomplished forms	3 minutes			Enrolment Form
4	Proceed to the Accounting Office for assessment of Fees and Validation	Process Registration Form and assess school fees		Assessment Office		Assessment form
5	Return to the Registrar and present Preliminary Registration Form	Issue Certification of Registration	4 minutes	Registrar's Office		Certification of Registration
6	Produce at least eight (8) photocopies of the official Certificate of Registration. Provide your subject teacher one copy each of the form when you report for the first day of classes.					
END OF TRANSACTION						

ENROLMENT OF COLLEGE STUDENTS (2ND SEMESTER) (GABALDON CAMPUS)

Schedule of Availability of Service : Monday-Friday 8:00am – 5:00pm No Noontime Break

Who may avail of the Service : Students

What are the requirements : Report of Grades/Certificate of Grades (ROG/COG) (1st Semester)

Duration : 13 minutes

How to avail of the service:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN CHARGE	FEES	FORM
1	Present Report of Grades (ROG) to the enrolling instructor	Record the student's grades to their evaluation sheet and issue Preliminary Registration Form	3 minutes	Enrolling Instructor		Preliminary Registration Form
2	Fill-up Preliminary Registration Form (see bulletin board for schedule of classes)	Check and sign the Preliminary Registration	5 minutes	Enrolling Instructor		Preliminary Registration Form
3	Proceed to Accounting Office for Assessment of Fees/Validation	Process Registration form and assess school fees	2 minutes	Assessment	School Fees	Assessment Form
4	Return to the Registrar's Office and present Preliminary Registration Form	Issue Certificate of Registration	3 minutes	Registrar's Office		Certification of Registration
5	Produce at least eight (8) photocopies of the official Certificate of Registration. Provide your subject teacher one copy each of the form when you report for the first day of classes.					
END OF TRANSACTION						

ISSUANCE OF DOCUMENTS FROM THE OFFICE OF THE CAMPUS REGISTRAR (GABALDON CAMPUS)

Schedule of Availability of Service : Monday-Friday 8:00am – 5:00pm No Noontime Break

Who may avail of the Service : Old students and alumni

What are the requirements : Clearance from all accountabilities

If the requites form is file by a REPRESENTATIVE, an AUTHORIZATION LETTER and/or SPECIAL POWER OF ATTORNEY (SPA) and one (1) valid ID of the client and the representative must be presented.

Duration : 25 minutes

How to avail of the service:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN CHARGE	FEES	FORM
1	Secure form and clearance from the Office of the Registrar	Issue request form and clearance	2 minutes	Registrar's Office	None	
2	Present the Request form to the Cashier's Office. Pay the request fees	Received request from and issues official receipt	3 minutes	Cashier's Office	OTR/F137-P150/page Certification-P10 CAV-P50 Documentary Stamp-15	Clearance Form
3	The clearance is for signature of the ff: 1. Campus Director 2. Dean/Chairman 3. Assessment/Accounting 4. Cashier 5. Librarian	Sign Clearance		Signatories		
4	Present duly signed clearance to the Registrar's Office	Encode, print and check document requested. Issue documents requested.	37 minutes	Registrar's Office		OTR F137 Certifications
END OF TRANSACTION						

GENERAL TINIO STREET CAMPUS LIBRARY

Type of Service : Issuance of Library Card

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Services : Students enrolled in the current semester
Members of the faculty and administrative staff

What are the Basic Requirements : Enrolment Form/Certificate of Registration (COR)
1x1 Photo

Duration : 8 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present COR, copy of appointment paper (for members of the faculty, and administration staff), 1x1 ID picture	Check and verify accuracy of information indicated in the documents presented	2 minutes	Library Staff	
2	Fill-out Library User Registration Form	Verify of client by comparing the information provided in the COR and appointment papers (for the members of the faculty and administrative staff)	2 minutes	Library Staff	Library User Registration Form
	Fill-out library card and attach 1x1 picture	Check for completeness of information	2 minutes	Library Staff	
3	Wait for the issuance of Library Card	Process Library Card	1 minute	Library Staff	
4	Receive validated/countersigned Library Card	Issue countersigned/validated library card	1 minute	Library Staff	
END OF TRANSACTION					

GENERAL TINIO STREET CAMPUS LIBRARY

Type of Service : Signing of Library Clearance

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : Constituents of the University (students, members of the faculty and administrative staff)

What are the Basic Requirements : 1. Clearance Form
2. Accomplished clearance slip

Duration : 7 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	FORM
1	Present Clearance Form duly signed by campus/college library	Verify information indicated in the Clearance Form	2 minutes	Clearance Form
2		Check and verify from the list with library accountability	2 minutes	
3	Log-in the logbook	Check for accuracy of information indicated	1 minute	Logbook
		If student, sign on behalf of the University Librarian (box for the Librarian); Faculty and staff refer to the campus librarian for countersigning the University Librarian for signature.	1 minute	
4	Receive duly signed Clearance Form	Release duly signed Library Clearance	1 minute	
END OF TRANSACTION				

GENERAL TINIO STREET CAMPUS LIBRARY

Type of Service : Borrowing/Charging out library books for General Circulation

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID (countersigned for the current semester
2. Temporary library card (if borrowed is yet to be issued the Polaroid ID)

Duration : 9 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Search the author/topic needed in the Online Public Access Catalog (OPAC)		2 minutes	Library Staff	Book Card
2	Present Library card and school ID to the Staff in-charge at the Circulation desk. Get the book in the open shelves. Fill up the book card.		2 minutes	Library staff	ID, library card, book card
3	Present books to be borrowed and library card	Receive materials to be borrowed/returned	1 minute	Library staff	
		Check and verify ID (should be valid and countersigned)	1 minute	Library staff	
		Stamp with due date and sign book card	30 seconds	Library staff	Book card
		Scan Barcode of the book to be checked-out under the borrower's account	30 seconds	Library staff	
4	Wait for the books to be processed for check-out	Print receipt of books borrowed	1 minute	Library staff	Transaction Receipt
5	Receive books	Issue book/s borrowed	1 minute	Library staff	Transaction Receipt
END OF TRANSACTION					

GENERAL TINIO STREET CAMPUS LIBRARY

Type of Service : Returning/Checking-in library books for Filipiniana

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 5:00 p.m.

Who may avail of the Services : NEUST students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 3 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present book/s and library card of borrowing/returning	Receive material/s for borrowing/returning	1 minute	Library staff	
2	Wait for Printout of transaction receipt of books returned	Scan barcode of the book to be returned/checked-in	1 minute	Library staff	
3	Receive Transaction Receipt	Hand the return/check-in receipt to client	1 minute	Library staff	Transaction receipt
END OF TRANSACTION					

GENERAL TINIO STREET CAMPUS LIBRARY

Type of Service : Renewing books borrowed/checked-out

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 12:00 nn.

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID (countersigned for the current semester)
2. Temporary library card (if borrowed is yet to be issued the Polaroid ID)

Duration : 5 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present books of renewal	Receive books for processing of renewal (go to Check-in tab on the Follett Circulation module to check-in first the book/s for renewal)	1 minute	Library Staff	Book Card
2		Retrieve and pull-out book card of book/s for renewal	1 minute	Library staff	Book Card
		Hand in book card to client			
3	Fill out book card with name, college and student/employee number and present library staff at the Circulation desk.		1 minute	Library staff	Book Card
		Stamp with due date and sign book card			
		Scan barcode of the book to be checked-out under the borrower's account			
4	Wait for the books to be processed for renewal	Print receipt of book/s renewed	1 minute	Library staff	Receipt of book/s borrowed
5	Receive book/s renewed with receipt	Issue book/s borrowed plus the receipt	1 minute	Library staff	Receipt of book/s borrowed
END OF TRANSACTION					

GENERAL TINIO STREET CAMPUS LIBRARY

Type of Service : Requesting/Paging Filipiniana Books

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 12:00 nn.

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 9 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Search the author/topic needed in the Online Public Access Catalog (OPAC)		2 minutes	Library Staff	Book Card
2	Present Library card and school ID to the Staff in-charge at the Circulation desk. Get the book in the open shelves. Fill up the book card.		2 minutes	Library staff	ID, library card, book card
3	Present books to be borrowed and library card	Receive materials to be borrowed/returned	1 minute	Library staff	
		Check and verify ID (should be valid and countersigned)	1 minute	Library staff	
		Stamp with due date and sign book card	30 seconds	Library staff	Book card
		Scan Barcode of the book to be checked-out under the borrower's account	30 seconds	Library staff	
4	Wait for the books to be processed for check-out	Print the receipt of book borrowed	1 minute	Library staff	Transaction Receipt
5	Receive books	Issue book/s borrowed plus the receipt	1 minute	Library staff	Transaction Receipt
END OF TRANSACTION					

GENERAL TINIO STREET CAMPUS LIBRARY

Type of Service : Requesting/Paging Periodicals/Journals

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 12:00 nn.

