



CITIZEN'S CHARTER

Citizen's Charter

4th Edition



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FOREWORD

Relative to R.A. 11032 of 2018, an act promoting ease of doing business and efficient delivery of government services, amending R.A No. 9485, otherwise known as the Anti-Red Tape Act of 2007, requiring all government agencies to have a Citizen's Charter, the offices of Western Mindanao have crafted its own Citizen's Charter. This administration is fully committed to delivering excellent and expeditious services as mandated by the law that all government agencies including departments, bureaus, offices, instrumentalities, or government-owned and/or controlled corporations, or local government or district units shall set up their respective service standards to be known as the Citizen's Charter in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous place, and in the form of published materials written either in English, Filipino or in the local dialect. We aim to effectively convey the service standards that WMSU provides to students, employees, stakeholders, and the general public. The need to meet the deadlines and requirements that the law has set for all government agencies is imperative. To this end, WMSU shall have a trademark of service delivery characterized by transparency, accountability and efficiency.

Going through the tedious process of documenting the functions of the various offices has been challenging. With the desire and interest to provide services with utmost efficiency, integrity, and responsibility, this Citizen's Charter of Western Mindanao State University has materialized. This is an outcome derived from the collaborative effort and intellectual endeavor of administrative and academic personnel of this university. The content of this book encompasses the specific frontline service standards of the different offices. Procedures, steps, and specific information related to (a) comprehensive and uniform checklist of requirements for each type of application or request; (b) procedure to obtain a particular service; (c) person/s responsible for each step; (d) maximum time to conclude the process; (e) The document/s to be presented by the applicant or requesting party, if necessary; (f) amount of fees, if necessary; and (g) procedure for filing complaints are highlighted to carry out transactions with ease.

As we strive to skillfully and efficiently manage the end-to-end processes of all our services, we encourage our clients to share their feedback. This is a work in progress. The feedback gleaned from your insights will surely help WMSU identify areas for improvement.

DR. MA. CARLA A. OCHOTORENA
University President

UNIVERSITY PROFILE

HISTORY TIMELINE

1901

- *Act No. 74 of the Philippine Commission provided for a formal Philippine Educational system and the establishment of the Philippine Normal School in Manila.*
- *Act No. 372 authorized provincial governments to set up secondary schools to be funded from their own coffers.*

1904

- *School Superintendent Dr. Najeeb Saleeby opened the secondary school in Zamboanga with 26 students under the Principalship of Mr. Charles Cameron, a Thomasite from Le Roy, New York.*

1905

- *The School was formally referred to as the Provincial Secondary School in the then Moro Province.*

1906

- *General Howard Tasker Bliss, then military governor of Mindanao, took over the Principalship and military supervision of the school.*

1909

- *General John 'Blackjack' Pershing took over the military supervision of the school. By then, the school became a tributary normal school to the Philippine Normal College in Manila.*

1914

- *The school finally became the Provincial Normal School with a civilian Principal – Mr. Raymond Stephens. Its enrollment increased to 990 students.*

1917

- *Construction of the Normal Hall costing US\$ 200,000 began under the supervision of Architect Juan Arellano. Most of the fixtures of the building were imported from the United States.*

1921

- *The Normal Hall in Baliwasan was ready for full occupation.*

1941

- *The School closed its doors with the start of World War II. The Normal Hall became the First Field Hospital of the American Military Forces.*

1945

- *Following the liberation, the Normal School reopened its gates and the first batch of graduates of the General Normal Curriculum was awarded their Elementary Teacher's Certificate.*

1961

- *By virtue of Republic Act No. 3272, the school was elevated to the Zamboanga Normal College. Mr. Fabian Abitona, the last of the Normal School Principals, became the new college's Officer-in-Charge.*

1968

- *Mrs. Ignacia B. Olaso became the Officer-in-Charge of the school following the death of Mr. Abitona in 1968.*
- *Dr. Domingo G. Soriano, a native of Nueva Ecija and husband of then Director of Public Schools, Dr. Liceria Soriano, became President and served from 1968 to 1971.*

1969

- *Philippine Congress passed Republic Act No. 5492 converting the Zamboanga Normal College into the Zamboanga State College.*

1971

- *Mrs. Ignacia B. Olaso was appointed President and served until 1977. She was the first woman President of a State College in the country and the college's first alumna to become President.*
- *The University Bill was filed in the pre-martial law Congress, and the Graduate School was organized.*

1978

- *Dr. Juanito A. Bruno sat as Officer-in-Charge of the college and oversaw its transition to a university. Presidential Decree No. 1427 was signed on June 10, 1978 transforming the ZSC into the Western Mindanao State University. Dr. Bruno became Acting President of the new university.*

1986

- *Dr. Bruno was appointed Regional Director of the then Department of Education, Culture and Sports (DECS) and Dr. Bernabela L. Ko became the First University President and served until 1991.*

1991

- *Dr. Erdulfo D. Fernando was appointed Second President of the university. A Zamboangueno and an alumnus of the Zamboanga Normal School, he served in the position until his retirement in 1997.*

1997

- *Dr. Eldigario D. Gonzales assumed as 3rd University President. He ushered in a new and progressive culture in the university focusing on a 15-point Agenda for Development. He pursued an aggressive faculty development program that made it the strongest academic force in the region.*

1998

- *WMSU became the 6th top university in the country per CHED survey and is considered one of the lead higher education institutions in Mindanao.*

2007

- *Dr. Eldigario D. Gonzales resigned from the Presidency. On September 2007, Dr. Grace J. Rebollos, the first summa cum laude graduate of the university became its 4th President and the second woman to hold the position.*

2012

- *Dr. Milabel E. Ho became the 5th President of WMSU.*

2016

- *Dr. Milabel E. Ho was unanimously reappointed by the Board of Regents as President of WMSU.*

2018

- *WMSU was certified as compliant to the standards and requirements of ISO 9001:2015*

2020

- *After the second term of Dr. Ho, Dr. Teresita A. Narvaez was appointed by the Board of Regents as Officer-in-charge until a new university president is sworn in.*
- *On September 2, 2020, the Board of Regents has appointed Dr. Ma. Carla A. Ochotorena as its 6th President.*
- *WMSU was recertified as compliant with ISO 9001:2015.*

2021

- *The College of Medicine was officially launched in July 2021 to address the demand for affordable medical education and the shortage of doctors in the region. The course was designed to provide the marginalized the chance to finish education and better serve their own communities.*
- *More colleges were subjected to ISO 9001:2015 certification.*

2022

- *With the new President, Dr. Ma. Carla A. Ochotorena leading, the University has become more assertive in pushing forward what has been started by earlier administrators. Ever grateful in recognizing a number of contributions made in the field of instruction, research, extension and administrative policies, the University is now assured of continued innovations and improvements.*

FUNCTIONS

In the fulfillment of its educational mandate, the Western Mindanao State University is tasked to perform a four-pronged function in evolving a genuine educational framework relevant to social needs and standards.

Instruction

The university offers curricular programs that suit the needs of the diverse sectors of society with focus on the development potentials of industries. It constantly initiates the review and revision of course offerings and the updating of their contents that should be reflective of the needs of the times. It believes that the relevance of its offerings can only be gauged by the extent to which the needs of the greater society are served by its graduates.

Research

The role of research is to expand the frontiers of knowledge. It remains to be education's major contribution to society's reservoir of knowledge and innovation. The university research function is anchored on CHED's long-term development plan which provides that "Research in priority areas shall be pursued not only for improving educational programs but also for advancing inventions and technologies." Research continues to set the base for knowledge acquisition and application in rational decision-making and problem-solving.

Extension

The primary goal of the extension is to reach out to people and communities who normally cannot avail of the services of the formal educational system. It largely involves the formulation and administration of diversified technical, educational, and community development services that are mostly concentrated in depressed areas. Extension services are aimed at improving the quality of life at the grassroots level and creating complementary services to industry, the academe, and the community in the vision of sustainable development.

Production/Resource Generation

The performance of the university's production function complements the concern of developing and utilizing the maximum potential of both its human and capital resources. It rests on the enhancement of the output potentials of units to provide a sustainable

source of income to finance its many educational and social concerns. This is to aid in unburdening the government of the bloating costs of subsidy in the operations of state-run colleges and universities.

While production would show direct evidence of the relevance of educational institutions in actual social processes, the generation of alternative sources of income from production ventures would help spur and sustain the growth and development of the university.

QUALITY POLICY

The Western Mindanao State University is committed to provide internationally recognized quality education and to be the lead provider of quality human resource and research and development in the country and the ASEAN region in compliance to international, national and local statutory and regulatory requirements.

The University commits itself to ensure that its internal and external clientele receive the highest quality service that exceeds their requirements. In so doing, the management shall continually monitor, review and improve the university's systems and processes by maintaining a comprehensive and effective quality management system with reference to the standard and requirements of ISO 9001:2015.

CAMPUSES, COLLEGES, & EXTERNAL STUDIES UNITS

WMSU leads the region in training students to become competent and Competitive professionals through the following colleges and institute:

COLLEGES:

- College of Agriculture
- College of Architecture
- College of Asian and Islamic Studies
- College of Computing Studies
- College of Criminal Justice Education
- College of Engineering
- College of Forestry and Environmental Studies
- College of Home Economics
- College of Law
- College of Liberal Arts
- College of Medicine
- College of Nursing
- College of Public Administration and Development Studies
- College of Science and Mathematics
- College of Social Work and Community Development

College of Sports Science and Physical Education
College of Teacher Education

EXTERNAL STUDIES UNITS (ESUs):

Alicia	Molave
Curuan	Naga
Diplahan	Olutanga
Imelda	Pagadian
Ipil	Siay
Mabuhay	Tungawan
Malangas	

CURRICULAR OFFERINGS

A. GRADUATE LEVEL

DEGREE:

1. Doctor of Public Administration (DPA)
2. Doctor of Philosophy in Education (Ph.D.)
Major: Language Teaching (English)
3. Doctor of Education (Ed.D.)
Major: Educational Administration
4. Doctor of Philosophy in Science Education
Major: Biology
5. Master of Public Administration (MPA)
Fields of Specialization:
Personnel Administration
Organization and Management
Fiscal Administration
Program Development and Administration
6. Master in Local Government Administration (MLGA)
Fields of Specialization:
Socio-Economic Development Administration
Political Development Administration
7. Master of Arts in Education (MA)
Majors:
Special Education
Educational Administration
Educational Guidance
Psychology
Social Studies
Language Teaching (English)
Language Teaching (Filipino)

- School Health Education
- Home Economics
- Mathematics Education
- Early Childhood Study and Development
- 8. Master of Arts in Science Education
- 9. Master of Science in Teaching
 - Majors:
 - Biology
 - Chemistry
 - Mathematics
 - Physics
- 10. Master of Arts in Nursing (MAN)
 - Fields of Specialization:
 - Nursing Management
 - Nursing Education
- 11. Master of Nursing (MN)
 - Fields of Specialization:
 - Medical-Surgical Nursing
 - Maternal and Child Health Nursing
 - Psychiatric-Mental Health Nursing
- 12. Master of Social Work (MSW)
 - Fields of Specialization:
 - Social Administration
 - Community Organization
 - Clinical Social Work Practice
- 13. Master of Science in Physical Education (MSPE)
 - Fields of Specialization:
 - Dance
 - Recreation
 - Sports
- 14. Master of Science in Structural Engineering
- 15. Master of Science in Environmental Engineering
 - Fields of Specialization:
 - Environmental Management and Technology (EMT)
 - Water and Wastewater Engineering (WWE)
- 16. Master of Engineering Education
 - Fields of Specialization:
 - Civil Engineering
 - Electrical Engineering
 - Mechanical Engineering
 - Environmental Engineering
 - Information and Communication Technology
- 17. Master of Science in Agronomy
- 18. Master in Agriculture

19. Master of Science in Criminal Justice (MSCRIM)
20. Master of Arts in English Language Studies (MAELS)
21. Professional Science Masters (PSM) in Food Processing and Management

NON-DEGREE:

1. Professional Diploma in Education (P.D.)
Majors:
Language Teaching (English)
Educational Administration
2. Professional Master in Nursing Certificate (PMNC)
Fields of Specialization:
Medical-Surgical Nursing
Maternal and Child Health Nursing
Psychiatric-Mental Health Nursing
3. Certificate in Governmental Management (CGM)
Fields of Specialization:
Personnel Administration
Organization and Management
Fiscal Administration
Program Development and Administration

B. UNDERGRADUATE LEVEL

POST-BACCALAUREATE:

1. Diploma Program in Physical Education (DPPE)
2. Professional Education Certificate (PEC)
3. Certificate in Kindergarten Education (CKE)
4. Certificate in Cultural Education

BACCALAUREATE:

1. Bachelor of Laws (LLB)
2. Bachelor of Science in Agriculture (BSA)
Majors:
Animal Science
Crop Science
3. Bachelor of Science in Agricultural Business (BSAB)
4. Bachelor of Agricultural Technology (BAT)
5. Bachelor of Science in Agricultural Engineering (BSAE)
6. Bachelor of Science in Forestry (BSF)
Majors:
Community Forestry
Forest Resources Management
Environmental Studies

7. Bachelor of Science in Nursing
8. Bachelor of Science in Nursing:
Special Program for Chinese Students
9. Bachelor of Elementary Education (BEED)
Majors:
Early Childhood Education
Special Education
General Education
Special Program-Accelerated Teaching Ed. (ATEP)
BEED major in Islamic Studies and Arabic Values
Bachelor of Secondary Education (BSED)