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card (if borrowed id yet to be issued the polaroid ID)

Duration : 6 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Log-in to the logbook and request the material to library staff on the duty at the request desk	Instruct client to log in to logbook and get the request	1 minute	Library Staff	Logbook
2	Hand in request (Book Slip)to library staff on duty at the Request Desk	Receive book call slip from the client	1 minute	Library staff	
3	Wait for the requested title to be paged/searched form the shelves	Get book/s from the shelve	2 minutes	Library staff	
4	Present ID (valid and countersigned) to the library staff	Require client to present ID and attach it the book card	1 minute	Library staff	
5	Receive book/s requested	Hand in to client the requested book/s	1 minute	Library staff	
END OF TRANSACTION					

GENERAL TINIO STREET CAMPUS LIBRARY

Type of Service : Requesting/Paging Special Materials

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 12:00 nn.

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 7-9 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Register at the Log-Desk	Instruct client to register at the log-n desk	1 minute	Library Staff	
2	Using the OPAC search for the materials needed from special collection		1 minute	Library staff	
3	Fill out call slip completely and hand in to Archives staff on duty at the request desk	Page for the requested material/s	2 -3minutes	Library staff	
4	Wait for name to be called	Hand in hand in to client the requested archival material	1 minute	Library staff	
5	Receive archival requested	Hand in hand in to client the requested archival material	1 minute	Library staff	
END OF TRANSACTION					

GENERAL TINIO STREET CAMPUS LIBRARY

Type of Service : Photocopying of library material

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 12:00 nn.

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 5 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Fill out the book card for Photoduplication Permit		2 minute	Library Staff	Book card
2	Present materials for photocopying and hand in filled out library card to library staff	Check and verify for accuracy and completeness of information	1 minute	Library staff	
3	Wait for the approval of request for photocopying	Approve (stamp with date and time release) request for photocopying	1 minute	Library staff	
4	Receive approved with the materials for photocopying	Hand-in approved photoduplication permit and materials for photocopying	1 minute	Library staff	
END OF TRANSACTION					

GENERAL TINIO STREET CAMPUS LIBRARY

Type of Service : Request for Library Orientation and Library Instruction Session (in person)

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 12:00 nn.

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Copy of Faculty/Employee's Appointment

Duration : 8-10 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Proceed to General reference Section and fill-out Library Orientation Logbook	Hand-in Library Orientation Session Logbook to client	1 minute	Librarian in charge	Logbook
2	Fill-out Library Orientation Session Logbook by giving details of the request (date, time, course, no. of attendees, etc.)	Take note of the details of the request	3-5 minutes	Librarian in charge	
3	Hand-in completed Library Orientation Session Schedule Logbook to the librarian	Verify availability of the time schedule and venue	2 minutes	Librarian in charge	
3	Wait for the confirmation of the availability of requested time schedule and venue	Verify availability of time schedule and venue	1 minute	Library staff	
4	Receive confirmation of schedule of Library Oientation	Confirm with the Faculty schedule and venue of the Library Orientation	1 minute	Library staff	
END OF TRANSACTION					

GENERAL TINIO STREET CAMPUS LIBRARY

Type of Service : Reference/Information and Bibliographic Services

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 12:00 nn.

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 26 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	State query or reference question/s	Receive query from client	1 minute	Librarian in charge	Logbook
2	Verify and negotiate query with reference librarian	Conduct reference interview (to clarify and negotiate query)	5 minutes	Librarian in charge	
3	Wait for the reference query to be processed and information source determined	Analyze query and determine possible information source	5 minutes	Librarian in charge	
4		Identify information source to find answer to the query	5 minutes	Librarian in charge	
5	Receive answer/s to query/queries	If the answer/s to query is found, provide answer to client's	5 minutes	Librarian in charge	
		If answer/s to query is not found from available library resource, refer to other libraries	5 minutes	Librarian in charge	
END OF TRANSACTION					

GENERAL TINIO STREET CAMPUS LIBRARY

Type of Service : Use of PCs to access E-Library

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 12:00 nn.

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 3 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Proceed to the Electronic Resources Room and log-in at Facilities Use Transactions Log	Instruct client to log in	1 minute	Library staff	Facilities Use Transaction Log (online)
2	Present validated ID of Library Card	Receive ID and Library Card	1 minute	Library staff	ID and Library card
		Note the Time-in on the Computer Usage Card	1 minute	Library Staff	
		Clip together ID, Client Card and Computer Usage Card		Library Staff	
3	Wait for Claim Card to be issued by Library Staff	Issue Claim Card to Client		Library Staff	
4	Proceed to use available PCs				
END OF TRANSACTION					

GENERAL TINIO STREET CAMPUS LIBRARY

Type of Service : Use of NEUST Library spaces

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 12:00 nn.

Who may avail of the Services : NEUST students and group of students for class activity, with endorsement from faculty adviser and Chairperson or NEUST campus/offices with endorsement from the Director, Dean or Head of Unit
NEUST Accredited foundations (MOA/MOU)
NEUST faculty members and administrative staff
Alumni associations and organized groups of alumni

What are the Basic Requirements : 1. Request Letter
2. Valid ID

Duration : 8 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present letter of request. Accomplish logbook for reservation for the use of the NEUST Library space addressed to the University President, Recommending approval by the University Librarian and noted by Campus Librarian.	Receive reservation	1 minute	Librarian in Charge	Logbook (for the Use of NEUST Library spaces)
		Verify availability of space requested and forward to the Office of the University Librarian	2 minutes	Library Staff	
2	Wait for the request to be processed	Approval of request (from the office of the University Librarian)	3 minutes	University Librarian	
3	Receive Confirmation of Space Reservation Slip	Issue Confirmation of Space Reservation slip	2 minutes	Head Librarian of the CSSP Library	Confirmation of Space Reservation Logbook
END OF TRANSACTION					

GENERAL TINIO STREET CAMPUS LIBRARY

Type of Service : Registration of Non-NEUST Users to access and use Library resources

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Services : Graduates students form other universities/schools, private and government researchers who need to have access to the resources of the Main Library

What are the Basic Requirements : 1. Valid ID with picture
2. Referral Letter

Duration : 4 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present valid ID with picture and referral letter at the Registration Desk	Check/verify validity of ID presented	1 minute	Library Staff	
2	Log-in in the logbook	Check for completeness of information	2 minutes		Logbook
3	Receive Permit	Issue valid Permit	1 minute	Library Staff	Library Permit
END OF TRANSACTION					

GENERAL TINIO STREET CAMPUS LIBRARY
College of Industrial Technology Library

Type of Service : Readers Services
Schedule of Availability of Service : Monday to Friday 8:00 am to 5:00 pm No noon break
Who may Avail of the Services : All *bona fide* students of NEUST, University officials, all faculty and staff, members of other
: Education Institution Scholars visiting the University and Alumni of NEUST.
What are the Requirements : For the students, Library Card and School ID, for the University Officials Faculty and employees
: School Identification Card, for the members of other Education institution endorsement letter from their Librarian together with their School Identification Card. For other visiting users and alumni members Valid Identification Card

STEP	LIBRARY USER / CLIENT	SERVICES PROVIDED	RESPONSE TIME	PERSON RESPONSIBLE
1. Write name at the logbook upon entrance to the Library 2.Present Borrowers Card to the assigned staff.	Bonafide students of NEUST	Assist readers in CIT Library	8:00 to 5:00 pm No Noon Break	Ms. Pastora Y. Sta. Ana
1. Write name at the logbook upon entrance to the Library 2.Present the endorsement letter from their School heads or from the Librarian to the assigned staff.	Users from neighboring Schools and other education institution.	Assistance in borrowing of books and other Library materials. Assistance in searching of the needed topics of the users.	8:00 to 5:00 pm No Noon Break	Ms. Pastora Y. Sta. Ana
1.Write name at the logbook upon entrance to the Library 2.Present valid Identification card to the assigned staff.	School Officials, faculty and staff of NEUST	Assistance in borrowing of books and other Library materials. Assistance in searching of the needed topics of the users	8:00 to 5:00 pm No Noon Break	Ms. Pastora Y. Sta. Ana
1.Write name at the logbook upon entrance to the Library 2.Present valid Identification card to the assigned staff	Other visiting users, alumni of NEUST.	Assistance in borrowing of books and other Library materials. Assistance in searching of the needed topics of the users.	8:00 to 5:00 pm No Noon Break	Ms. Pastora Y. Sta. Ana

END OF TRANSACTION

SUMACAB CAMPUS LIBRARY

Type of Service : Issuance of Library Card

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Services : Students enrolled in the current semester
Members of the faculty and administrative staff

What are the Basic Requirements : Enrolment Form/Certificate of Registration (COR)
1x1 Photo

Duration : 8 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present COR, copy of appointment paper (for members of the faculty, and administration staff), 1x1 ID picture	Check and verify accuracy of information indicated in the documents presented	2 minutes	Library Staff	
2	Fill-out Library User Registration Form	Verify identity of client by comparing the information provided in the COR and appointment papers (for the members of the faculty and administrative staff)	2 minutes	Library Staff	Library User Registration Form
	Fill-out library card and attach 1x1 picture	Check for completeness of information	2 minutes	Library Staff	
3	Wait for the issuance of Library Card	Process Library Card	1 minute	Library Staff	
4	Receive validated/countersigned Library Card	Issue countersigned/validated library card	1 minute	Library Staff	
END OF TRANSACTION					

SUMACAB CAMPUS LIBRARY

Type of Service : Signing of Library Clearance

Schedule of Availability of Service : Monday to Saturday
8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Services : Constituents of the University (students, members of the faculty and administrative staff)

What are the Basic Requirements : 1. Clearance Form
2. Accomplished clearance slip

Duration : 7 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	FORM
1	Present Clearance Form duly signed by campus/college library	Verify information indicated in the Clearance Form	2 minutes	Clearance Form
2		Check and verify from the list with library accountability	2 minutes	
3	Log-in the logbook	Check for accuracy of information indicated	1 minute	Logbook
		If student, sign on behalf of the University Librarian (box for the Librarian); Faculty and staff refer to the campus librarian for countersigning the University Librarian for signature.	1 minute	
4	Receive duly signed Clearance Form	Release duly signed Library Clearance	1 minute	
END OF TRANSACTION				

SUMACAB CAMPUS LIBRARY

Type of Service : Borrowing/Charging out library books for General Circulation

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID (countersigned for the current semester
2. Temporary library card (if borrowed is yet to be issued the Polaroid ID)

Duration : 9 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Search the author/topic needed in the Online Public Access Catalog (OPAC)		2 minutes	Library Staff	Book Card
2	Present Library card and school ID to the Staff in-charge at the Circulation desk. Get the book in the open shelves. Fill up the book card.		2 minutes	Library staff	ID, library card, book card
3	Present books to be borrowed and library card	Receive materials to be borrowed/returned	1 minute	Library staff	
		Check and verify ID (should be valid and countersigned)	1 minute	Library staff	
		Stamp with due date and sign book card	30 seconds	Library staff	Book card
		Scan Barcode of the book to be checked-out under the borrower's account	30 seconds	Library staff	
4	Wait for the books to be processed for check-out	Print receipt of books borrowed	1 minute	Library staff	Transaction Receipt
5	Receive books	Issue book/s borrowed plus the receipt	1 minute	Library staff	Transaction Receipt
END OF TRANSACTION					

SUMACAB CAMPUS LIBRARY

Type of Service : Returning/Checking-in library books for Filipiniana

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 5:00 p.m.

Who may avail of the Services : NEUST students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 3 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present book/s and library card of borrowing/returning	Receive material/s for borrowing/returning	1 minute	Library staff	
2	Wait for Printout of transaction receipt of books returned	Scan barcode of the book to be returned/checked-in	1 minute	Library staff	
3	Receive Transaction Receipt	Hand the return/check-in receipt to client	1 minute	Library staff	Transaction receipt
END OF TRANSACTION					

SUMACAB CAMPUS LIBRARY

Type of Service : Renewing books borrowed/checked-out

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 12:00 nn.

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID (countersigned for the current semester)
2. Temporary library card (if borrowed is yet to be issued the Polaroid ID)

Duration : 5 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present books of renewal	Receive books for processing of renewal (go to Check-in tab on the Follett Circulation module to check-in first the book/s for renewal)	1 minute	Library Staff	Book Card
2		Retrieve and pull-out book card of book/s for renewal	1 minute	Library staff	Book Card
		Hand in book card to client			
3	Fill out book card with name, college and student/employee number and present library staff at the Circulation desk.		1 minute	Library staff	Book Card
		Stamp with due date and sign book card			
		Scan barcode of the book to be checked-out under the borrower's account			
4	Wait for the books to be processed for renewal	Print receipt of book/s renewed	1 minute	Library staff	Receipt of book/s borrowed
5	Receive book/s renewed with receipt	Issue book/s borrowed plus the receipt	1 minute	Library staff	Receipt of book/s borrowed
END OF TRANSACTION					

SUMACAB CAMPUS LIBRARY

Type of Service : Requesting/Paging Filipiniana Books

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 12:00 nn.

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 9 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Search the author/topic needed in the Online Public Access Catalog (OPAC)		2 minutes	Library Staff	Book Card
2	Present Library card and school ID to the Staff in-charge at the Circulation desk. Get the book in the open shelves. Fill up the book card.		2 minutes	Library staff	ID, library card, book card
3	Present books to be borrowed and library card	Receive materials to be borrowed/returned	1 minute	Library staff	
		Check and verify ID (should be valid and countersigned)	1 minute	Library staff	
		Stamp with due date and sign book card	30 seconds	Library staff	Book card
		Scan Barcode of the book to be checked-out under the borrower's account	30 seconds	Library staff	
4	Wait for the books to be processed for check-out	Print the receipt of book borrowed	1 minute	Library staff	Transaction Receipt
5	Receive books	Issue book/s borrowed plus the receipt	1 minute	Library staff	Transaction Receipt
END OF TRANSACTION					

SUMACAB CAMPUS LIBRARY

Type of Service : Requesting/Paging Periodicals/Journals

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 12:00 nn.

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card (if borrowed id yet to be issued the polaroid ID)

Duration : 6 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Log-in to the logbook and request the material to library staff on the duty at the request desk	Instruct client to log in to logbook and get the request	1 minute	Library Staff	Logbook
2	Hand in request (Book Call Slip)to library staff on duty at the Request Desk	Receive book call slip from the client	1 minute	Library staff	
3	Wait for the requested title to be paged/searched form the shelves	Get book/s from the shelve	2 minutes	Library staff	
4	Present ID (valid and countersigned) to the library staff	Require client to present ID and attach it the book card	1 minute	Library staff	
5	Receive book/s requested	Hand in to client the requested book/s	1 minute	Library staff	
END OF TRANSACTION					

SUMACAB CAMPUS LIBRARY

Type of Service : Requesting/Paging Special Materials

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 12:00 nn.

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 7-9 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Register at the Log-Desk	Instruct client to register at the log-n desk	1 minute	Library Staff	
2	Using the OPAC search for the materials needed from special collection		1 minute	Library staff	
3	Fill out call slip completely and hand in to Archives staff on duty at the request desk	Page for the requested material/s	2 -3minutes	Library staff	
4	Wait for name to be called	Hand in hand in to client the requested archival material	1 minute	Library staff	
5	Receive archival requested	Hand in hand in to client the requested archival material	1 minute	Library staff	
END OF TRANSACTION					

SUMACAB CAMPUS LIBRARY

Type of Service : Photocopying of library material

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 12:00 nn.

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 5 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Fill out the book card for Photoduplication Permit		2 minute	Library Staff	Book card
2	Present materials for photocopying and hand in filled out library card to library staff	Check and verify for accuracy and completeness of information	1 minute	Library staff	
3	Wait for the approval of request for photocopying	Approve (stamp with date and time release) request for photocopying	1 minute	Library staff	
4	Receive approved with the materials for photocopying	Hand-in approved photoduplication permit and materials for photocopying	1 minute	Library staff	
END OF TRANSACTION					

SUMACAB CAMPUS LIBRARY

Type of Service : Request for Library Orientation and Library Instruction Session (in person)

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 12:00 nn.