Majors:
English
Filipino
Mathematics
Values Education
Music, Arts, Physical Education, and Health
Physical Science
Biological Science
Social Studies
10. Bachelor of Science in Home Economics Education (BSHEED)
11. Bachelor of Science in Nutrition and Dietetics (BSND)
12. Bachelor of Science in Food Technology (BSFT)
13. Bachelor of Science in Civil Engineering (BSCE)
14. Bachelor of Science in Mechanical Engineering (BSME)
15. Bachelor of Science in Electrical Engineering (BSEE)
16. Bachelor of Science in Computer Engineering (BSCoE)
17. Bachelor of Science in Computer Science
Majors:
Information Technology
Software Technology
18. Bachelor of Science in Information Technology (BSIT)
19. Bachelor of Science in Geodetic Engineering (BSGE)
20. Bachelor of Science in Industrial Engineering (BSIE)
21. Bachelor of Science in Environmental Engineering (BSEnE)
22. Bachelor of Science in Sanitary Engineering (BSSE)
23. Bachelor of Science in Electronics Engineering (BSEIE)
24. Bachelor of Science in Architecture (BSArch)
25. Bachelor of Science in Social Work (BSSW)
26. Bachelor of Science in Community Development (BSCD)
27. Bachelor of Science in Biology (BSBio)
Majors:
Ecology
Animal Biology
Medical Biology

28. Bachelor of Science in Chemistry (BSChem)
29. Bachelor of Science in Mathematics (BSMath)
30. Bachelor of Science in Physics (BSPhysics)
31. Bachelor of Science in Statistics (BSStat)
32. Special Degree Program for Foreign Students: (a 3-year and 1 summer course)
 - Majors:
 - Bachelor of Science in Computer Science
 - Bachelor of Arts in Economics/Business
33. Bachelor of Arts in Asian Studies
 - Major:
 - Southeast Asian Studies
34. Bachelor of Arts (AB)
 - Majors:
 - English
 - Filipino
 - History
 - Political Science
35. Bachelor of Arts in Broadcasting
36. Bachelor of Arts in Journalism
37. Bachelor of Science in Economics (BSEco)
38. Bachelor of Science in Psychology (BSPsych)
39. Bachelor of Science in Islamic Studies (BSIS)
40. Bachelor of Science in Criminology (BSCrim)
 - Major:
 - Police Administration
41. Bachelor of Physical Education (BPE)
42. Bachelor of Science in Hospitality Management (BSHM)
43. Bachelor of Science in Environmental Science
44. Bachelor of Science in Agroforestry
45. Bachelor of Science in Accountancy
46. Bachelor of Arts in History
47. Bachelor of Arts in English Language Studies (BAELS)
48. Bachelor of Science in Hospitality Management
 - Major:
 - Hotel Administration
49. Bachelor of Science in Agricultural and Biosystems Engineering
50. Bachelor of Science in Exercise and Sports Sciences
51. Bachelor of Culture and Arts Education

PRE-BACCALAUREATE:

1. Diploma in Agricultural Technology (DAT)
2. General Engineering (2 years)
3. Diploma in Food Processing
4. Special Tertiary Education Program (STEP)

- Exceptionally Aabled Students and Youths (EASY)
- Vocational and Occupational Instruction Curriculum for
- Exceptional Studies (VOICES)
- Office and Library Technology Certificate
- 5. Diploma in Sports Coaching (DISC)
- 6. Diploma in Arabic Language (DAL)
- 7. Certificate in Drafting Technology
- 8. Certificate in Building Technology and Utilities
- 9. Certificate in Computer Aided Drafting Design (CADD)
- 10. RIME
 - Arts Management-Reverse Inclusion and
 - Mainstreaming Education (AM-RIME)
- 11. Associate in Hospitality Management Services
- 12. Associate in Computing Technology

C. EXTERNAL STUDIES UNITS – ESUs

- 1. Master of Arts in Education
- 2. Master of Public Administration
- 3. Professional Education Certificate
- 4. General Education Curriculum
- 5. Bachelor of Elementary Education
 - Majors:
 - General Education
 - Special Education
 - Early Childhood Education (Pre-School)
- 6. Bachelor of Secondary Education
 - Majors:
 - English
 - Mathematics
 - Music, Arts and Physical Education
 - Biological Science
 - Social Studies
 - Filipino
- 7. Bachelor of Science in Criminology
- 8. Bachelor of Agricultural Technology
- 9. Bachelor of Science in Social Work
- 10. Bachelor of Science in Computer Science
- 11. Bachelor of Arts Major in Political Science
- 12. Diploma in Agricultural Technology
- 13. Associate in Computer Science

D. INTEGRATED LABORATORY SCHOOL

Elementary Level

1. Grade 1 - Grade 6
2. Special Education

High School Level

1. Grade 7 - Grade 10

Senior High School Level

1. Grade 11 - Grade 12



I. MANDATE

The creation of the Western Mindanao State University on June 10, 1987 outlined its basic mission: "...serve as an instrument for the promotion of socio-economic advancement of the various cultural communities inhabiting therein," While P.D. 1427, which legitimized its creation, embodied the above mission and defined its role in Western Mindanao, it simply echoed the same mission that saw establishment of the Zamboanga Normal School sixty years earlier. The institution which started as a teacher training school in 1918 by the Department of Mindanao and Sulu was to serve the educational needs of the diverse cultural communities of the southern Philippine provinces. The Western Mindanao State University today stands with the mandate of serving as a flagship educational institution and increasing the access to quality education to a wider number of people in a more pluralistic social, economic and cultural setting. It is further advance the philosophy that education remains to be the most potent tool for change in the process of socio-economic development and shall serve as a lead institution in the promotion of the same. In strengthening its basic mandate of democratizing equal access to the basic right of education, R.A. 8292 further mandates the university: "...to absorb non-chartered tertiary institutions within their respective provinces in coordination with the CHED and in consultation with the Department of Budget and Management, and offer them needed programs or courses, to promote and carry out equal access to educational opportunities mandated by the constitution."

II. VISION

By 2040, WMSU is a SMART Research University generating competent professionals and global citizens engendered by knowledge from the sciences and liberal education, empowering communities, promoting peace, harmony, and cultural diversity.

III. MISSION

WMSU commits to create a vibrant atmosphere of learning where science, technology, innovation, research, the arts and humanities, and community engagement flourish, and produce world-class professionals committed to sustainable development and peace.

IV. SERVICE PLEDGE

The administrators, employees, and faculty members of the Western Mindanao State University commit to delivering excellence in education, research, and extension services toward global competitiveness, to meet the increasing levels of customer demand, statutory, regulatory, and international standards through continuous quality



improvement and good governance. In achieving such, the same will handle transactions most expeditiously under the provisions of our Citizens' Charter and that of the law.



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ADMINISTRATIVE SERVICES



Human Resource and Management Office

Internal Services



The role of the Human Resource (HR) office is crucial in any organization. It serves as the backbone of an organization, ensuring that all aspects related to employees are managed effectively. The HR office plays a vital role in recruitment and selection, training and development, employee relations, compensation and benefits, and overall organizational development.

Request for Certification of Actual Duties and Responsibilities

Indication of the actual duties and responsibilities that comes with the employees' rank/position or designation.

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Faculty and Administrative Personnel (Currently employed, Resigned or Retired)			
Checklist of Requirements		Where to Secure		
Request Slip		HRMO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Secure Request Slip and check the nature of the request	1. The personnel in charge receives the request slip and prepares the Certification of Actual Duties and Responsibilities and instructs the client to return the next working day.	None	1 day	Admin Aide III
2. Receiving of the document	1. Releasing of Certification of Actual Duties and Responsibilities	None	5 minutes	Admin Aide III
	End Process	None	1.003 days	



Request for Certification of Leave with or without Pay

Indication of the date filed for Vacation-Sick Leave without pay that comes with the employees Rank/Position or Designation.

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Faculty and Administrative Personnel (Currently employed, Resigned or Retired)			
Checklist of Requirements		Where to Secure		
Request Slip		HRMO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Secure Request Slip and check the nature of the request	1. The personnel in charge receives the request slip and prepares the Certification of Leave with or without Pay and instructs the client to return the next working day.	None	1 day	Admin Aide III
2. Receiving of the document	1. Releasing of the Certification of Leave with or without Pay	None	5 minutes	Admin Aide III
	End Process	None	1.003 days	

Processing of Application and Appointment

Appointment issued to the applicant to perform the duties & responsibilities attached to the position title indicated.

Office or Division	Human Resource Management Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Faculty, Administrative Personnel, External Applicants			
Checklist of Requirements		Where to Secure		
WMSU-HRMO-FR-002		HRMO		



Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. The client accomplishes and submits the requirements and submits his/her application to the office of the President.	1. Receives the application, and then sends it to the HRM Office.	None		Office of the President
	2. Receives the application (For Administrative Positions). 2.1 Receives the application (For Faculty Positions).	None	5 minutes	Admin Aide III/HRMO I
	3. For Administrative Positions, all qualified applications are short-listed and kept, for submission to the Human Resource Merit Promotion and Selection Board. 3.1 For the Faculty positions, the HRMO I send the application to the Dean/Principal/Director concerned for referral or confirmation if there's a need to hire.	None	3 days	Administrative Assistant II/HRMO I



	3.2 Should there be a need to hire, an interview will be carried out by the Local Committee			
	4. Receives the result of the interview done by the Local Committee to the University Human Resource Merit Promotion and Selection Board for another round of demonstration and interview (For Faculty Positions).	None	3 days	HRMO I
	5. Make the recommendation to the President.	None	2 days	The Human Resource Merit Promotion and Selection Board (both Faculty and Administrative positions)
	7. Approves or disapproves the recommendation of the Human Resource Merit Promotion and Selection Board or exercises her own discretion in selecting, and then sends the result to the HRMO for the preparation of the appointment.	None	3 days	President



	<p>8. Prepares the Appointment and forward it to the Office of the Vice President for Academic Affairs (for faculty positions) for signature.</p> <p>8.1 Prepares the Appointment and forwards it to the Office of the Vice President for Administration (for administrative positions) for signature.</p>	None	3 days	HRMO III
	9. Submits the appointment to the President for signature.	None	10 minutes	Admin Aide III
	10. Release all copies of the appointment to the Records Section.	None	10 minutes	Office of the President
	11. Releases copies of the appointment to HRMO, payroll and to the employee concerned. Three copies will be given to the HRM Office for the Board of Regents, Civil Service Commission and for 201 files.	None	10 minutes	Records Officer



	12. A Report on Appointment Issued (RAI) will be submitted to the Civil Service Commission.	None	1 day	Admin Aide VI
	End Process	None	15.01 ays	

Processing of Application for Online Applicants and Appointment

Appointment issued to the applicant to perform the duties & responsibilities attached to the position title indicated.

Office or Division	Human Resource Management Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Faculty, Administrative Personnel, External Applicants			
Checklist of Requirements		Where to Secure		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. The client accomplishes and submits the requirements and submits his/her application thru official e-mail address of either Human Resource Management Office or Office of the President	1. Acknowledgement receipts for online applicants will be sent, then proceeds to forward the application letter along with other pertinent documents to HRMO e-mail address. (If sent to the Office of the President's e-mail)	None	2-3 days	Office of the President
	2. Acknowledgement receipts for online applicants will be sent. (If the application was sent directly	None	2-3 days	Admin Aide III



	to the HRMO e-mail address)			
	<p>3. Prints the application along with other pertinent documents (For Administrative Positions)</p> <p>3.1. Prints application along with other pertinent documents (For Faculty Positions).</p>	None	2 days	Admin. Aide III
	<p>4. Receives the printed application (For Administrative Positions)</p> <p>4.1. Receives the printed application (For Faculty Positions)</p>	None	3 minutes	Admin Aide III/HRMO I
	<p>5. For Administrative Positions, all qualified applications are short-listed and kept, for submission to the Human Resource Merit Promotion and Selection Board.</p> <p>5.1. For the Faculty positions, the HRMO I send the application</p>	None	3 days	Admin Assistant II/HRMO I



	<p>letter to the Dean/Principal/Director concerned for referral or confirmation if there's a need to hire.</p> <p>5.2. Should there be a need to hire, an interview will be carried out by the Local Committee.</p>			
	<p>6. Receives the result of the interview done by the Local Committee to the University Human Resource Merit Promotion and Selection Board for another round of demonstration and interview (For Faculty Positions).</p>	None	3 days	HRMO I
	<p>7. Make the recommendation to the President.</p>	None	2 days	The Human Resource Merit Promotion and Selection Board (both Faculty and Admin positions)



	8. Approves or disapproves the recommendation of the Human Resource Merit Promotion and Selection Board or exercises her own discretion in selecting, and then sends the result to the HRMO for the preparation of the appointment.	None	3 days	President
	9. Prepares the Appointment and forward it to the Office of the Vice President for Academic Affairs (for faculty positions) for signature. 9.1. Prepares the Appointment and forward it to the Office of the Vice President for Admin (for admin positions) for signature.	None	3 days	HRMO III
	10. Submits the appointment to the President for signature.	None	10 minutes	Admin Aide III
	11. Releases all copies of the appointment to the Records Section.	None	10 minutes	Office of the President



	12. Releases copies of the appointment to HRMO, payroll and to the employee concerned. Three copies will be given to the HRM Office for the Board of Regents, Civil Service Commission and for 201 files.	None	10 minutes	Records Officer
	13. A Report on Appointment Issued (RAI) will be submitted to the Civil Service Commission.	None	1 day	Admin Aide VI
	End Process	None	23.023 days	

Request for Service Record

Duration of Government Service from employment, promotion, retirement/resignation/transfer as well as salary received per month.