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Copy of Faculty/Employee's Appointment

Duration : 8-10 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Proceed to General reference Section and fill-out Library Orientation Logbook	Hand-in Library Orientation Session Logbook to client	1 minute	Librarian in charge	Logbook
2	Fill-out Library Orientation Session Logbook by giving details of the request (date, time, course, no. of attendees, etc.)	Take note of the details of the request	3-5 minutes	Librarian in charge	
3	Hand-in completed Library Orientation Session Schedule Logbook to the librarian	Verify availability of time schedule and venue	2 minutes	Librarian in charge	
3	Wait for the confirmation of the availability of requested time schedule and venue	Verify availability of time schedule and venue	1 minute	Library staff	
4	Receive confirmation of schedule of Library Orientation	Confirm with the Faculty schedule and venue of the Library Orientation	1 minute	Library staff	
END OF TRANSACTION					

SUMACAB CAMPUS LIBRARY

Type of Service : Reference/Information and Bibliographic Services

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 12:00 nn.

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 26 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	State query or reference question/s	Receive query from client	1 minute	Librarian in charge	Logbook
2	Verify and negotiate query with reference librarian	Conduct reference interview (to clarify and negotiate query)	5 minutes	Librarian in charge	
3	Wait for the reference query to be processed and information source determined	Analyze query and determine possible information source	5 minutes	Librarian in charge	
4		Identify information source to find answer to the query	5 minutes	Librarian in charge	
5	Receive answer/s to query/queries	If the answer/s to query is found, provide answer to client's query/queries	5 minutes	Librarian in charge	
		If answer/s to query is not found from available library resource, refer to other libraries	5 minutes	Librarian in charge	
END OF TRANSACTION					

SUMACAB CAMPUS LIBRARY

Type of Service : Use of PCs to access E-Library

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 12:00 nn.

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 3 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Proceed to the Electronic Resources Room and log-in at Facilities Use Transactions Log	Instruct client to log in	1 minute	Library staff	Facilities Use Transaction Log (online)
2	Present validated ID of Library Card	Receive ID and Library Card	1 minute	Library staff	ID and Library card
		Note the Time-in on the Computer Usage Card	1 minute	Library Staff	
		Clip together ID, Client Card and Computer Usage Card		Library Staff	
3	Wait for Claim Card to be issued by Library Staff	Issue Claim Card to Client		Library Staff	
4	Proceed to use available PCs				
END OF TRANSACTION					

SUMACAB CAMPUS LIBRARY

Type of Service : Use of NEUST Library spaces

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 12:00 nn.

Who may avail of the Services : NEUST students and group of students for class activity, with endorsement from faculty adviser and Chairperson or NEUST campus/offices with endorsement from the Director, Dean or Head of Unit
NEUST Accredited foundations (MOA/MOU)
NEUST faculty members and administrative staff
Alumni associations and organized groups of alumni

What are the Basic Requirements : 1. Request Letter
2. Valid ID

Duration : 8 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present letter of request. Accomplish logbook for reservation for the use of the NEUST Library space addressed to the University President, Recommending approval by the University Librarian and noted by Campus Librarian.	Receive reservation	1 minute	Librarian in Charge	Logbook (for the Use of NEUST Library spaces)
		Verify availability of space requested and forward to the Office of the University Librarian	2 minutes	Library Staff	
2	Wait for the request to be processed	Approval of request (from the office of the University Librarian)	3 minutes	University Librarian	
3	Receive Confirmation of Space Reservation Slip	Issue Confirmation of Space Reservation slip	2 minutes	Head Librarian of the CSSP Library	Confirmation of Space Reservation Logbook
END OF TRANSACTION					

SUMACAB CAMPUS LIBRARY

Type of Service : Registration of Non-NEUST Users to access and use Library resources

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Saturday
8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Services : Graduates students form other universities/schools, private and government researchers who need to have access to the resources of the Main Library

What are the Basic Requirements : 1. Valid ID with picture
2. Referral Letter

Duration : 4 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present valid ID with picture and referral letter at the Registration Desk	Check/verify validity of ID presented	1 minute	Library Staff	
2	Log-in in the logbook	Check for completeness of information	2 minutes		Logbook
3	Receive Permit	Issue valid Permit	1 minute	Library Staff	Library Permit
END OF TRANSACTION					

SAN ISIDRO CAMPUS LIBRARY

Type of Service : Issuance of Library Card

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : Students enrolled in the current semester
Members of the faculty and administrative staff

What are the Basic Requirements : Enrolment Form/Certificate of Registration (COR)
1x1 Photo

Duration : 8 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present COR, copy of appointment paper (for members of the faculty, and administration staff), 1x1 ID picture	Check and verify accuracy of information indicated in the documents presented	2 minutes	Library Staff	
2	Fill-out Library User Registration Form	Verify IDENTITY of client by comparing the information provided in the COR and appointment papers (for the members of the faculty and administrative staff)	2 minutes	Library Staff	Library User Form
	Fill-out library card and attach 1x1 picture	Check for completeness of information	2 minutes	Library Staff	
3	Wait for the issuance of Library Card	Process Library Card	1 minute	Library Staff	
4	Receive validated/countersigned Library Card	Issue countersigned/validated library card	1 minute	Library Staff	
END OF TRANSACTION					

SAN ISIDRO CAMPUS LIBRARY

Type of Service : Signing of Library Clearance

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : Constituents of the University (students, members of the faculty and administrative staff)

What are the Basic Requirements : 1. Clearance Form
2. Accomplished clearance slip

Duration : **2**7 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present Clearance Form duly signed by campus/college library	Verify information indicated in the Clearance Form	2 minutes	Library Staff	Clearance Form
2		Check and verify from the list with library accountability	2 minutes	Library Staff	
3	Log-in the logbook	Check for accuracy of information indicated	1 minute	Library Staff University Librarian	Logbook
		If student, sign on behalf of the University Librarian (box for the Librarian); Faculty and staff refer to the campus librarian for countersigning the University Librarian for signature.	5-20 minutes/depend on the location of the campus	Library Staff Campus Librarian University Librarian	
4	Receive duly signed Clearance Form	Release duly signed Library Clearance	1 minute		
END OF TRANSACTION					

SAN ISIDRO CAMPUS LIBRARY

Type of Service : Borrowing/Charging out library books for General Circulation

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel
Outside Researchers

What are the Basic Requirements : 1. Valid ID (countersigned for the current semester
2. Temporary library card (if borrowed is yet to be issued the Polaroid ID)
3. Referral Letter

Duration : 9 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Search the author/topic needed in the Online Public Access Catalog (OPAC)		2 minutes	Library Staff	Book Card
2	Present Library card and school ID to the Staff in-charge at the Circulation desk. Get the book in the open shelves. Fill up the book card.		2 minutes	Library staff	ID, library card, book card
3	Present books to be borrowed and library card	Receive materials to be borrowed/returned	1 minute	Library staff	
		Check and verify ID (should be valid and countersigned)	1 minute	Library staff	
		Stamp with due date and sign book card	30 seconds	Library staff	Book card
		Scan Barcode of the book to be checked-out under the borrower's account	30 seconds	Library staff	
4	Wait for the books to be processed for check-out	Print receipt of books borrowed	1 minute	Library staff	Transaction Receipt
5	Receive books	Issue book/s borrowed plus he receipt	1 minute	Library staff	Transaction Receipt
END OF TRANSACTION					

SAN ISIDRO CAMPUS LIBRARY

Type of Service : Borrowing/Charging of books for Filipiniana

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 3 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present book/s and library card of borrowing/returning	Receive material/s for borrowing/returning	1 minute	Library staff	
2	Wait for the library card	Stamp due date and sign the book card and library card	1 minute	Library staff	
3	Receive the library card	Hand the library card to client	1 minute	Library staff	Transaction receipt
END OF TRANSACTION					

SAN ISIDRO CAMPUS LIBRARY

Type of Service : Renewing books borrowed/checked-out

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID (countersigned for the current semester)
2. Temporary library card (if borrowed is yet to be issued the Polaroid ID)

Duration : 5 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present books of renewal	Receive books for processing of renewal	1 minute	Library Staff	Book Card
2		Retrieve and pull-out book card of book/s for renewal	1 minute	Library staff	Book Card
		Hand in book card to client			
3	Fill out book card with name, college and student/employee number and present library staff at the Circulation desk.		1 minute	Library staff	Book Card
		Stamp with due date and sign book card			
		Wait for the barcode of the book to be checked-out under the borrower's account			
4	Wait for the books to be processed for renewal	Issue book/s with library card	1 minute	Library staff	Library card
5	Receive book/s renewed with receipt	Issue book/s borrowed plus the /library card	1 minute	Library staff	Receipt of book/s borrowed
END OF TRANSACTION					