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Faculty and Administrative Personnel (Currently employed, Resigned or Retired)			
Checklist of Requirements		Where to Secure		
Request Slip		HRMO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Secure Request Slip and check the nature of the request	1. The personnel incharge receives the request slip	None	1 day	Admin Aide III



	and prepares the Service Record and instructs the client to return the next working day. 2. For the Service Record that is to be submitted to the GSIS (i.e. for retired), the client will return after 2 working days.		2 days	
2. Receiving of the document	1. Releasing of service record	None	5 minutes	Admin Aide III
	End Process	None	1.003 days; 2.003 days (for the retired)	

Request for Certificate of Employment and Compensation

Indication of first day of service, position and designation, compensation of the employee concerned.

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Faculty and Administrative Personnel (Currently employed, Resigned or Retired)			
Checklist of Requirements		Where to Secure		
Request Slip		HRMO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Secure Request Slip and check the nature of the request	1. The personnel incharge receives the request slip and prepares	None	1 day	Admin Aide III



	the Certificate of Employment and instructs the client to return the next working day.			
2. Receiving of the document	1. Releasing of the Certificate of Employment	None	5 minutes	Admin Aide III
	End Process	None	1.003 days	



Human Resource and Management Office

External Services



Processing of Application for Online Applicants and Appointment

Appointment issued to the applicant to perform the duties & responsibilities attached to the position title indicated.

Office or Division	Human Resource Management Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Faculty, Administrative Personnel, External Applicants			
Checklist of Requirements		Where to Secure		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. The client accomplishes and submits the requirements and submits his/her application thru official e-mail address of either Human Resource Management Office or Office of the President	1. Acknowledge ment receipts for online applicants will be sent, then proceeds to forward the application letter along with other pertinent documents to HRMO e-mail address. (If sent to the Office of the President's e-mail)	None	2-3 days	Office of the President
	2. Acknowledge ment receipts for online applicants will be sent. (If the application was sent directly to the HRMO e-mail address)	None	2-3 days	Admin Aide III
	3. Prints the application along with	None	2 days	Admin. Aide III



	<p>other pertinent documents (For Administrative Positions)</p> <p>4. Prints application along with other pertinent documents (For Faculty Positions).</p>			
	<p>5. Receives the printed application (For Administrative Positions)</p> <p>6. Receives the printed application (For Faculty Positions)</p>	None	3 minutes	Admin Aide III/HRMO I
	<p>7. For Administrative Positions, all qualified applications are short-listed and kept, for submission to the Human Resource Merit Promotion and Selection Board.</p> <p>8. For the Faculty positions, the HRMO I send the application</p>	None	3 days	Admin Assistant II/HRMO I



	<p>letter to the Dean/Principal /Director concerned for referral or confirmation if there's a need to hire.</p> <p>9. Should there be a need to hire, an interview will be carried out by the Local Committee.</p>			
	<p>10. Receives the result of the interview done by the Local Committee to the University Human Resource Merit Promotion and Selection Board for another round of demonstration and interview (For Faculty Positions).</p>	None	3 days	HRMO I
	<p>11. Make the recommendation to the President.</p>	None	2 days	The Human Resource Merit Promotion and Selection Board (both Faculty and Admin positions)



	12. Approves or disapproves the recommendation of the Human Resource Merit Promotion and Selection Board or exercises her own discretion in selecting, and then sends the result to the HRMO for the preparation of the appointment.	None	3 days	President
	13. Prepares the Appointment and forward it to the Office of the Vice President for Academic Affairs (for faculty positions) for signature. 14. Prepares the Appointment and forward it to the Office of the Vice President for Admin (for admin positions) for signature.	None	3 days	HRMO III
	15. Submits the appointment	None	10 minutes	Admin Aide III



	to the President for signature.			
	16. Releases all copies of the appointment to the Records Section.	None	10 minutes	Office of the President
	17. Releases copies of the appointment to HRMO, payroll and to the employee concerned. Three copies will be given to the HRM Office for the Board of Regents, Civil Service Commission and for 201 files.	None	10 minutes	Records Officer
	18. A Report on Appointment Issued (RAI) will be submitted to the Civil Service Commission.	None	1 day	Admin Aide VI
	End Process	None	23.023 days	

Request for Service Record

Duration of Government Service from employment, promotion, retirement/resignation/transfer as well as salary received per month.

Office or Division	Human Resource Management Office
Classification	Simple



Type of Transaction	G2C – Government to Citizen			
Who May Avail	Faculty and Administrative Personnel (Currently employed, Resigned or Retired)			
Checklist of Requirements		Where to Secure		
Request Slip		HRMO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Secure Request Slip and check the nature of the request	1. The personnel incharge receives the request slip and prepares the Service Record and instructs the client to return the next working day. For the Service Record that is to be submitted to the Government Service Insurance System (i.e. for retired), the client will return after 2 working days.	None	1 day 2 days	Admin Aide III
2. Receiving of the document	2. Releasing of service record	None	5 minutes	Admin Aide III
	End Process	None	1.003 days; 2.003 days (for the retired)	

Request for Certificate of Employment and Compensation

Indication of first day of service, position and designation, compensation of the employee concerned.

Office or Division	Human Resource Management Office
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Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Faculty and Administrative Personnel (Currently employed, Resigned or Retired)			
Checklist of Requirements		Where to Secure		
Request Slip		HRMO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Secure Request Slip and check the nature of the request	1. The personnel incharge receives the request slip and prepares the Certificate of Employment and instructs the client to return the next working day.	None	1 day	Admin Aide III
2. Receiving of the document	1. Releasing of the Certificate of Employment	None	5 minutes	Admin Aide III
	End Process	None	1.003 days	



Cashier's Office

Internal Services



One of the key responsibilities of the cashier's office is to receive payments from customers. Whether it is cash, checks, or credit card transactions, the cashier's office ensures that all payments are processed accurately and securely. They also issue receipts to customers as proof of payment. In addition to receiving payments, the cashier's office also handles disbursements. This includes paying bills, reimbursing employees for expenses, and managing petty cash funds. By maintaining accurate records and adhering to proper accounting procedures, they play a vital role in ensuring financial transparency and accountability within the organization.

Collection of Fees

This is the process being followed by the University cashier's office for all transactions that involve receiving/collecting payments.

Office or Division	University Cashier			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Citizen G2B-Government to Business Entity G2G- Government to Government			
Who May Avail	Students, Faculty & Other Clients			
Checklist of Requirements		Where To Secure		
Assessment Form – Assessment Payment Slip – University Press		Collecting Officer		
Registrar’s Request Form - Registrar		Collecting Officer		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Presents duly accomplished order of payment	1. Receives order of payment and fills out official receipt	None	1 minute	Collecting Officer /Cashier’s Office Staff
2. Pays amount indicated in the order of payment	1. Receives and counts the money for payment	None	2 minutes	Collecting Officer /Cashier’s Office Staff



		None	2 minutes	Collecting Officer /Cashier's Office Staff
2. Receives official receipt/change	1. Issues official receipt and returns the necessary change	None	1 minute	Internal/External Client
	End Process	None	6 Minutes	

Releasing of Payments

This is the process followed prior to releasing payroll to university staff.

Office or Division	University Cashier			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Citizen			
Who May Avail	Students, Faculty & Other Clients			
Checklist of Requirements		Where to Secure		
Valid ID Special Power of Attorney Authorization Letter		Any Practicing Lawyer/Notary Public/PAO		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Presents id for proper identification	1. Verify if name is included in payroll	None	2 minutes	Disbursing Officer
2. Sign payroll sheets	1. Checks & counts money before payment is done	None	3 minutes	Disbursing Officer
3. Receives payment in cash	1. Countersigns the payroll sheet	None		
	End Process	None	5 minutes	



Cashier's Office

External Services



Collection of Fees

This is the process being followed by the University cashier's office for all transactions that involve receiving/collecting payments.

Office or Division	University Cashier			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Citizen G2B-Government to Business Entity G2G- Government to Government			
Who May Avail	Students, Faculty & Other Clients			
Checklist of Requirements		Where To Secure		
Assessment Form – Assessment Payment Slip – University Press		Collecting Officer		
Registrar’s Request Form - Registrar		Collecting Officer		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Presents duly accomplished order of payment	1. Receives order of payment and fills out official receipt	None	1 minute	Collecting Officer /Cashier’s Office Staff
2. Pays amount indicated in the order of payment	1. Receives and counts the money for payment	None	2 minutes	Collecting Officer /Cashier’s Office Staff
		None	2 minutes	Collecting Officer /Cashier’s Office Staff
3. Receives official receipt/change	1. Issues official receipt and returns the necessary change	None	1 minute	Internal/External Client
	End Process	None	6 Minutes	



Releasing of Payments

This is the process followed prior to releasing payroll to university staff.

Office or Division	University Cashier			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Citizen			
Who May Avail	Students, Faculty & Other Clients			
Checklist of Requirements		Where to Secure		
Valid ID Special Power of Attorney Authorization Letter		Any Practicing Lawyer/Notary Public/PAO		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Presents id for proper identification	1. Verify if name is included in payroll	None	2 minutes	Disbursing Officer
2. Sign payroll sheets	1. Checks & counts money before payment is done	None	3 minutes	Disbursing Officer
2. Receives payment in cash	1. Countersigns the payroll sheet	None		
	End Process	None	5 minutes	

Releasing of Checks

This is the process being followed by the University cashier's office for all transactions that involve releasing of checks.

Office or Division	University Cashier			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Citizen			
Who May Avail	Students, Faculty, Suppliers and other Government Agencies			
Checklist of Requirements		Where To Secure		
Valid ID Official Receipt Special Power of Attorney Authorization Letter		Any Practicing Lawyer/Notary Public/PAO		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible



1. Presents id for proper identification	1. Verification & validity of documents	None	3 minutes	Collecting Officer/Cashier's Office Staff
2. Signs the disbursement voucher & issues official receipt	1. Check if disbursement voucher is duly signed & official receipt is issued	None	3 minutes	Collecting Officer/Cashier's Office Staff
2. Receives payment in check	1. Voucher is stamped "paid" & released to person in charge of report preparation	None		
	End Process	None	6 minutes	



Records and Archives Office

Internal Services



The role of the Records and Archive Office is to create a systematic process for organizing and storing records. This includes developing classification systems, implementing retention schedules, and establishing guidelines for record disposal. By doing so, they ensure that valuable information is easily accessible when needed while also adhering to legal requirements.

Retrieval and Issuance of Records

The Process Flow for the Retrieval and Issuance of Records ensures prompt service in issuing clear and authenticated copies of individual/institutional Records.

Office or Division	Records and Archives Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen G2B-Government to Business Entity G2G- Government to Government			
Who May Avail	Colleges, Offices, WMSU Personnel and other Stakeholders of the University			
Checklist of Requirements		Where To Secure		
WMSU-RAO-FR-001 (Request Form)		Records and Archives Office		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Requester will secure Request Form from RAO, fill up the needed information, and submit to the personnel in-charge to process the request	1. Review/Evaluate validity of request 1.1. Direct requester/ concerned an Authorization letter from concern is needed in case of indirect requester Valid purpose for indirect requester shall be stated.	None	2 minutes	Records Officer III



	(Accreditation/Evaluation etc.)			
	2. Retrieval of Records from file/server. If no records on file, Note "No records on file." Returned the Request Form to requester. If records are available, proceed to the next step	None	4 minutes	Records Officer II
	3. Reproduce/print out copies needed. Check if the record on file is an original copy. Check the physical condition, legibility and completeness of the record. Know the number of copies to be reproduced. Use Substance 20 thermal paper Photocopy and stamp "Certified Copy" initial and endorse to the Records Officer III (RO) for certification/authentication Certification/Aut	None	5 minutes	Records Officer II



	<p>hentication of copies. Certification is done in every page of the record. In the absence of the RO III, the Officer In-charge or the person next in rank shall certify and authenticate copies</p>			
	<p>4. Release of Authenticated Records. Release the record to the requestor Received copy” portion in the Request Form (WMSU-RAO-FR-001) must be signed by the requestor upon receipt of the copy. The complied request form shall be filed for reference in the preparation of the “Daily Request of Record Tracking Log” (WMSU-RAO-FR-004)</p> <p>*Records are retrieved and processed in 10-</p>			<p>Admin Aide III</p>



	15 minutes for a minimum of 20 documents per requester; 1 day for more than 20 documents per requester and are on a "first come first serve basis"			
	End Process	None	15 Minutes	



Supply Office

Internal Services



The university supply office plays a crucial role in ensuring the smooth functioning of an educational institution. Its primary responsibility is to manage and provide the necessary supplies and materials required by students, faculty, and staff. This includes textbooks, stationery, laboratory equipment, and other essential items. One of the key roles of the supply office is to maintain an inventory of all the supplies needed by various departments within the university. By keeping track of stock levels and anticipating demand, they ensure that there are no shortages or delays in providing necessary materials to students and faculty members. This helps to create a conducive learning environment where everyone has access to the resources they need.

Acquisition, Utilization, and Warehousing of Supplies, Materials, and Equipment

Office or Division	Supply Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen G2B-Government to Business Entity G2G- Government to Government			
Who May Avail	Colleges, Offices, WMSU Personnel, Student Council			
Checklist Of Requirements		Where To Secure		
Purchase Order		Procurement Office		
Inspection and Acceptance Report		Supply Office		
Requisition and Issuance of Supplies and Materials		Supply Office		
Property Acknowledgment Receipt and Inventory Custodian Slip		Property Management Office		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Receiving/ Inspection/ Acceptance	1. Receives Delivery	None	2 minutes	Storekeeper II, Inspectors
	2. Check Deliveries with the sales invoice/delivery receipt	None	2 minutes	Storekeeper II, Inspectors
	3. Checks conformity of items delivered with the specification stated in the approved/conformed PO	None	30 minutes	Storekeeper II, Inspectors



	4. Inspects Delivery	None	30 minutes	Storekeeper II, Inspectors
	5. Request inspection from the inspection committee	None	2 minutes	Storekeeper II, Inspectors
	6. Receives the inspected items together with the copy of PO	None	2 minutes	Storekeeper II, Inspectors
	7. Accept the inspected items and prepares IAR for signature of Inspection Committees, End-User and Supply Officer/PMO	None	1 day	Storekeeper II, Inspectors
	End Process	None	1.03 Days	
2. Warehouse/ Storage	1. Receives the items upon acceptance together with the copy of PO and IAR	None	2 minutes	Storekeeper II, Storekeeper Aide
	2. Sorts out the items and stores in respective places in the Stockroom	None	1 day	Storekeeper II, Storekeeper Aide
	3. Records/Carding of items delivered on the Supply Ledger Card	None	1 day	Storekeeper II, Storekeeper Aide
	End Process	None	2.0014 Days	
3. Issuance and Utilization	1. When items are properly sorted and stored, preparation of issuance of supplies, materials &	None	1 day	Storekeeper II, Storekeeper Aide



	equipment takes place			
	2. Head of Unit will fill out the RIS and assign control number. For outright items/equipment, the storekeeper will prepare an issuance slip & issue item.	None	10 minutes	Supply Officer III, Storekeeper II, Storekeeper Aide
	3. Prepares PAR for equipment delivered.	None	1 day	Storekeeper II, Storekeeper Aide, End-user, PMO
	4. Prepares ICS for items below 15,000.00	None	1 day	Storekeeper II, Storekeeper Aide, End-user, PMO
	5. Forwards RIS to the approving officer for the appropriate action	None	1 minute	Supply Officer III, Storekeeper II, Storekeeper Aide
	6. Approval of RIS	None	1 minute	Supply Officer III
	7. Issues/releases the requested supplies based on the approved RIS	None	5 minutes	Storekeeper II, Storekeeper Aide
	End Process	None	3.012 Days	
4. Recording/Report Preparation	1. Records/ posts items released on the stock card	None	30 minutes	Storekeeper Aide



	2. Prepares RSMI for the month for submission to the Accounting Office	None	5 days	Supply Officer III, Supply Officer I
	3. Submits monthly report of RSMI to Accounting Office for recording purposes	None	1 minute	Supply Officer I
	End Process	None	5.02 Days	



BIDS AND AWARDS



Procurement Office

Internal Services



The University Bids and Awards Committee (BAC) plays a crucial role in ensuring transparency, fairness, and efficiency in the procurement process of a university. The BAC is responsible for reviewing bids and awarding contracts to suppliers or service providers based on their qualifications, technical capabilities, and financial proposals. One of the primary roles of the BAC is to conduct a thorough evaluation of bids submitted by potential suppliers. This involves assessing their compliance with the requirements stated in the bidding documents, such as technical specifications, delivery schedules, and pricing. The committee ensures that all bidders are treated equally and that no favoritism or bias is shown towards any particular supplier.

Process in Formulating of PPMP, APP & Approval of Indicative APP & APP

Office or Division	Procurement Office			
Classification	Technical			
Type of Transaction	G2G – Government to Government			
Who May Avail	All End-users			
Checklist of Requirements		Where To Secure		
PPMP TEMPLATES		PROCUREMENT OFFICE		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Orientation	1. Conduct Workshops to End-user in preparing their individual PPMP	None	24 Hours	Procurement Office (Procurement Planning and Management Unit)
	End Process	None	24 Hours	
2. End-Users prepare their anticipated procurement activities based on their budget ceiling	1. Assist the End-user in preparation of their PPMP	None	4 Hours	Procurement Office (Procurement Planning and Management Unit)
3. Submit the final PPMP sign by the End-user to the Procurement Office	1. Received PPMP	None	30 Minutes	Procurement Office (Procurement Planning and Management Unit)



	2. Consolidate PPMP to APP	None	8 Hours	Procurement Office (Procurement Planning and Management Unit)
	3. Submit to BAC for Recommendation & Approval by the BOR & HOPE	None	30 Minutes	Procurement Office (Procurement Planning and Management Unit)
	4. Approved by the HOPE	None	15 Minutes	BAC
	5. Disseminate Approved Indicative APP or APP	None	30 Minutes	Procurement Office (Liason Officer)
4. End-user received Approved APP for AY	1. Log Received Copy of APP	None	15 Minute	Procurement Office (Liason Officer)
	End of Process	None	14 hours	

Preparation and Dissemination of Pre-Procurement, Pre-bid, Opening of Bids Notice (Invitations) (BAC for GOODS)

Office or Division	Procurement Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who May Avail	Bids and Awards Committee (BAC), Technical Working Group (TWG), and End-Users.			
Checklist of Requirements		Where To Secure		
NOTICE OF MEETING		PROCUREMENT OFFICE		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
Wait for Notice	1. Consolidate All PRs according to categories	None	30 minutes	Procurement Office (BAC Secretariat Unit)



	2. Inform/Disseminate the for the date of: 2.1 Pre-procurement 2.2 Pre-Bid (if Applicable) 2.3 Opening of BIDs 2.4 Reference/Bidding Number 2.5 A Portal Site for the end users to be updated of their PRs	None	45 minutes	Procurement Office (BAC Secretariat Unit)
	3. Print out Invitations	None	10 Minutes	Procurement Office (BAC Secretariat Unit)
	4. Photocopies the Sign Invitation as Received copy	None	15 minutes	Procurement Office (Liaison Officer)
	5. Logs the invitation for out and send to End-user	None	10 minutes	Procurement Office (Liaison Officer)
1. End-user receives Invitation	1. Log and Receipt	None	10 minutes	Procurement Office (Liaison Officer)
	End Process	None	2 Hours	

Preparation of Agenda for the BAC

Office or Division	Procurement Office	
Classification	Simple	
Type of Transaction	G2C – Government to Client	
Who May Avail	Bids and Awards Committee (BAC)	
Checklist of Requirements	Where To Secure	
Agenda	End-user	



Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit Issues and Concerns	1. Organize, Check, and Updates all documents needed to be discussed with the BAC	None	45 minutes	Procurement Office (BAC Secretariat Unit)
	2. Encode/ Photocopies Documents Needed during the BAC Meeting	None	30 minutes	Procurement Office (BAC Secretariat Unit)
	3. Inform the BAC Chairperson	None	5 minutes	Procurement Office (BAC Secretariat Unit)
	4. Print Agenda	None	5 minutes	Procurement Office (BAC Secretariat Unit)
	5. File the Hard Copy of the Agenda in the folder of the Committed	None	10 minutes	Procurement Office (BAC Secretariat Unit)
	End Process	None	1.6 Hours	

Process Flow for End-user Requests of Procurement Activities not included in the PPMP & APP

Office or Division	Procurement Office			
Classification	Complex, Simple			
Type of Transaction	G2C – Government to Client			
Who May Avail	End -user			
Checklist of Requirements		Where To Secure		
Receipt of Payment of BIDDING Documents		University Cashier		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible



1. End-user prepared letter request with justification attached with the PR,	1. Received, Check and Log letter request	None	30 minutes	Procurement Office (Procurement Planning and Management)
	2. Forward Letter and PR to Budget and Finance	None	30 minutes	Procurement Office (Procurement Planning and Management)
	3. Review, Discussed, Approved/Disapproved for funding	None	30 minutes	Budget and Finance
	4. Follow-up and Retrieve PR from Budget and Finance	None	15 minutes	Procurement Office (Procurement Planning and Management)
	5. Prepare a response letter based on the decision of the Budget and Finance and Print	None	15 minutes	Procurement Office (Procurement Planning and Management)
	6. Forward Response Letter to End-User	None	15 minutes	Procurement Office (Liaison Officer)
2. End-user received a Response Letter regarding the letter request	1. Log receipt of Response Letter sign by the End-user	None	15 minutes	Procurement Office (Liaison Officer)
	End Process	None	2.5 hours	

Procurement Tracking System

Office or Division	Procurement Office
Classification	Simple, Complex
Type of Transaction	G2C – Government to Client



Who May Avail	End-User, BAC, HOPE			
Checklist of Requirements	Where To Secure			
Computer Connected to MISTO IP Address for Portal Use	End-user			
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit PRs	1. Received PR, and Log	None	15 minutes	Procurement Office (Procurement Planning and Management Unit), (Contract Management Unit)
2. Issuance of PR Number	1. End-user is given the PR Number as a Reference and Introduces the PR Tracking System Portal	None	30 minutes	Procurement Office (Procurement Planning and Management Unit), (Contract Management Unit)
	End Process	None	45 Minutes	

Process of Procurement Activities Requested by the End-user based on the Approved APP for Fiscal Year

Office or Division	Procurement Office
Classification	Highly Technical
Type of Transaction	Government to Business Entity Government to Government
Who May Avail	All End-User of Purchase Request
Checklist of Requirements	Where To Secure
Purchase Request	End-user
PPMP and Approved APP	End-user
TWG Certification	Budget and Finance
Request For Quotation	TWG
Abstract	Procurement Office (BAC Sec Unit)
Notice to Award	Procurement Office (Contract Management Unit)



Notice to Proceed		Procurement Office (Contract Management Unit)		
Inspection And Receipt Report		Procurement Office (Contract Management Unit)		
Supplier/Bidder Performance Evaluation		Procurement Office (Contract Management Unit)		
Rating Sheet		Supply and Property Office		
Payment for Voucher		Supply and Property Office		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. For highly technical items and Infra Projects Items, it Should be checked and reviewed by the TWG	1. Check PR for Technical Specification	None	15 minutes	Procurement Office (Procurement Planning and Management Unit)
2. End – User waits for the certification of TWG	2. Forward to TWG Highly Technical Items and Infrastructure Projects for checking and certification upon Submission of PR	None	30 minutes	Procurement Office (Procurement Planning and Management Unit)
3. End User Submit Approved PR	1. Received, review, issue PR Number and Log	None	30 minutes	Procurement Office (Procurement Planning and Management Unit)
	2. Endorse PR for Pre-Procurement Activities to BAC Secretariat Unit the	None	15 minutes	Procurement Office (Procurement Planning and Management Unit)
	3. Received and Log PR	None	10 minutes	Procurement Office



				(BAC Secretariat Unit)
	4. Include PR to the Agenda of the Schedule BAC Meeting for Pre-procurement activity	None	10 minutes	Procurement Office (BAC Secretariat Unit)
	5. Conduct of Pre-procurement Activity	None	1 hour each item depends on number of line items	BAC, TWG, BAC Sec Unit
	6. Evaluate PR and Edit	None	1 hour for each item depends on numbers of line items	BAC Sec. Unit
	7. Funding Clearance of PR	None	30 minutes	BAC Sec Unit Budget, Finance, HOPE
	8. Approval for Posting	None	15 minutes	BAC Chair
	9. Posting/ Canvassing of RFQ/ITB (PhilGEPS, PE Website and Conspicuous Space of the PE refers to Annex "C" of RA 9184 for the Number of Days Posted	None	15 minutes for each item depending on the number of line items	Procurement Office (Contract Management Unit) Dany Villareal



	10. Conduct of Pre-Bid Conference for (Sec 22 of the IRR – Revised and Updated last July 03, 2023)	None	30 minutes for each item depending on the number of line items	BAC, TWG, End-user, Suppliers/Bidders, BAC Sec Unit,
	11. Prepare Minutes of the Pre- Bid	None	30 minutes	BAC Sec Unit Joel and Jean
	12. Forwarded to BAC Chair, End-user and TWG for Checking and Approval for Posting of Minutes to PhilGEPS and PE Websites	None	15 minutes	BAC Sec Unit Joel and Jean
	13. Post Minutes of the Pre-Bid	None	15 minutes	Contract Management
	End Process	None	6.03 hours	



Procurement Office

External Services



Request for Bidding Documents by the Suppliers

Office or Division	Procurement Office			
Classification	Simple, Complex			
Type of Transaction	G2C – Government to Client			
Who May Avail	Suppliers			
Checklist of Requirements	Where To Secure			
Receipt of Payment of BIDDING Documents	University Cashier			
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Supplier inform Procurement Office that their interested to BID	1. Log Supplier Name, Project to BID and Inform the Supplier the amount needed to be paid base on the Project to be BID	None	15 minutes	Procurement Office (BAC Secretariat Unit)
	2. Endorse Supplier to Cashier for the Payment of BID Documents	None	15 minutes	Procurement Office (BAC Secretariat Unit)
2. Supplier Shows the Receipt to the BAC Secretariat	1. Log the receipt of the supplier from the cashier/ collector	None	10 minutes	Procurement Office (BAC Secretariat Unit)
	2. Hand over the bidding docs to the supplier	None	10 minutes	Procurement Office (BAC Secretariat Unit)
	3. Log the release of bidding documents with the sign of the supplier	None	10 minutes	Procurement Office (BAC Secretariat Unit)
	End Process	None	1 hour	