SAN ISIDRO CAMPUS LIBRARY

Type of Service : Borrowing/Charging Reference Books

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 8 minutes and 30 seconds

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Search the author/topic needed in the Online Public Access Catalog (OPAC)		2 minutes	Library Staff	Book Card
2	Present Library card and school ID to the Staff in-charge at the Circulation desk. Get the book in the open shelves. Fill up the book card.		2 minutes	Library staff	ID, library card, book card
3	Present books to be borrowed and library card	Receive materials to be borrowed/returned	1 minute	Library staff	
		Check and verify ID (should be valid and countersigned)	1 minute	Library staff	
		Scan Barcode of the book to be checked-out under the borrower's account	30 seconds	Library staff	
4	Wait for the books to be processed for room use only	Get the library card and ID and books borrowed	1 minute	Library staff	Library card
5	Receive books	Issue book/s borrowed plus the receipt	1 minute	Library staff	
END OF TRANSACTION					

SAN ISIDRO CAMPUS LIBRARY

Type of Service : Borrowing/Charging of Periodicals/Journals

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Temporary library card (if borrowed id yet to be issued the polaroid ID)

Duration : 6 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Log-in to the logbook and request the material to library staff on the duty at the request desk	Instruct client to log in to logbook and get the request	1 minute	Library Staff	Logbook
2	Hand in request to library staff on duty at the Request Desk	Receive journals/periodicals from the client	1 minute	Library staff	
3	Wait for the requested title to be paged/searched form the shelves	Get journals/periodicals from the shelve	2 minutes	Library staff	
4	Present valid ID to the library staff	Require client to present ID	1 minute	Library staff	
5	Receive journals/periodicals requested	Hand in to client the requested journals/periodicals	1 minute	Library staff	
END OF TRANSACTION					

SAN ISIDRO CAMPUS LIBRARY

Type of Service : Photocopying of library material

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 5 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Fill out the book card for Photoduplication		2 minute	Library Staff	Book card
2	Present materials for photocopying and hand in filled out library card to library staff	Check and verify for accuracy and completeness of information	1 minute	Library staff	
3	Wait for the approval of request for photocopying	Approve (stamp with date and time release) request for photocopying	1 minute	Library staff	
4	Receive approved with the materials for photocopying	Hand-in approved photoduplication and materials for photocopying	1 minute	Library staff	
END OF TRANSACTION					

SAN ISIDRO CAMPUS LIBRARY

Type of Service : Request for Library Orientation and Library Instruction Session (in person)

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Copy of Faculty/Employee's Appointment

Duration : 8-10 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Proceed to the Library in charge and fill-out Library Orientation Logbook	Hand-in Library Orientation Session Logbook to client	1 minute	Librarian in charge	Logbook
2	Fill-out Library Orientation Session Logbook by giving details of the request (date, time, course, no. of attendees, etc.)	Take note of the details of the request	3-5 minutes	Librarian in charge	Library Orientation Session Logbook
3	Hand-in completed Library Orientation Session Schedule Logbook to the librarian in charge	Verify availability of time schedule and venue	2 minutes	Librarian in charge	
3	Wait for the confirmation of the availability of requested time schedule and venue	Verify availability of time schedule and venue	1 minute	Library staff	
4	Receive confirmation of schedule of Library Orientation	Confirm with the Faculty schedule and venue of the Library Orientation	1 minute	Library staff	
END OF TRANSACTION					

SAN ISIDRO CAMPUS LIBRARY

Type of Service : Reference/Information and Bibliographic Services

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 26 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	State query or reference question/s	Receive query from client	1 minute	Librarian in charge	Logbook
2	Verify and negotiate query with reference librarian	Conduct reference interview (to clarify and negotiate query)	5 minutes	Librarian in charge	
3	Wait for the reference query to be processed and information source determined	Analyze query and determine possible information source	5 minutes	Librarian in charge	
4		Identify information source to find answer to the query	5 minutes	Librarian in charge	
5	Receive answer/s to query/queries	If the answer/s to query is found, provide answer to client's query/queries	5 minutes	Librarian in charge	
		If answer/s to query is not found from available library resource, refer to other libraries	5 minutes	Librarian in charge	
END OF TRANSACTION					

SAN ISIDRO CAMPUS LIBRARY

Type of Service : Use of PCs to access E-Library

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 3 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Proceed to the Electronic Resources Room and log-in at Facilities Use Transactions Log	Instruct client to log in on the transaction logbook	1 minute	Library staff	Logbook
2	Present validated ID of Library Card	Receive ID and Library Card	1 minute	Library staff	ID and Library card
		Note the Time-in on the client	1 minute	Library Staff	
		Clip together ID and Library Card		Library Staff	
3	Wait for the computer available to be assigned by Library Staff	Assign available computer to client		Library Staff	
4	Proceed to use available PCs				
END OF TRANSACTION					

SAN ISIDRO CAMPUS LIBRARY

Type of Service : Registration of Non-NEUST Users to access and use Library resources

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : Graduates students form other universities/schools, private and government researchers who need to have access to the resources of the San Isidro Campus Library

What are the Basic Requirements : 1. Valid ID with Picture
2. Referral Letter

Duration : 4 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present valid ID with picture and referral letter at the Registration Desk	Check/verify validity of ID presented	1 minute	Library Staff	Referral letter
2	Log-in in the logbook	Check for completeness of information	2 minutes		Logbook
3	Receive approved request	Issue approved letter	1 minute	Library Staff	
END OF TRANSACTION					

ATATE CAMPUS LIBRARY

Type of Service : Issuance of Library Card

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : Students enrolled in the current semester
Members of the faculty and administrative staff

What are the Basic Requirements : Enrolment Form/Certificate of Registration (COR)
1x1 Photo

Duration : 8 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present COR, copy of appointment paper (for members of the faculty, and administration staff), 1x1 ID picture	Check and verify accuracy of information indicated in the documents presented	2 minutes	Library in-charge	
2	Fill-out Library Card and attach 1x1 picture	Check for completeness of information	2 minutes	Library in charge	Library User Logbook
	Fill-out library card and attach 1x1 picture	Check for completeness of information	2 minutes	Library Staff	
3	Wait for the issuance of Library Card	Process Library Card	1 minute	Library Staff	
4	Receive validated/countersigned Library Card	Issue countersigned/validated library card	1 minute	Library Staff	
END OF TRANSACTION					

ATATE CAMPUS LIBRARY

Type of Service : Signing of Library Clearance

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : Constituents of the University (students, members of the faculty and administrative staff)

What are the Basic Requirements : 1. Clearance Form
2. Accomplished clearance slip

Duration : 27 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present Clearance Form duly signed by campus/college library	Verify information indicated in the Clearance Form	2 minutes	Library Staff	Clearance Form
2		Check and verify from the list with library accountability	2 minutes	Library staff	
3	Log-in the logbook	Check for accuracy of information indicated	1 minute	Library staff University Librarian	Logbook
		If student, sign on behalf of the University Librarian (box for the Librarian); Faculty and staff refer to the campus librarian for countersigning the University Librarian for signature.	5-20 minutes/depend on the location of the campus	Library staff Campus Librarian University Librarian	
4	Receive duly signed Clearance Form	Release duly signed Library Clearance	1 minute		
END OF TRANSACTION					

ATATE CAMPUS LIBRARY

Type of Service : Borrowing/Charging out library books for General Circulation
Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break
Who may avail of the Services : NEUST students
Members of the faculty and administrative staff
Outside Researchers
What are the Basic Requirements : 1. Valid ID for the current semester
2. Temporary library card
3. Referral letter

Duration : 9 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Search the author/topic needed in the Online Public Access Catalog (OPAC)		2 minutes	Library Staff	Book Card
2	Present Library card and school ID to the Staff in-charge at the Circulation desk. Get the book in the open shelves. Fill up the book card.		2 minutes	Library staff	ID, library card, book card
3	Present books to be borrowed and library card	Receive materials to be borrowed/returned	1 minute	Library staff	
		Check and verify ID (should be valid and countersigned)	1 minute	Library staff	
		Stamp with due date and sign book card	30 seconds	Library staff	Book card
		Scan Barcode of the book to be checked-out under the borrower's account	30 seconds	Library staff	
4	Wait for the books to be processed for check-out	Print receipt of books borrowed	1 minute	Library staff	Transaction Receipt
5	Receive books	Issue book/s borrowed	1 minute	Library staff	Transaction Receipt
END OF TRANSACTION					