Process Flow for Suppliers Request for Reconsideration

Office or Division	Procurement Office			
Classification	Technical			
Type of Transaction	G2C – Government to Client			
Who May Avail	Suppliers, Bids and Awards Committee, Technical Working Group			
Checklist of Requirements		Where To Secure		
Receipt of Payment of BIDDING Docs		University Cashier		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Supplier submits letter Request for Reconsideration (must be within three (3) calendar days upon receipt of written notice or upon verbal notification)	1. Acknowledge Received and Log RR	None	10 Minutes	Procurement Office (BAC Secretariat Unit)
	2. Endorsed letter BAC Chair for review and comments	None	15 Minutes	Procurement Office (BAC Secretariat Unit)
	3. Prepares acknowledgment letter	None	15 Minutes	Procurement Office (BAC Secretariat Unit)
	4. Submit/Forward an acknowledgment letter to BAC Chair	None	10 Minutes	Procurement Office (BAC Secretariat Unit)
	5. Sign Acknowledgment letter for RR	None	10 Minutes	BAC Chair for Goods & Services BAC Chair for Infra



	6. Forward acknowledgment letter to Bidder through email or authorized representative	None	15 Minutes	Procurement Office (BAC Secretariat Unit)
	7. Includes the RR to the upcoming BAC Meeting	None	5 Minutes	Procurement Office (BAC Secretariat Unit)
	8. Present to the BAC for Discussion	None	20 Minutes	Procurement Office (BAC Secretariat Unit)
	9. Discuss the RR	None	30 Minutes	BAC
	10. Draft letter in response to RR	None	30 Minutes	Procurement Office (BAC Secretariat Unit)
	11. Present to BAC, Legal Office for Final Comments and Signature	None	45 Minutes	Procurement Office (BAC Secretariat Unit)
	12. Forward the signed response letter regarding the RR to Bidder through email or Authorized Rep (must be within seven (7) calendar days from receipt thereof)	None	15 Minutes	Procurement Office (BAC Secretariat Unit)
	End Process	None	3.67 Hours	



Process Flow for Clarifications of Technical Specifications Upon Pre-Bid Conference and Posting of Bid Bulletins at PhilGEPS Website

Office or Division	Procurement Office			
Classification	Complex, Simple			
Type of Transaction	G2C – Government to Client			
Who May Avail	Supplier/Bidder, BAC, TWG,			
Checklist of Requirements	Where To Secure			
BID BULLETIN	PROCUREMENT OFFICE			
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
	1. Draft Minutes of the Pre-BID	None	45 minutes	Procurement Office (BAC Sec Unit)
	2. Forward to BAC Chair, TWG, End-user for any clarification of the Minutes to be Included to the Supplemental BID Bulletin for approval and Log	None	30 minutes	Procurement Office (BAC
	3. Scan and Post Approved Minutes to BAC Websites, PHiGEPS; Within 3 Calendar Days to be available to the Supplier/Bidders (IRR-A Sec. 22.3 states: "The minutes of the pre-bid conference shall be recorded and made available	None	30 minutes	Procurement Office (BAC Sec Unit) (Contract Management Unit)



	to all participants not later than three (3) calendar days after the pre-bid conference.)” and Log			
1. Notice of Information	1. Issuance Supplemental/ Bid Bulletin (IRR-A Sec. 22.5.1 states that: “The BAC shall respond to the said request by issuing a Supplemental/ Bid Bulletin, duly signed by the BAC chairman, to be made available to all those who have properly secured the bidding documents from the Procuring Entity, at least seven (7) calendar days before the deadline for the submission and receipt of bids.” Similarly, IRR-A Sec. 22.5.2 states that: “Supplemental/ Bid Bulletins may be issued upon the	None	15 minutes	Procurement Office (BAC Sec Unit) (Contract Management Unit)



	Procuring Entity's initiative for purposes of clarifying or modifying any provision of the bidding documents not later than seven (7) calendar days before the deadline for the submission and receipt of bids.)"			
	End Process	None	2 Hours	



RESOURCE GENERATION AND PRODUCTION



Dormitory

Internal Services



The university dormitory plays a crucial role in the overall college experience. It serves as more than just a place to sleep; it is a hub of social interaction, personal growth, and academic support. The primary role of the university dormitory is to provide students with a safe and comfortable living environment. It caters both Internal and External Clients i.e. Students and Transients, respectively.

Check-In of the Occupant

This is the process to follow in the Dormitory for all transactions that involve Check-in and Check-out in the Dormitory.

Office or Division	WMSU Dormitory			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Client			
Who May Avail	WMSU Employees/ Students			
Checklist of Requirements		Where To Secure		
Duly Accomplished Registration Form		UFSC-Desk Officer		
Employee's ID		Occupant		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submits duly accomplished Registration form of the Dormitory.	1. Receives the accomplished form.	None	3 minutes	UFSC-Desk officer
2. Orientation of the terms and conditions of the Dormitory.	1. Explains clearly the house rules of the Dormitory.	None	15 minutes	UFSC-Desk officer
3. Accompany the occupant to the designated room.	1. Show the different amenities of the room.	None	15 minutes	UFSC-Desk officer
End Process		None	33 Minutes	

Check-Out of the Occupant

This is the process to follow prior to Check-out of the occupant.

Office or Division	WMSU Dormitory
Classification	Simple Transaction



Type of Transaction	G2C - Government to Client			
Who May Avail	WMSU Employees/ Students			
Checklist Of Requirements	Where To Secure			
Checklist Amenities Form	UFSC-Desk officer			
Photocopy of receipt of payment (for any unpaid bill)	Collecting officer-Cashier			
Authorization Letter				
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Occupant should inform the desk officer prior to check-out.	1. Check any unpaid bill and give the billing form for payment.	None	5 minutes	UFSC-Desk Officer
2. Submits the photocopy of the receipt of payment (OR).	1. Receives and validates the receipt given	None	2 minutes	UFSC Desk Officer
3. Checks the Checklist of amenities based on the actual inventory.	1. Occupants signs the conforme form ng Checklist for Check-out.	None	10 minutes	UFSC Desk Officer
4. Occupant should surrender the key of the room to the Desk Officer.	1. Receives the key of the room and gives the clearance stab to the occupant for Check-out.	None	2 minutes	UFSC Desk Officer
	End Process	None	19 minutes	



Dormitory

External Services



Check-In of the Occupant

This is the process to follow in the Dormitory for all transactions that involve Check-in and Check-out in the Dormitory.

Office or Division	WMSU Dormitory			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Client			
Who May Avail	WMSU Employees/ Students			
Checklist of Requirements		Where To Secure		
Duly Accomplished Registration Form		UFSC-Desk Officer		
Employee's ID		Occupant		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submits duly accomplished Registration form of the Dormitory.	1. Receives the accomplished form.	None	3 minutes	UFSC-Desk officer
2. Orientation of the terms and conditions of the Dormitory.	1. Explains clearly the house rules of the Dormitory.	None	15 minutes	UFSC-Desk officer
3. Accompany the occupant to the designated room.	1. Show the different amenities of the room.	None	15 minutes	UFSC-Desk officer
	End Process	None	34 Minutes	

Check-Out of the Occupant

This is the process to follow prior to Check-out of the occupant.

Office or Division	WMSU Dormitory			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Client			
Who May Avail	WMSU Employees/ Students			
Checklist Of Requirements		Where To Secure		
Checklist Amenities Form		UFSC-Desk officer		
Photocopy of receipt of payment (for any unpaid bill)		Collecting officer-Cashier		



Authorization Letter				
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Occupant should inform the desk officer prior to check-out.	1. Check any unpaid bill and give the billing form for payment.	None	5 minutes	UFSC-Desk Officer
2. Submits the photocopy of the receipt of payment (OR).	1. Receives and validates the receipt given	None	2 minutes	UFSC Desk Officer
3. Checks the Checklist of amenities based on the actual inventory.	1. Occupants signs the conforme form ng Checklist for Check-out.	None	10 minutes	UFSC Desk Officer
4. Occupant should surrender the key of the room to the Desk Officer.	1. Receives the key of the room and gives the clearance stab to the occupant for Check-out.	None	2 minutes	UFSC Desk Officer
	End Process	None	19 minutes	



University Food Service

Internal Services



The role of university catering services extends beyond providing food; they create an environment where individuals can connect with one another while enjoying nourishing meals. These services are instrumental in supporting student life on campus by offering convenience, promoting social interaction, and contributing to overall well-being. These contribute to the overall well-being of individuals on campus by ensuring that they have access to balanced meals. Proper nutrition is essential for academic success as it fuels concentration and cognitive function. University catering services play a vital role in promoting healthy eating habits by offering nutritious options that are both delicious and affordable, and it caters to both Internal and External clients.

Booking for Catering

This is the process being followed by the University Food Service Center.

Office or Division	University Food Service Center			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Government			
Who May Avail	Internal client and External client			
Checklist of Requirements		Where To Secure		
Approved Letter		From the Office of the President		
Funding Clearance		From the Finance Office		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Client transacts booking for catering services should be at least three (3) days before the date of activity, supplying all the information needed as to time, date, contact person, activity, pre- group package food etc.	1. Received booking of catering requested and make a budget menu.	None	2 hours	Admin Aide III
	2. Prepare the caterer-client contract and issue delivery receipt to the client based on agreed	None	20 minutes	University Food Services Center Personnel



	arrangement either for full payment or partial payment /allowable funding only.			
2. Client does the payment with university cashier and provide a photocopy of the O.R to show the proved of payment O.R if cash basis. If client do the payment thru funding basis, they should present the approved letter and complete attendance to attach with their billing statement.	1. Confirm the payment and get a photocopy of OR for the cash basis. for funding basis attached the approved letter and complete attendance for the billing statement process.	None	20 minutes	University Food Services Center Personnel
3. Collection	1. Collect all the billing statement for the funding allocation and process to the accounting for the collectible.	None	10 working days	Admin Aide III
	End Process	None	10.04 days	

Billing Process

This is the process followed for the Billing after the Cater has been served.

Office or Division	University Food Service Center
Classification	Simple Transaction
Type of Transaction	G2C - Government to Client
Who May Avail	Internal & External Client
Checklist of Requirements	Where To Secure



Approved letter		ACCOUNTING		
Complete attendance with signature		Host unit/office		
Authorization Letter		Host unit/office		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Informs the FS for Billing	1. Prepares the attachment of approved letter request and complete attendance for the billing payments	None	3 - 5 days	University Food Services Center Personnel
	2. Signature process with the supply officers and inspections report sign with 1 chairman and three members as well as end users	None	10 working	Supply officers/end user/inspectors
	3. Prepares voucher and submit to VPAF for budget processing	None	15 days	Vice President for Administration and Finance
	End Process	None	28 days	



University Food Service

External Services



Booking for Catering

This is the process being followed by the University Food Service Center.

Office or Division	University Food Service Center			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Government			
Who May Avail	Internal client and External client			
Checklist of Requirements		Where To Secure		
Approved Letter		From the Office of the President		
Funding Clearance		From the Finance Office		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Client transacts booking for catering services should be at least three (3) days before the date of activity, supplying all the information needed as to time, date, contact person, activity, pre- group package food etc.	1. Received booking of catering requested and make a budget menu.	None	2 hours	Admin Aide III
	1. Prepare the caterer-client contract and issue delivery receipt to the client based on agreed arrangement either for full payment or partial payment /allowable funding only.	None	20 minutes	University Food Services Center Personnel



2. Client does the payment with university cashier and provide a photocopy of the O.R to show the proved of payment O.R if cash basis. If client do the payment thru funding basis, they should present the approved letter and complete attendance to attach with their billing statement.	1. Confirm the payment and get a photocopy of OR for the cash basis. for funding basis attached the approved letter and complete attendance for the billing statement process.	None	20 minutes	University Food Services Center Personnel
3. Collection	1. Collect all the billing statement for the funding allocation and process to the accounting for the collectible.	None	10 working days	Admin Aide III
End Process		None	10.04 days	

Billing Process

This is the process followed for the Billing after the Cater has been served.

Office or Division	University Food Service Center			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Client			
Who May Avail	Internal & External Client			
Checklist of Requirements		Where To Secure		
Approved letter		ACCOUNTING		
Complete attendance with signature		Host unit/office		
Authorization Letter		Host unit/office		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible



1. Informs the FS for Billing	1. Prepares the attachment of approved letter request and complete attendance for the billing payments	None	3 - 5 days	University Food Services Center Personnel
	2. Signature process with the supply officers and inspections report sign with 1 chairman and three members as well as end users	None	10 working	Supply officers/end user/inspectors
	3. Prepares voucher and submit to VPAF for budget processing	None	15 days	Vice President for Administration and Finance
	End Process	None	29 days	



University Press
Internal Services



The university press serves as a vital link between academia and the general public by providing services such as ID printing, lamination, book-binding, and printing services. The University Press is also the one responsible for the printing of the university newsletters, journals, and other important publications to be given to the students and university employees.

Acquiring New Identification Card and Replacement of Identification Card

Office or Division	University Press			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Client			
Who May Avail	Students, Faculty, Administrative Staff, external client			
Checklist of Requirements		Where To Secure		
1. Certificate of Registration (COR) 2. Duly Accomplished Student ID Form 3. Duly Accomplished WMSU Employee ID Form 4. Affidavit of Lost 5. Purchase Request		1. College Enrolled In-charge ID 2. Printing/processing 3. HRMO 4. Lawyer/College of Law/University Legal Officer 5. Supply Office		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
A. College Student (New ID)				
1. Presents Certificate of Registration (COR)	1. Checks the authenticity and validity of the Certificate of Registration	None	1 minute	In-charge ID Processing
2. Fills up the Student ID Form	1. Checks if the information on the Student ID Form corresponds to the information on the COR	None	2 minutes	In-charge ID Processing
3. Presents the duly accomplished student ID Form	1. Receives the COR and Student ID form Encodes the information found on the ID Form	None	1 minute	In-charge ID Processing



	2. Photographs the client for his/her Identification card	None	3 minutes	In-charge ID Processing
4. Affix Signature in the signature pad	1. Checks the authenticity of the signature.	None	2 minutes	In-charge ID Processing
	2. Prints the Identification Card	None	3 minutes	In-charge ID Processing
	3. Releases the Identification Card	None	1 minute	In-charge ID Processing
	End Process	None	13 minutes	
B. Student Replacement of ID				
1. Presents Certificate of Registration	1. Receives and checks the authenticity the Certificate of Registration	None	1 minute	In-charge ID Processing
2. Presents the Affidavit of Lost	1. Checks authenticity of Affidavit of Lost	None	1 minute	In-charge ID Processing
3. Fills up the Student ID Form	1. Receives Student ID Form and checks if the information on the Student ID Form corresponds to the information on the COR and encode after checking.	None	2 minutes	In-charge ID Processing
4. Fills up payslip	1. Checks if the information on the payslip corresponds to the information on the COR	None	1 minute	In-charge ID Processing
5. Pays the amount for the replacement of ID	1. Receives payment from the student.	P250.00	5 minutes	UPRESS/Cashier



	2. Photographs the client for his/her Identification card	None	3 minutes	In-charge ID Processing
6. Affix Signature in the signature pad	1. Checks the authenticity of the signature.	None	2 minutes	In-charge ID Processing
	2. Prints the Identification card	None	3 minutes	In-charge ID Processing
	3. Releases the Identification card	None	1 minute	In-charge ID Processing
	End Process	None	19 minutes	
C. Junior/Senior high School Student				
1. Presents Certification (with LRN and student number)	1. Receives and checks the authenticity of the certification (with LRN) and student number	None	1 minute	In-charge ID Processing
2. Fills up the Student ID Form	1. Checks the authenticity of the information on the Student ID Form and encodes the information.	None	2 minutes	In-charge ID Processing
3. Fills up payslip	1. Checks if the information on the payslip is correct	None	1 minute	In-charge ID Processing
4. Pays the amount for the Identification card	1. Receives the amount from the students.	P250.00	5 minutes	UPRESS/Cashier
5. Prepares to have photo taken	1. Photographs the client for his/her Identification card	None	3 minutes	In-charge ID Processing
6. Waits for the printing and releasing of the ID	1. Prints the Identification card	None	3 minutes	In-charge ID Processing



Card	2. Releases the Identification card	None	1 minute	In-charge ID Processing
	End Process	None	16 minutes	
D. Faculty/ Administrative Staff				
1. Presents WMSU Employee ID Form	1. Receives and checks the authenticity of the WMSU ID Employee Form. Encodes the information found in the form	None	1 minute	In-charge ID Processing
2. Prepares to have photo taken	1. Photographs the client for his/her Identification card	None	3 minutes	In-charge ID Processing
3. Affixes signature in the signature pad	1. Checks the authenticity of the signature	None	2 minutes	In-charge ID Processing
4. Waits for the printing and releasing of the ID Card	1. Prints the Identification card	None	3 minutes	In-charge ID Processing
	2. Releases the Identification card	None	1 minute	In-charge ID Processing
	End Process	None	10 minutes	
E. For Replacement of Employee ID				
1. Presents WMSU Employee ID Form	1. Receives and checks the authenticity of the WMSU ID Employee Form. Encodes the information found on the form.	None	1 minute	In-charge ID Processing
2. Prepares to have photo taken	1. Photographs the client for his/her Identification card	None	3 minutes	In-charge ID Processing



3. Affix signature in the signature pad	1. Checks the authenticity of the signature	None	2 minutes	In-charge ID Processing
4. Waits for the printing and releasing of the ID Card	1. Prints the Identification card	None	3 minutes	In-charge ID Processing
	2. Releases the Identification card	None	1 minute	In-charge ID Processing
End Process		None	8 inutes	

Binding of Documents

Office or Division	University Press			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Client			
Who May Avail	Students, Faculty, Administrative Staff, external client			
Checklist of Requirements		Where To Secure		
PR/Personal Request		UPress		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
A. Internal Client (without PR)				
1. Present the Document(s) for binding	1. Receives the document(s) for binding	None	1 minute	Person In-charge for Binding
2. Fill up order slip	1. Receives and checks the information on the order slip and writes the appropriate payment and duration of work schedule.	None	2 minutes	Person In-charge for Binding
Soft bound		P 70.00 – P150.00 depending on the thickness	30 minutes – 1 hour (depending on the number of copies)	Person In-charge for Binding
Hard bound				
Undergraduate		P250.00 per copy	2-3 working days (5 copies)	Person In-charge for Binding
Graduate	P350.00 per copy	3-5 working days (8 copies)	Person In-charge for Binding	



Ring binding		P 70.00 – P100.00 per copy	15-30 minutes	Person In- charge for Binding
3. Pays the amount for the cost of the Job Order	1. Receives the amount indicated in the Job Order	None	5 minutes	Cashier/UPRES S
4. Presents the receipt or / as proof of payment for the job order	1. Receives the proof of payment (Official Receipt)	None	2 minutes	Person In- charge for Binding
	2. Binds the document(s)	None	Duration depends on the type of binding which will be based from the abovementio ned schedule	Person In- charge for Binding
5. Client claims order	1. Releases the bound document(s)	None	1 minute	Person In- charge for Binding
	End Process	Refer Above	5.21 days	
B. Internal Client (with PR)				
1. Presents Purchase Request	1. Receives the Purchase Request	None	1 minute	Person In- charge for Binding
2. Presents the Document(s) for binding	1. Checks the submitted binding documents.	None	1 minute	Person In- charge for Binding
	2. Binds the document	None		
Soft bound	1. Binds the document	None	30 minutes – 1 hour (depending on the number of copies)	Person In- charge for Binding
Hard bound				



Undergraduate	1. Binds the document	None	2-3 working days (5 copies)	Person In-charge for Binding
Graduate	1. Binds the document	None	3-5 working days (8 copies)	Person In-charge for Binding
Ring binding	1. Binds the document	None	15-30 minutes	Person In-charge for Binding
3. Client claims order	1. Release the bound document(s)	None	1 minute	Person in charge for Binding
	End Process	None	3-5 days if hardbound	

Printing of Documents

Office or Division	University Press			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Client			
Who May Avail	Students, Faculty, Administrative Staff, external client			
Checklist of Requirements		Where To Secure		
PR/Personal Request		UPress		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
A. Internal Client (without PR)				
1. Presents the soft copy document(s) for printing	1. Receives the document(s)	None	2-3 minutes	Person In-charge for Printing
	2. Compute the cost of printing	None	2-3 minutes	Person In-charge for Printing
2. Pays the amount for the cost of printing	1. Receives the amount paid by the client	Amount and duration to accomplish the printing depends on the number of pages	5 minutes	Person In-charge for Printing
	2. Printing of document(s)		5-10 minutes depending on the number of pages.	Person In-charge for Printing
Colored printing		P 30.00 – P150.00 depending	5-10 minutes depending on	Person In-charge for Printing



		on the paper size	the number of pages.	
Black printing		P 3.00 – P100.00 depending on the paper size	5-10 minutes depending on the number of pages.	Person In-charge for Printing
3. Client claims the order	Releases the printed document(s)	None	1 minute	Person In-charge for Printing
	End Process	Refer Above	30 minutes	
B. Internal Client (with PR)				
1. Presents the Purchase Request and Document(s) for printing	1. Receives the Purchase Request and Document(s) for printing	None	2-3 minutes	Person In-charge for Printing
	2. Prints the document(s)	Amount depends on the paper size and color	5-10 minutes depending on the number of pages.	Person In-charge for Printing
Colored / Black printing		P 30.00 – P150.00 depending on the paper size	5-10 minutes depending on the number of pages.	Person In-charge for Printing
2. Client claims the order	1. Releases the Printed document(s)	None	1 minute	Person In-charge for Printing
	End Process	Refer Above	25 inutes	

Lamination

Office or Division	University Press
Classification	Simple Transaction
Type of Transaction	G2C – Government to Client
Who May Avail	Students, Faculty, Administrative Staff, external client
Checklist of Requirements	Where To Secure



PR/Personal Request		UPress		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present the Document(s) for lamination	1. Receives the document(s) for lamination	None	2-3 minutes	Person In-charge for Lamination
	2. Compute the amount for the cost of lamination	Amount depends on the size: (ID Large	2-3 minutes	Person In-charge for Lamination
2. Pays the amount for the cost of lamination	1. Receives the amount paid	Format P50, A6 P100)	5 minutes	Person In-charge for Lamination
	2. Lamination of the document(s)	None	5-8 minutes depending on the number of documents.	Person In-charge for Lamination
3. Client claims laminated document	1. Releases the laminated document(s)	None	1 minute	Person In-charge for Lamination
	End Process	Refer Above	20 Minutes	

Photo Printing

Office or Division	University Press			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Client			
Who May Avail	Students, Faculty, Administrative Staff, external client			
Checklist of Requirements		Where To Secure		
PR/Personal Request		UPress		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present him/herself for photoshoot	1. Informs client the amount to be paid and asks him/her to prepare to be photographed.	None	2-3 minutes	Person responsible for the photoshoot
	2. Photographs client	None	2-3 minutes	Person responsible for the photoshoot



	3. Printing of photo(s)	None	5 minutes	Person responsible for the photoshoot
2. Pays the amount for the photo	1. Receives payment from client	Amount paid depends on the size: (50 per set, 1x1, 8 pcs; 2x2, 4 pcs; Passport, 5 pcs)	3 minutes	Person responsible for the photoshoot
3. Client claims the photo taken	1. Releasing of photo(s)	None	1 minute	Person responsible for the photoshoot
	End Process	Refer Above	15 Minutes	

Photocopying

Office or Division	University Press			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Client			
Who May Avail	Students, Faculty, Administrative Staff, external client			
Checklist of Requirements		Where To Secure		
PR/Personal Request		UPress		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present the Document(s) for photocopying	1. Receives the document(s) for photocopying	None	2-3 minutes	Person In-charge for Photocopying
	2. Compute the cost for photocopying of the document(s)	None	2-3 minutes	Person In-charge for Photocopying
2. Pays the amount for the cost of printing	1. Receives the payment from the client	P3.00 per page for Black print/ P30.00 per page for colored print.	5 minutes	Person In-charge for Photocopying



3. Client waits	1. Photocopying of document(s)	None	5-10 minutes depending on the number of pages.	Person In-charge for Photocopying
4. Client claims the paid photocopied documents	1. Release of photocopied document(s)	None	1 minute	Person In-charge for Photocopying
	End Process	Refer Above	22 minutes	



University Press
External Services



Binding of Documents

Office or Division	University Press			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Client			
Who May Avail	Students, Faculty, Administrative Staff, external client			
Checklist of Requirements		Where To Secure		
PR/Personal Request		UPress		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present the Document(s) for binding	1. Receives the document(s) for binding	None	1 minute	Person In-charge for Binding
2. Fill up order slip	1. Receives and checks the information on the order slip and writes the appropriate payment and duration of work schedule.	None	2 minutes	Person In-charge for Binding
Soft bound		P 70.00 – P150.00 depending on the thickness	30 minutes – 1 hour (depending on the number of copies)	Person In-charge for Binding
Hard bound				
Undergraduate		P250.00 per copy	2-3 working days (5 copies)	Person In-charge for Binding
Graduate		P350.00 per copy	3-5 working days (8 copies)	Person In-charge for Binding
Ring binding		P 70.00 – P100.00 per copy	15-30 minutes	Person In-charge for Binding
3. Pays the amount for the cost of the Job Order	1. Receives the amount indicated in the Job Order	None	5 minutes	Cashier/UPRES S
4. Presents the receipt or / as proof of payment for the job order	1. Receives the proof of payment (Official Receipt)	None	2 minutes	Person In-charge for Binding
	2. Binds the document(s)	None	Duration depends on the type of	Person In-charge for Binding



			binding which will be based from the abovementioned schedule	
3. Client claims order	1. Releases the bound document(s)	None	1 minute	Person In-charge for Binding
	End Process	Refer Above	5.21 days	

Printing of Documents

Office or Division	University Press			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Client			
Who May Avail	External client			
Checklist of Requirements		Where To Secure		
PR/Personal Request		UPress		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Presents the soft copy document(s) for printing	1. Receives the document(s)	None	2-3 minutes	Person In-charge for Printing
	2. Compute the cost of printing	None	2-3 minutes	Person In-charge for Printing
2. Pays the amount for the cost of printing	1. Receives the amount paid by the client	Amount and duration to accomplish the printing depends on the number of pages	5 minutes	Person In-charge for Printing
			5-10 minutes depending on the number of pages.	Person In-charge for Printing
Colored printing	2. Printing of document(s)	P 30.00 – P150.00 depending on the paper size	5-10 minutes depending on the number of pages.	Person In-charge for Printing
Black printing		P 3.00 – P100.00 depending	5-10 minutes depending on the number of pages.	Person In-charge for Printing



		on the paper size		
3. Client claims the order	Releases the printed document(s)	None	1 minute	Person In-charge for Printing
	End Process	Refer Above	30 minutes	

Lamination

Office or Division	University Press			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Client			
Who May Avail	External client			
Checklist of Requirements		Where To Secure		
PR/Personal Request		UPress		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present the Document(s) for lamination	1. Receives the document(s) for lamination	None	2-3 minutes	Person In-charge for Lamination
	2. Compute the amount for the cost of lamination	Amount depends on the size: (ID Large	2-3 minutes	Person In-charge for Lamination
2. Pays the amount for the cost of lamination	3. Receives the amount paid	Format P50, A6 P100)	5 minutes	Person In-charge for Lamination
	4. Lamination of the document(s)	None	5-8 minutes depending on the number of documents.	Person In-charge for Lamination
3. Client claims laminated document	1. Releases the laminated document(s)	None	1 minute	Person In-charge for Lamination
	End Process	Refer Above	20 Minutes	