ATATE CAMPUS LIBRARY

Type of Service : Borrowing/Charging of books for Filipiniana

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 3 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present book/s and library card of borrowing/returning	Receive material/s for borrowing/returning	1 minute	Library staff	
2	Wait for the library card	Stamp due date and sign the book card and library card	1 minute	Library staff	
3	Receive the library card	Hand the library card to the client	1 minute	Library staff	Transaction receipt
END OF TRANSACTION					

ATATE CAMPUS LIBRARY

Type of Service : Renewing books borrowed/checked-out

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID (countersigned for the current semester)
2. Temporary library card (if borrowed is yet to be issued the Polaroid ID)

Duration : 5 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present books of renewal	Receive books for processing of renewal	1 minute	Library Staff	Book Card
2		Retrieve and pull-out book card of book/s for renewal	1 minute	Library staff	Book Card
3	Fill out book card with name, college and student/employee number and present library staff at the Circulation desk.		1 minute	Library staff	Book Card
		Stamp with due date and sign book card			
		Wait for the barcode of the book to be checked-out under the borrower's account			
4	Wait for the books to be processed for renewal	Issue books with library card	1 minute	Library staff	Library Card
5	Receive book/s renewed with receipt	Issue book/s borrowed plus the/library card	1 minute	Library staff	Receipt of book/s borrowed
END OF TRANSACTION					

ATATE CAMPUS LIBRARY

Type of Service : Borrowing/Charging Reference book

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 8 minutes and 30 seconds

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Search the author/topic needed in the Online Public Access Catalog (OPAC)		2 minutes	Library Staff	Book Card
2	Present Library card and school ID to the Staff in-charge at the Circulation desk. Get the book in the open shelves. Fill up the book card.		2 minutes	Library staff	ID, library card, book card
3	Present books to be borrowed and library card	Receive materials to be borrowed/returned	1 minute	Library staff	
		Check and verify ID (should be valid and countersigned)	1 minute	Library staff	
		Scan Barcode of the book to be checked-out under the borrower's account	30 seconds	Library staff	
4	Wait for the books to be processed for room use only	Get the library card and ID and books borrowed	1 minute	Library staff	Transaction Receipt
5	Receive books	Issue book/s borrowed plus the library card	1 minute	Library staff	Transaction Receipt
END OF TRANSACTION					

ATATE CAMPUS LIBRARY

Type of Service : Borrowing/Charging of Periodicals/Journals

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Temporary library card (if borrowed id yet to be issued the polaroid ID)

Duration : 6 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Log-in to the logbook and request the material to library staff on the duty at the request desk	Instruct client to log in to logbook and get the request	1 minute	Library Staff	Book card
2	Hand in request to library staff on duty at the Request Desk	Receive journals/ periodicals from the client	1 minute	Library staff	
3	Wait for the requested title to be paged/searched form the shelves	Get journals/periodicals from the shelve	2 minutes	Library staff	
4	Present valid ID to the library staff	Require client to present ID	1 minute	Library staff	
5	Receive journals/periodicals requested	Hand in to client the requested journals/periodicals	1 minute	Library staff	
END OF TRANSACTION					

ATATE CAMPUS LIBRARY

Type of Service : Photocopying of the library material

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 5 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Fill out the book card for photoduplication		2 minute	Library Staff	Book card
2	Present materials for photocopying and hand in filled out library card to library staff	Check and verify for accuracy and completeness of information	1 minute	Library staff	
3	Wait for the approval of request for photocopying	Approve (stamp with date and time release request for photocopying	1 minute	Library staff	
4	Receive approved with the materials for photocopying	Hand-in approved photoduplication and materials for photocopying	1 minute	Library staff	
END OF TRANSACTION					

ATATE CAMPUS LIBRARY

Type of Service : Request for Library Orientation and Library Instruction Session (in person)

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Copy of Faculty/Employee's Appointment

Duration : 8-10 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Proceed to the library in charge and fill-out library orientation logbook	Hand-in library orientation session logbook client	1 minute	Librarian in charge	Logbook
2	Fill-out library orientation session logbook by giving details of the request (date, time, course, no. of attendees, etc.)	Take note of the details of the request	3-5 minutes	Librarian in charge	Librarian Orientation Session Logbook
3	Hand-in completed library orientation session schedule logbook to the librarian in charge	Verify availability of the time schedule and venue	2 minutes	Librarian in charge	
3	Wait for the confirmation of the availability of requested time schedule and venue	Verify availability of time schedule and venue	1 minute	Library staff	
4	Receive confirmation of schedule of library orientation	Confirm with the Faculty schedule and venue of the Library Orientation	1 minute	Library staff	
END OF TRANSACTION					

ATATE CAMPUS LIBRARY

Type of Service : Reference/Information and Bibliographic Services

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 26 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	State query or reference question/s	Receive query from client	1 minute	Librarian in charge	Logbook
2	Verify and negotiate query with reference librarian	Conduct reference interview (to clarify and negotiate query)	5 minutes	Librarian in charge	
3	Wait for the reference query to be processed and information source determined	Analyze query and determine possible information source	5 minutes	Librarian in charge	
4		Identify information source to find answer to the query	5 minutes	Librarian in charge	
5	Receive answer/s to query/queries	If the answer/s to query is found, provide answer to client's	5 minutes	Librarian in charge	
		If answer/s to query is not found from available library resource, refer to other libraries	5 minutes	Librarian in charge	
END OF TRANSACTION					

ATATE CAMPUS LIBRARY

Type of Service : Registration of Non-NEUSY Users to access and use Library resources

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : Graduates students form other universities/schools, private and government researchers who need to have access to the resources of the San Isidro Campus Library

What are the Basic Requirements : 1. Valid ID with Picture
2. Referral Letter

Duration : 4 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present valid ID with picture and referral letter at the Registration Desk	Check/verify validity of ID presented	1 minute	Library Staff	Referral Letter
2	Log-in in the logbook	Check for completeness of information	2 minutes		Logbook
3	Receive approve request	Issue approved letter	1 minute	Library Staff	
END OF TRANSACTION					

FORT MAGSAYSAY CAMPUS LIBRARY

Type of Service : Readers Services
Schedule of Availability of Service : Monday to Friday 8:00 am to 5:00 pm No noon break
Who may Avail of the Services : All bonafide students of NEUST, University officials, all faculty and staff, members of other Education Institution Scholars visiting the University and Alumni members.
What are the Requirements : For the students, Library Card and School ID, for the University Officials Faculty and employees
: School Identification Card, for the members of other Education institution endorsement letter from their librarian together with their School Identification Card. For other visiting users and alumni members
: Valid Identification Card

.

Step	Library User / Client	Services Provided	Response Time	Person Responsible
1. Write name at the logbook upon entrance to the Library. 2. Present Borrowers Card to the assigned staff.	Bonafide students of NEUST, Fort Magsaysay Campus	Assist readers in Fort Magsaysay Campus Library	8:00 am to 5:00 pm No Noon Break	Mrs. Angelita Masa
1. Write name at the logbook upon entrance to the Library 2. Present endorsement letter from their School heads or from the librarian to the assigned staff.	Users from neighboring Schools and other education institution.	Assistance in borrowing of books and other Library materials. Assistance in searching of the needed topics of the users.	8:00 am to 5:00 pm No Noon Break	Mrs. Angelita Masa
1.Write name at the logbook upon entrance to the Library 2. Present valid Identification card to the assigned staff.	School Officials, faculty and staff of NEUST	Assistance in borrowing of books and other Library materials. Assistance in searching of the needed topics of the users.	8:00 am to 5:00 pm No Noon Break	Mrs. Angelita Masa
1. Write name at the logbook upon entrance to the Library. 2.Present valid Identification card to the assigned staff	Other visiting users, alumni of NEUST.	Assistance in borrowing of books and other Library materials. Assistance in searching of the needed topics of the users.	8:00 am to 5:00 pm No Noon Break	Mrs. Angelita Masa

END OF TRANSACTION

GABALDON CAMPUS LIBRARY

Type of Service : Issuance of Library Card

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : Students enrolled in the current semester
Members of the faculty and administrative staff

What are the Basic Requirements : Enrolment Form/Certificate of Registration (COR)
1x1 Photo