Photo Printing

Office or Division	University Press			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Client			
Who May Avail	External client			
Checklist of Requirements			Where To Secure	
PR/Personal Request			UPress	
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present him/herself for photoshoot	1. Informs client the amount to be paid and asks him/her to prepare to be photographed.	None	2-3 minutes	Person responsible for the photoshoot
	2. Photographs client	None	2-3 minutes	Person responsible for the photoshoot
	3. Printing of photo(s)	None	5 minutes	Person responsible for the photoshoot
2. Pays the amount for the photo	1. Receives payment from client	Amount paid depends on the size: (50 per set, 1x1, 8 pcs; 2x2, 4 pcs; Passport, 5 pcs)	3 minutes	Person responsible for the photoshoot
3. Client claims the photo taken	1. Releasing of photo(s)	None	1 minute	Person responsible for the photoshoot
	End Process	Refer Above	15 Minutes	



Photocopying

Office or Division	University Press			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Client			
Who May Avail	Students, Faculty, Administrative Staff, external client			
Checklist of Requirements		Where To Secure		
PR/Personal Request		UPress		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present the Document(s) for photocopying	3. Receives the document(s) for photocopying	None	2-3 minutes	Person In-charge for Photocopying
	4. Compute the cost for photocopying of the document(s)	None	2-3 minutes	Person In-charge for Photocopying
2. Pays the amount for the cost of printing	1. Receives the payment from the client	P3.00 per page for Black print/ P30.00 per page for colored print.	5 minutes	Person In-charge for Photocopying
3. Client waits	1. Photocopying of document(s)	None	5-10 minutes depending on the number of pages.	Person In-charge for Photocopying
4. Client claims the paid photocopied documents	1. Release of photocopied document(s)	None	1 minute	Person In-charge for Photocopying
	End Process	Refer Above	22 minutes	



Garment Shoppe

Internal Services



The university garment shop plays a crucial role in the overall functioning of a university. It serves as a hub for students, faculty, and staff to purchase official merchandise and attire that represents their institution. The role of the university garment shop extends beyond being a mere retail outlet; it is an embodiment of school spirit and pride. The university garment shop acts as a marketing tool for the institution. By offering a wide range of clothing items such as t-shirts, hoodies, caps, and accessories adorned with the university logo or mascot, it helps promote brand awareness. Students proudly wear these garments on campus and in public spaces, effectively advertising their affiliation with the university.

Job Order from Internal Client

Office or Division	GARMENT SHOP			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	All Students/All Faculty			
Checklist of Requirements		Where to Secure		
Purchase Request		Supply Office		
Job Order		Supply Office		
Deliver the Finished Product		Garment Shop		
Process the Payment		Garment Shop		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Secure Purchase Request (PR) form from Supply Office		None	3 minutes	Supply Office
2. Accomplish this request form with appropriate specification of request materials		None	3 minutes	Supply Office
3. Submit accomplished request form to Supply Office for the preparation of the Job Order		None	3 minutes	Supply Office
	1. Submit the JO to the Accounting for funding allocation and	None	30 minutes	Supply Office



	to be approved by the Office of the President			
	2. Furnish a copy of the approved JO to the University Garment Shop	None	3 minutes	Supply Office
	3. Accomplished the JO in accordance with the specification provided in the JO	None		
	4. Deliver the finished product to the requesting unit. A delivery receipt is issued by the University Garment	None	5 minutes	Garment Shop
	5. Inspect the materials delivered	None	5 minutes	Inspection Committee
	6. Submit the statement of account together with the delivery receipts and a copy of the approved JO) to the supply Offi	None	3 minutes	Garment Staff



	7. Process the payment to the University Garment Shop for Final processing of payment will be done in Accounting Section	None	15 minutes	Supply Office
	8. Collect the payment. The payment is deposited to the account of university garment. A separate cashbook is maintained by the University Cashier for accounting purposes.	None	15 minutes	University Cashier
	9. A photocopy of the official receipt or (OR) number and date of payment is furnished to the University Garment for record purposes.	None	5 minutes	University Cashier
4. Client Receives Product	10. Product releases to client	None		
	End Process	None	2.5 Hours	



Job Order for Uniform

Office or Division	Garment Shop			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	All Students/ All Faculty			
Checklist of Requirements		Where to Secure		
Secure Payment Slip		Garment Shop		
Payment will be made		Cashier's Office		
Present O.R. to claim the item		Students		
Releasing of Item (P.E. and School Uniform)		Garment Shop		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Students will go to Garment Shop and ask if there is available P.E. or School Uniform	1. College Uniforms are already Ready-Made Except Junior High School, Senior H.S. and Elementary	None	10 minutes	
2. Secure Payment Slip	1. Identify/Select product or service	Based on what item they will buy Male Uniform Set for College – P900.00 Female Uniform Set for College – P900.00 Male Polo for College – P500.00 Female Blouse for College – P500.00	5 minutes	University Cashier



		HS Uniform Set Male/Female – P 850.00 SHS Uniform Set Male/Female – P850.00 Elementary Uniform Set Male/Female – P650.00 Bowtie for Women – P100.000		
	2. Take measurement of uniform after the student present the Official receipts		1-2 minutes	Garment Staff
	3. For High School, Senior High School and Elementary, Accomplish the Job in accordance with the specified measurement in the Job Order		5 minutes	Garment Staff
	End Process	Refer Above	23 Minutes	



Garment Shoppe

External Services



Job Order from Other Client

Office or Division		Garment Shop		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who May Avail		All Students/ All Faculty		
Checklist of Requirements		Where to Secure		
Client Place their Job Order		Garment Shop		
Compute the Job Order		Garment Shop		
Secure Payment Slip		Garment Shop		
Payment will be made		Cashier's Office		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. The client comes to the University Garment and places the Job Order	1. They attend to the client's need. Job orders may also be placed through telephone.		5 minutes	Garment Staff
	2. Computes the price of the job order based on current cost of materials and labor. In case the printing materials are supplied by the client, only the cost of labor will be charged by the University Garment.		1-2 minutes	Garment Staff



	<p>3. Issue a payment slip to the client for the payment of the JO with the University Cashier for the issuance of the Official Receipt</p>	<p>Based on what item they will buy</p> <p>Male Uniform Set for College – P900.00</p> <p>Female Uniform Set for College – P900.00</p> <p>Male Polo for College – P500.00</p> <p>Female Blouse for College – P500.00</p> <p>HS Uniform Set Male/Female – P850.00</p> <p>SHS Uniform Set Male/Female – P850.00</p> <p>Elementary Uniform Set Male/Female – P650.00</p> <p>Bowtie for Women – P100.000</p>	<p>1 minute</p>	<p>University Cashier</p>
	<p>4. Upon completion of the job Order the client presents the Official Receipt to claim the finished product. A photocopy of the official Receipt of</p>		<p>3 minutes</p>	<p>Garment Staff</p>



	OR number with the date of payment is kept by the University Garment for record purposes.			
	5. Product releases to client			
	6. All job order releases are recorded in the release book maintained.		1 minute	
	End Process	Refer Above	13 minutes	



Center for Continuing Education

Internal Services



The role of the University Center for Continuing Education is to provide opportunities for lifelong learning and professional development to individuals who seek to enhance their knowledge and skills beyond traditional academic programs. This center serves as a bridge between the university and the community, offering a wide range of courses, workshops, and certificate programs that cater to diverse interests and needs. One of the primary roles of the University Center for Continuing Education is to promote personal growth and intellectual stimulation. It offers non-credit courses in various fields such as arts, humanities, sciences, and business. These courses allow individuals to explore new subjects or delve deeper into areas they are passionate about. By providing access to expert instructors and resources, the center fosters a love for learning that extends beyond formal education.

Conduct of Trainings/ Seminars/ Webinars

Office or Division	Center for Continuing Education			
Classification	Simple			
Type of Transaction	G2C- Government to Client			
Who May Avail	Faculty, Administrative Personnel and other Clients			
Checklist of Requirements		Where to Secure		
Request Form (WMSU-CCE-FR-001.02)		CCE Office Client		
Request Letter		CCE Office Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client requests to CCE for Training; Client fills out request form and submits request letter	1. Gives Requests Form to Client; Receives Request Form and Request Letter	None	2 Minutes	CCE Staff
2. Client requests to CCE for Training; Client fills out request form and submits request letter	1. Gives Requests Form to Client; Receives Request Form and Request Letter	None	2 Minutes	CCE Staff
3. Confers with client on training details and duration.	1. Agrees with client on training details and duration.	None	2 minutes	CCE Director
	2. CCE prepares budget requirements and secures the	Chargeable to the funds of the proponent	10 minutes	CCE Director/CCE Staff



	necessary clearances from Finance and concerned personnel; CCE identifies management team and logistical needs; Organizes training team including resource speakers; Submits request memo, budget requirements, proposal and training design to President for approval			
	3. After the President's approval, prepares necessary training materials and venue; Communicates with all involved offices and concerned	None	10 Minutes	CCE Director
4. Actual Training	1. Conduct of Training	None	Depending on the agreed number of hours/days	CCE Team
5. Fill-out Evaluation Feedback	1. Secures evaluation feedback of the training from the participants	None	2 Minutes	CCE Staff
	End Process	Refer to Proposal	28 Minutes	



ACADEMIC SERVICES



Office of the University Registrar

Internal Services



The Office of the University Registrar is a vital component of any educational institution. Its role is multifaceted and encompasses various responsibilities that are crucial for the smooth functioning of the university. The office is responsible for maintaining accurate records of student enrollment, grades, and academic progress. This includes managing course registration, ensuring that students meet all prerequisites and requirements for their chosen programs, and verifying completion of degree requirements. The Office of the University Registrar plays a pivotal role in facilitating communication between students, faculty, and administration. It serves as a central point of contact for inquiries related to academic policies, procedures, and deadlines.

Procedures for the Verification and Issuance of Various Academic Documents

Office:	Registrar's Office	
Classification	Complex	
Type of Transaction	G2C - Government to Citizen	
Who May Avail	Student, Graduates (Alumni)	
Checklist of Requirements	Where To Secure	
Request Form	Registrar's Office	
Clearance	Registrar's Office	
Birth Certificate (PSA Authenticated)	Philippine Statistic Agency (PSA)	
Marriage Contract (for married women)	Philippine Statistic Agency (PSA)	
Form 137	Secondary School / Senior High where student graduated	
CEFT/VTC (For transferee student)	HEI's / SUC's where student enrolled prior WMSU	
Transcript of Records (Photocopy for reference)	HEI's / SUC's where student enrolled prior WMSU	
Certification from the Dean that:	College / Department concerned	
Thesis Bound Book - Graduate / Undergrad submitted	College / Department concerned	
Dissertation Bound book - Doctoral submitted	College / Department concerned	
2"x2" photo with plain white background	Student concerned / Client or representative	
For CAV - Photocopy of TOR, Diploma, & (RLE for BSN)	Student concerned / Client or representative	
Notarized authorization letter and valid ID for representative	Student concerned	



Affidavit of Loss - For request of reprinting of Diploma		Lawyer - request by student concern or his representative		
Official Receipt (O.R.)		University Cashier		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Secure queue number in window 24	1. Issue queue number	None	None	Window in charged
2. Proceed to waiting area for queuing (Four 4 frontline windows serving the queue (Three 3 accepting request and 1 releasing the requested documents)	2. Transaction/Process begin upon the call of the queue number by the frontline window. Follow instruction given by the in-charged and ask question for clarification and direction if needed. Requirement varies, depending on the document requested and requirement availability on file of the requesting party.	see schedule of fees below	Within 7 working days commencing from the completion of requirement/s and payment of the required fees by the client	Registrar Staff and Officers
	End Process	Refer to Fees Schedule	7 Days	



Office of the University Registrar

External Services



Procedures for the Verification and Issuance of Various Academic Documents

Office:	Registrar's Office			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who May Avail	Graduates (Alumni)			
Checklist of Requirements	Where To Secure			
Request Form	Registrar's Office			
Clearance	Registrar's Office			
Birth Certificate (PSA Authenticated)	Philippine Statistic Agency (PSA)			
Marriage Contract (for married women)	Philippine Statistic Agency (PSA)			
Form 137	Secondary School / Senior High where student graduated			
CEFT/VTC (For transferee student)	HEI's / SUC's where student enrolled prior WMSU			
Transcript of Records (Photocopy for reference)	HEI's / SUC's where student enrolled prior WMSU			
Certification from the Dean that:	College / Department concerned			
Thesis Bound Book - Graduate / Undergrad submitted	College / Department concerned			
Dissertation Bound book - Doctoral submitted	College / Department concerned			
2"x2" photo with plain white background	Student concerned / Client or representative			
For CAV - Photocopy of TOR, Diploma, & (RLE for BSN)	Student concerned / Client or representative			
Notarized authorization letter and valid ID for representative	Student concerned			
Affidavit of Loss - For request of reprinting of Diploma	Lawyer - request by student concern or his representative			
Official Receipt (O.R.)	University Cashier			
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
3. Secure queue number in window 24	1. Issue queue number	None	None	Window in charged



<p>4. Proceed to waiting area for queuing (Four 4 frontline windows serving the queue (Three 3 accepting request and 1 releasing the requested documents)</p>	<p>3. Transaction/Process begin upon the call of the queue number by the frontline window. Follow instruction given by the in-charged and ask question for clarification and direction if needed. Requirement varies, depending on the document requested and requirement availability on file of the requesting party.</p>	<p>see schedule of fees below</p>	<p>Within 7 working days commencing from the completion of requirement/s and payment of the required fees by the client</p>	<p>Registrar Staff and Officers</p>
	<p>End Process</p>	<p>Refer to Fees Schedule</p>	<p>7 Days</p>	



Schedule of Fees

SCHEDULE OF FEES	PRICE
Transcript of Records (TOR)	P150.00/page
Diploma with jacket undergrad	300.00
Diploma with jacket post graduate	500.00
Reprinting of Diploma undergrad	200.00
Reprinting of Diploma post graduate	400.00
Certification:	
General weighted average (GWA)	50.00
Units Earned	50.00
Completed Academic Unit (CAR)	50.00
Good Moral Character	50.00
Certification, Authentication, Verification (CAV)	80.00
Authentication of Documents	50.00
Verification for completion of Grades	
Undergrad	50.00
Post graduate	100.00
Comprehensive Examination	
Masters	1,500.00
MPA	1,700.00
Doctoral	2,000.00



University Library

Internal Services



The Office of the University Library plays a crucial role in supporting the academic mission of an institution. Its primary function is to provide access to information resources and services that support teaching, learning, and research activities. One of the key roles of the Office is to acquire and manage a diverse collection of books, journals, databases, and other materials that cater to the needs of students, faculty, and researchers. This involves not only selecting relevant resources but also organizing them in a way that facilitates easy access and retrieval. The Office also ensures that these resources are up-to-date by constantly evaluating and updating the collection. In addition to managing physical collections, the Office is responsible for providing access to digital resources through online databases and electronic journals. It plays a vital role in negotiating licensing agreements with publishers to ensure that students and faculty have access to scholarly content.