Duration : 8 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present COR, copy of appointment paper (for members of the faculty, and administration staff), 1x1 ID picture	Check and verify accuracy of information indicated in the documents presented	2 minutes	Library in charge	
2	Fill-out Library User Registration Form	Verify identity of client by comparing the information provided in the COR and appointment papers (for the members of the faculty and administrative staff)	2 minutes	Library in charge	Library User Form
	Fill-out library card and attach 1x1 picture	Check for completeness of information	2 minutes	Library Staff	
3	Wait for the issuance of Library Card	Process Library Card	1 minute	Library Staff	
4	Receive validated/countersigned Library Card	Issue countersigned/validated library card	1 minute	Library Staff	
END OF TRANSACTION					

GABALDON CAMPUS LIBRARY

Type of Service : Signing of Library Clearance

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : Constituents of the University (students, members of the faculty and administrative staff)

What are the Basic Requirements : 1. Clearance Form
2. Accomplished clearance slip

Duration : **2**7 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present Clearance Form duly signed by campus/college library	Verify information indicated in the Clearance Form	2 minutes	Library Staff	Clearance Form
2		Check and verify from the list with library accountability	2 minutes	Library Staff	
3	Log-in the logbook	Check for accuracy of information indicated	1 minute	Library Staff University Librarian	Logbook
		If student, sign on behalf of the University Librarian (box for the Librarian); Faculty and staff refer to the campus librarian for countersigning the University Librarian for signature.	5-20 minutes/depend on the location of the campus	Library Staff Campus Librarian University Librarian	
4	Receive duly signed Clearance Form	Release duly signed Library Clearance	1 minute		
END OF TRANSACTION					

GABALDON CAMPUS LIBRARY

Type of Service : Borrowing/Charging out library books for General Circulation

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST students
Members of the faculty and administrative personnel
Outside Researchers

What are the Basic Requirements : 1. Valid ID (countersigned for the current semester
2. Temporary library card (if borrowed is yet to be issued the Polaroid ID)
3. Referral Letter

Duration : 9 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Search the author/topic needed in the Online Public Access Catalog (OPAC)		2 minutes	Library Staff	Book Card
2	Present Library card and school ID to the Staff in-charge at the Circulation desk. Get the book in the open shelves. Fill up the book card.		2 minutes	Library staff	ID, library card, book card
3	Present books to be borrowed and library card	Receive materials to be borrowed/returned	1 minute	Library staff	
		Check and verify ID (should be valid and countersigned)	1 minute	Library staff	
		Stamp with due date and sign book card	30 seconds	Library staff	Book card
		Scan Barcode of the book to be checked-out under the borrower's account	30 seconds	Library staff	
4	Wait for the books to be processed for check-out	Print receipt of books borrowed	1 minute	Library staff	Transaction Receipt
5	Receive books	Issue book/s borrowed plus the receipt	1 minute	Library staff	Transaction Receipt
END OF TRANSACTION					

GABALDON CAMPUS LIBRARY

Type of Service : Borrowing/Charging of books for Filipiniana

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 3 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present book/s and library card of borrowing/returning	Receive material/s for borrowing/returning	1 minute	Library staff	
2	Wait for the library card	Stamp due date and sign the book card and library card	1 minute	Library staff	
3	Receive the library card	Hand the library card to client	1 minute	Library staff	Transaction receipt
END OF TRANSACTION					

GABALDON CAMPUS LIBRARY

Type of Service : Renewing books borrowed/checked-out

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID (countersigned for the current semester)
2. Temporary library card (if borrowed is yet to be issued the Polaroid ID)

Duration : 5 minutes

. **How to Avail of the Services:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present books of renewal	Receive books for processing of renewal	1 minute	Library Staff	Book Card
2		Retrieve and pull-out book card of book/s for renewal	1 minute	Library staff	Book Card
		Hand in book card to client			
3	Fill out book card with name, college and student/employee number and present library staff at the Circulation desk.		1 minute	Library staff	Book Card
		Stamp with due date and sign book card			
		Wait for the barcode of the book to be checked-out under the borrower's account			
4	Wait for the books to be processed for renewal	Issue book/s with library card	1 minute	Library staff	Library card
5	Receive book/s renewed with receipt	Issue book/s borrowed plus the /library card	1 minute	Library staff	Receipt of book/s borrowed
END OF TRANSACTION					

GABALDON CAMPUS LIBRARY

Type of Service : Borrowing/Charging Reference Books

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 8 minutes and 30 seconds

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Search the author/topic needed in the Online Public Access Catalog (OPAC)		2 minutes	Library Staff	Book Card
2	Present Library card and school ID to the Staff in-charge at the Circulation desk. Get the book in the open shelves. Fill up the book card.		2 minutes	Library staff	ID, library card, book card
3	Present books to be borrowed and library card	Receive materials to be borrowed/returned	1 minute	Library staff	
		Check and verify ID (should be valid and countersigned)	1 minute	Library staff	
		Scan Barcode of the book to be checked-out under the borrower's account	30 seconds	Library staff	
4	Wait for the books to be processed for room use only	Get the library card and ID and books borrowed	1 minute	Library staff	Library card
5	Receive books	Issue book/s borrowed plus the receipt	1 minute	Library staff	
END OF TRANSACTION					

GABALDON CAMPUS LIBRARY

Type of Service : Borrowing/Charging of Periodicals/Journals

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Temporary library card (if borrowed id yet to be issued the polaroid ID)

Duration : 6 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Log-in to the logbook and request the material to library staff on the duty at the request desk	Instruct client to log in to logbook and get the request	1 minute	Library Staff	Logbook
2	Hand in request to library staff on duty at the Request Desk	Receive journals/periodicals from the client	1 minute	Library staff	
3	Wait for the requested title to be paged/searched form the shelves	Get journals/periodicals from the shelve	2 minutes	Library staff	
4	Present valid ID to the library staff	Require client to present ID	1 minute	Library staff	
5	Receive journals/periodicals requested	Hand in to client the requested journals/periodicals	1 minute	Library staff	
END OF TRANSACTION					

GABALDON CAMPUS LIBRARY

Type of Service : Photocopying of library material

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 5 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Fill out the book card for Photoduplication		2 minute	Library Staff	Book card
2	Present materials for photocopying and hand in filled out library card to library staff	Check and verify for accuracy and completeness of information	1 minute	Library staff	
3	Wait for the approval of request for photocopying	Approve (stamp with date and time release) request for photocopying	1 minute	Library staff	
4	Receive approved with the materials for photocopying	Hand-in approved photoduplication and materials for photocopying	1 minute	Library staff	
END OF TRANSACTION					

GABALDON CAMPUS LIBRARY

Type of Service : Request for Library Orientation and Library Instruction Session (in person)

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Copy of Faculty/Employee's Appointment

Duration : 8-10 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Proceed to the Library in charge and fill-out Library Orientation Logbook	Hand-in Library Orientation Session Logbook to client	1 minute	Librarian in charge	Logbook
2	Fill-out Library Orientation Session Logbook by giving details of the request (date, time, course, no. of attendees, etc.)	Take note of the details of the request	3-5 minutes	Librarian in charge	Library Orientation Session Logbook
3	Hand-in completed Library Orientation Session Schedule Logbook to the librarian in charge	Verify availability of time schedule and venue	2 minutes	Librarian in charge	
3	Wait for the confirmation of the availability of requested time schedule and venue	Verify availability of time schedule and venue	1 minute	Library staff	
4	Receive confirmation of schedule of Library Orientation	Confirm with the Faculty schedule and venue of the Library Orientation	1 minute	Library staff	
END OF TRANSACTION					

GABALDON CAMPUS LIBRARY

Type of Service : Reference/Information and Bibliographic Services

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 26 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	State query or reference question/s	Receive query from client	1 minute	Librarian in charge	Logbook
2	Verify and negotiate query with reference librarian	Conduct reference interview (to clarify and negotiate query)	5 minutes	Librarian in charge	
3	Wait for the reference query to be processed and information source determined	Analyze query and determine possible information source	5 minutes	Librarian in charge	
4		Identify information source to find answer to the query	5 minutes	Librarian in charge	
5	Receive answer/s to query/queries	If the answer/s to query is found, provide answer to client's query/queries	5 minutes	Librarian in charge	
		If answer/s to query is not found from available library resource, refer to other libraries	5 minutes	Librarian in charge	
END OF TRANSACTION					

GABALDON CAMPUS LIBRARY

Type of Service : Use of PCs to access E-Library

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : NEUST Students
Members of the faculty and administrative personnel

What are the Basic Requirements : 1. Valid ID for the current semester
2. Library card

Duration : 3 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Proceed to the Electronic Resources Room and log-in at Facilities Use Transactions Log	Instruct client to log in on the transaction logbook	1 minute	Library staff	Logbook
2	Present validated ID of Library Card	Receive ID and Library Card	1 minute	Library staff	ID and Library card
		Note the Time-in on the client	1 minute	Library Staff	
		Clip together ID and Library Card		Library Staff	
3	Wait for the computer available to be assigned by Library Staff	Assign available computer to client		Library Staff	
4	Proceed to use available PCs				
END OF TRANSACTION					

GABALDON CAMPUS LIBRARY

Type of Service : Registration of Non-NEUST Users to access and use Library resources

Schedule of Availability of Service : Monday to Friday
7:30 a.m. to 6:30 p.m. without noon break

Who may avail of the Services : Graduates students form other universities/schools, private and government researchers who need to have access to the resources of the San Isidro Campus Library

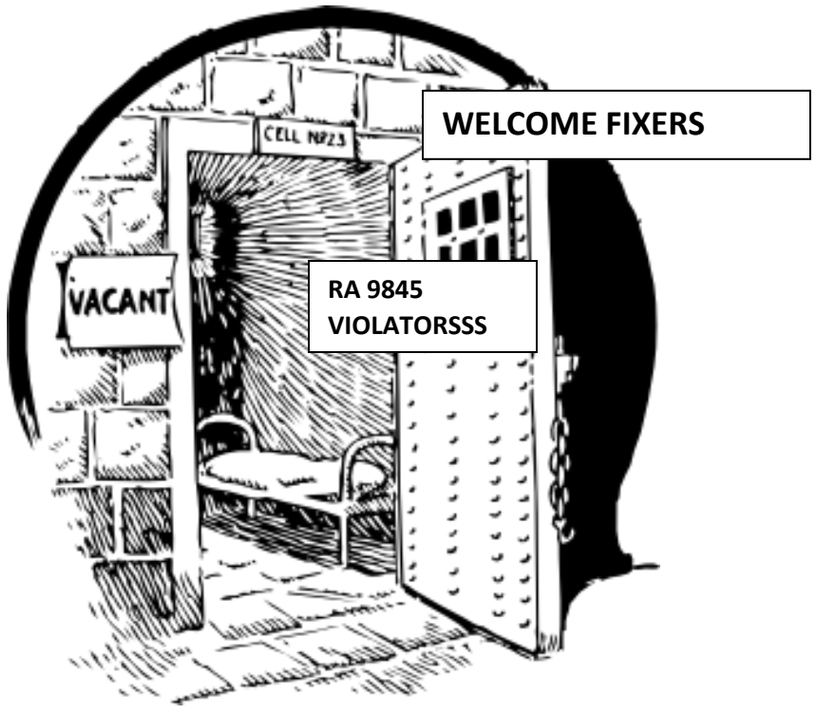
What are the Basic Requirements : 1. Valid ID with picture
2. Referral Letter

Duration : 4 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FORM
1	Present valid ID with picture and referral letter at the Registration Desk	Check/verify validity of ID presented	1 minute	Library Staff	Referral letter
2	Log-in in the logbook	Check for completeness of information	2 minutes		Logbook
3	Receive approved request	Issue approved letter	1 minute	Library Staff	
END OF TRANSACTION					

ANTI- FIXER CAMPAIGN

LABANAN ANG FIXERS!



The Anti-Red Tape Act (RA 9845) imposes stiff penalties on fixers. Imprisonment of as long as six (6) years, or a fine of up to P 200,000.00 or both.

Report the fixer/s name, address, location of government office, date and type of transaction to the following:

OFFICE OF THE OMBUDSMAN:

0926-699-4703

02-927-4102
02-927-2404

CIVIL SERVICE COMMISSION:

917-839-8272

02-932-0111

CIVIL SERVICE COMMISSION, NUEVA ECIJA FIELD OFFICE

044-463-4666

FEEDBACK FORM
(Pananaw o Puna)

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box (*Ipaaalamponinyo saamin kung paano naming kayo napaglingkuran. Maaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring i-tsek lamang ang kahong naayon*.)

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 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 if necessary)
(*Mangyaring gumamit ng karagdagang papel kung kinakailangan)*

Name [Optional]_____ Office/Agency:_____
(*Pangalan)* *(Tanggapan/Ahensiya)*

Address:_____
(Tirahan)

Contact Number(s) (if any): _____ E-mail Address (if any) :_____
(*Telepono)*

Signature: _____ Date: _____
(*Lagda)* *(Petsa)*

Control No.: _____

Republic of the Philippines
NUEVA ECIJA UNIVERSITY OF SCIENCE AND TECHNOLOGY
Cabanatuan City

_____

Date

_____
_____
_____

Dear _____:

This is to acknowledge receipt of your application/request regarding _____
_____
_____
_____
withthe following supporting documents, to wit:

1. _____
2. _____
3. _____

_____

(Frontline Personnel)

NEUST Citizen's Charter form # 01

_____

Date

TO: _____

_____

_____

Nature/Subject of Comment/Suggestion/Complaint

_____

_____

_____

_____

_____

_____

_____

_____.

_____

(Signature over Printed Name of Client)

NEUST Citizen's Charter form # 02

Name of Frontliner : _____
Office Visited : _____
Service Availed : _____

	YES	NO
THE OFFICE		
a. Is the Office clean and orderly?	☐	☐
b. Did you feel comfortable?	☐	☐
c. Was there a long waiting line for customers?	☐	☐
THE FRONTLINERS		
a. Is the employee in-charge available?	☐	☐
b. Is the employee in-charge knowledgeable?	☐	☐
c. Were your needs attended promptly?	☐	☐
THE REQUIREMENTS		
a. Were you made aware of the requirements and fees you will pay?	☐	☐
b. Were you given proper information on how to get all the requirements needed?	☐	☐
THE OFFICERS		
a. Were the officer/s available?	☐	☐
b. Did it take him/her long to sign the documents?	☐	☐
INFORMATION		
a. Is the data/service complete?	☐	☐
b. Is the data relevant to your request?	☐	☐
c. Are the instructions clear and concise?	☐	☐

Other comments/suggestions: _____
_____
_____

_____
Name of Client [Optional]

This form is at NEUST offices. Please return this to the officer-of-the-day or drop it to the suggestion box at the Public Assistance Counter. Thank You.

NEUST Citizen's Charter form # 03

CLIENT FORM

Pangalan ng Empleyado : _____
Petsa ng Transaksyon : _____
Tanggapan/Opisina : _____

Panuto/Instruksyon: Upanglalongmapag-ibayoangserbisyopubliko ng NEUST, hinihingipo naming anginyongpakiki-isana sagutin ang mga susmusunod na katanungan sa pamamgitan ng paglalagay ng marking tsek (✓) sa kaukulang kahon. Anginyongmgakatugunan ay mananatilingkonpidensiyal.

UNANG BAHAGI

1. Siyaba ay may sapatnakaalamansakanyangginagawangtrabaho? ☐ 10 ☐ 8 ☐ 6 ☐ 4 ☐ 2 Pinakamataas Pinakamababa
2. Ikaw ba ay napaglingkuran ng sapat at maayos? ☐ 10 ☐ 8 ☐ 6 ☐ 4 ☐ 2 Pinakamataas Pinakamababa

IKALAWANG BAHAGI

Siya ba ay magaling mag-asikaso, nakangiti at palabati sa iyo? ☐ 10 ☐ 8 ☐ 6 ☐ 4 ☐ 2 Pinakamataas Pinakamababa

2. Siyaba ay lagisakanyangpuwesto, nasaayos at di nakikipagdaldalan, kumakain o may iba pang ginagawahabang ikaw aynaghihintay?
   ☐ 10 ☐ 8 ☐ 6 ☐ 4 ☐ 2 Pinakamataas Pinakamababa
3. Angkanya bang puwesto ay malinis, maayos at walanghindikanais-naisnamgabagay?
   ☐ 10 ☐ 8 ☐ 6 ☐ 4 ☐ 2 Pinakamataas Pinakamababa
4. Siyaba ay nasatamangkasuotan at may ID bilang lingcod bayan?
   ☐ 10 ☐ 8 ☐ 6 ☐ 4 ☐ 2 Pinakamataas Pinakamababa

Mga Rekomendasyon; _____
_____

NEUST Citizen's Charter form # 04

_____
Pangalan at Lagda ng Nagmarka (Optional)
(Mangyarinapakihulogitosa suggestion box
sa Public Assistance Counter. Salamat Po)

Conduct of Orientation/Briefing on Anti Red Tape Act of 2007 (A)

Installation of Public Assistance Desk (E)