Availing and Releasing of Library ID (Walk-in and Online)

Library IDs are required to access library resources. It is used to document which students checked out library materials and this process dictates how students can avail their Library IDs and how the library releases them.

Office or Division	Library Services			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Client			
Who May Avail	Students			
Checklist Of Requirements		Where To Secure		
Library ID Application Form		Library		
Original Certificate of Registration (COR)		MISTO		
One (1) piece of 1" x 1" picture				
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
Students To avail Library ID present the following: - Original Certificate of Registration (COR) - One (1) piece of 1" x 1" picture To claim Library ID present the Original Certificate of Registration (COR)	1. Processing Library ID (register to book system, encode, print, and laminate)	Free (for student who is first time to avail)	3 days	E-Library Section In-charge



	2. Release Library ID	Free (for student who is first time to avail)	1 Minute	E-Library Section In-charge
	End Process	None	2-3 days	
Availing and Releasing of Online Library Card				
To avail Library ID Online, follow the link: bit.ly/WMSULibraryID , fill-out the form and upload the following documents: <ul style="list-style-type: none"> - Original Certificate of Registration (COR) - One (1) piece of 1" x 1" picture 	1. Processing Library ID (register to book system, encode, print, and laminate)	Free (for student who is first time to avail)	2-3 working days	E-Library Section In-charge
Digital library card will be sent to the email provided.	2. Release Library ID online		1 minute	
	End of Process	None	2-3 days	

Validation and Replacement Library ID

This pertains to the process taken for the validation and/or replacement of a Library ID.

Office or Division	Library Services			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Client			
Who May Avail	Students			
Checklist Of Requirements		Where To Secure		
Library ID Replacement Form		Library		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
Students;				



1. To validate Library ID present the Original Certificate of Registration (COR)	1. Validating Library ID	None	1 minute	E-Library Section In-charge
2. To replace Library ID, present the following: - Affidavit of loss - Official Receipt of the replacement fee ₱ 25.00 - Original Certificate of Registration (COR) - One (1) piece of 1" x 1" picture	1. Processing student Library ID (register to book system, encode, print, and laminate)	P25.00	2-3 Working Days	E-Library Section In-charge
End of Process		P25.00	2-3 days	
Online Validation and Replacement of Library ID				
To validate Library ID online, go to this link bit.ly/WMSULibraryID , in the form, select "Validate Library ID" and upload Original Certificate of Registration (COR) To replace Library ID Online, got to this link m.me/WMSULibrary and present the following: - Affidavit of loss - Official Receipt of replacement fee ₱ 25.00 - Original Certificate of Registration (COR) One (1) piece of 1" x 1" picture	Validating Library ID online	P25.00	1 minute	E-Library Section In-charge
	Processing student Library ID (register to book system, encode, print, and laminate)		2-3 working days	
End of Process		P25.00	2-3 days	



Internet Services

These are the instructions that need to be followed in order to avail internet services in the university library.

Office or Division	Library Services			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Client			
Who May Avail	Students			
Checklist of Requirements		Where To Secure		
Library ID or Student ID		Library		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present Library ID or Student ID	Provides internet and printing services for online research.	₱10.00 ₱ 5.00	1 hour and 30 minutes	E-Library Section In-charge
	End Process	P15.00	1.5 Hours	
<i>Workstations are available on a first-come, first-served basis, from 8:00 AM – 5:00 PM every Monday- Friday, and Saturday 8:00 AM – 12 NOON then 1:00 PM – 3:00 PM</i>				



Other Library Services and Fees

Circulation Section/Graduate Section

Loaning out for home reading will start at 1:00 PM and shall be returned the following day on or before 9:00 AM.

Loaning of reserve books shall be at 4:00 PM and must be returned the following day before 9:00 AM.

Fine: ₱ 1.00/hour

₱ 8.00/day

Students are only allowed to borrow one (1) book per day for home reading.

Students are allowed to renew the borrowed material twice. Faculty may renew the borrowed material only if no other user would like to borrow the material. Reserved Books (limited copies) are strictly for photocopying only.

Fine: ₱ 2.00/hour

Runaway Books

Fine: ₱ 50.00/day

Lost and damaged book(s)

- For cash payment. (original cost) plus 20% of the original cost for each resource, plus overdue, plus the processing fee.

- For replacement, replace with original book title plus overdue fine plus the processing fee. (original cost) plus ₱ 25.00 processing fee for every resource replaced, plus overdue.

- Processing Fee of ₱ 25.00.

General Reference Section/Graduate Section/Periodical Section

Materials in these sections can only be read within the library. Photocopy is permitted but only 20% of the content.

Only the abstract is allowed to be photocopy for unpublished materials like theses and dissertations or scientific research

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Testing and Evaluation Center

Internal Services



The Office of the University Testing and Evaluation Center primary function is to administer various tests and evaluations that assess students' knowledge, skills, and abilities. This office serves as a central hub for all testing-related activities on campus. One of the key responsibilities of the Testing and Evaluation Center is to conduct entrance exams for prospective students. These exams help determine whether applicants meet the minimum requirements for admission into the university. By ensuring that only qualified individuals are admitted, this office plays a vital role in maintaining academic standards and preserving the university's reputation.

College Entrance Test for A Senior High School Graduate, Prospective Shiftee

Office or Division	Testing and Evaluation Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	SHS Graduates who have not enrolled yet in college, prospective shiftees and prospective transferees			
Checklist of Requirements		Where to Secure		
CET Application Form		Testing and Evaluation Center		
Two (2) pieces identical “2 x 2” pictures with name tag		Provided by the Applicant		
Original copy and photocopy of SHS report card or Form 138 (Only for SHS Graduates who have not yet enrolled in college)		School where the applicant graduated from		
Photocopy of the latest Certificate of Registration or COR (Only for prospective shiftees)		Program adviser of the applicant		
Original copy and photocopy of Transcript of Records (Only for prospective transferees)		School where the applicant is currently enrolled in or school last attended by the applicant		
Endorsement from the Director for Admissions (Only for prospective shiftees and prospective transferees)		WMSU Admissions Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Apply in person and submit the complete requirements.	1. Screen the requirements and attach the same to the application form before releasing it to the applicant. Return original copy of the report card	None	5 minutes	TEC Registration Officer
2. Fill out the CET Application Form.	1. Assist the applicant in filling out the application form	None	5 minutes	TEC Registration Officer
3. Pay the Testing Fee at the Cashier's Office	1. WMSU Cashier issues official receipt	P210.00	6 minutes	Cashier
4. Submit the accomplished application form	1. Check if the form is correctly and completely filled out	None	2 minutes	TEC Registration Officer
5. Get the approved test permit.	1. Process form and return the test permit to the applicant.	None	2 minutes	TEC Registration Officer
End of Process		P210.00	20 Minutes	

Processing Of Application Forms for The Nursing Aptitude Test (NAT)

Office or Division	Testing and Evaluation Center
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who May Avail	SHS Graduates or college students who met the minimum CET overall average percentile rank (OAPR) set by the College of Nursing
Checklist of Requirements	Where to Secure
NAT Application Form	Testing and Evaluation Center
Original Copy of the WMSU CET Individual Report of Rating (IRR)	Testing and Evaluation Center
Two (2) pieces identical “2 x 2” pictures with name tag	Provided by the Applicant



Endorsement from the Director for Admissions (Only for prospective shiftees and prospective transferees)		WMSU Admissions Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Apply in person and submit the complete requirements.	1. Screen the requirements and attach the same to the application form before releasing it to the applicant. Return the CET IRR.	None	5 minutes	TEC Registration Officer
2. Fill out the NAT Application Form.	1. Assist the applicant in filling out the application form.	None	5 minutes	TEC Registration Officer
3. Pay the Testing Fee at the Cashier's Office.	1. WMSU Cashier issues official receipt.	P250.00 (For SHS Graduates) P300.00 (For Prospective Shiftees/Transferees)	6 minutes	Cashier
4. Submit the accomplished application form.	1. Check if the form is correctly and completely filled out.	None	2 minutes	TEC Registration Officer
5. Get the approved test permit.	1. Process form and return the test permit to the applicant.	None	2 minutes	TEC Registration Officer
	End of Process	P250.00/ P300.00	20 minutes	



Processing of Application Forms for the Engineering Aptitude Test (EAT)

Office or Division	Testing and Evaluation Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	SHS Graduates or college students who passed the WMSU CET			
Checklist of Requirements		Where to Secure		
EAT Application Form		Testing and Evaluation Center		
Original Copy of the WMSU CET Individual Report of Rating (IRR)		Testing and Evaluation Center		
Two (2) pieces identical “2 x 2” pictures with name tag		Provided by the Applicant		
Endorsement from the Director for Admissions (Only for prospective shiftees and prospective transferees)		WMSU Admissions Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Apply in person and submit the complete requirements	1. Screen the requirements and attach the same to the application form before releasing it to the applicant.	None	5 minutes	TEC Registration Officer
2. Fill out the EAT Application Form	1. Return the CET IRR.	None	5 minutes	TEC Registration Officer
	2. Assist the applicant in filling out the application form.	None	6 minutes	Cashier
3. Pay the Testing Fee at the Cashier’s Office	1. WMSU Cashier issues official receipt	P210.00	2 minutes	TEC Registration Officer
4. Submit the accomplished application form	1. Check if the form is correctly and completely filled out.	None	2 minutes	TEC Registration Officer



5. Get the approved test permit	1. Process form and return the test permit to the applicant.	None	1 Minute	TEC Registration Officer
End of Process		P210.00	21 Minutes	

Processing of Application Forms for the Graduate School Admission Test (GSAT)

Office or Division	Testing and Evaluation Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Graduates of any bachelor's degree			
Checklist of Requirements		Where to Secure		
GSAT Application Form		Testing and Evaluation Center		
Original copy and photocopy of Transcript of Records (TOR)		School where the applicant graduated from		
Two (2) pieces identical "2 x 2" pictures with name tag		Provided by the Applicant		
Original and photocopy of any valid Identification (ID) Card (Employee's ID/Driver's License/PRC License/etc.)		Provided by the Applicant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Apply in person and submit the complete requirements.	1. Screen the requirements and attach the same to the application form before releasing it to the applicant. Return the original TOR and ID card.	None	5 minutes	TEC Registration Officer
2. Fill out the GSAT Application Form.	1. Assist the applicant in filling out the application form.	None	5 minutes	TEC Registration Officer



3. Pay the Testing Fee at the Cashier's Office.	1. WMSU Cashier issues official receipt.	Php 300.00	6 minutes	Cashier
4. Submit the accomplished application form.	1. Check if the form is correctly and completely filled out.	None	2 minutes	TEC Registration Officer
5. Get the approved test permit.	1. Process form and return the test permit to the applicant.	None	2 minutes	TEC Registration Officer
End of Process		P300.00	20 Minutes	

Processing of Application Forms for the Law School Admission Test (LSAT)

Office or Division	Testing and Evaluation Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Graduates of any bachelor's degree			
Checklist of Requirements		Where to Secure		
LSAT Application Form		Testing and Evaluation Center		
Original copy and photocopy of Transcript of Records (TOR)		School where the applicant graduated from		
Two (2) pieces identical "2 x 2" pictures with name tag		Provided by the Applicant		
Original and photocopy of any valid Identification (ID) Card (Employee's ID/Driver's License/PRC License/etc.)		Provided by the Applicant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Apply in person and submit the complete requirements	1. Screen the requirements and attach the same to the application form before releasing it to the applicant. Return the original TOR and ID card	None	5 minutes	TEC Registration Officer
2. Fill out the LSAT Application Form	1. Assist the applicant in filling out the application form	None	5 minutes	TEC Registration Officer
3. Pay the Testing Fee at the Cashier's Office	1. WMSU Cashier issues official receipt	P300.00	6 minutes	Cashier
4. Submit the accomplished application form.	1. Check if the form is correctly and completely filled out	None	2 minutes	TEC Registration Officer
5. Get the approved test permit	1. Process form and return the test permit to the applicant	None	2 minutes	TEC Registration Officer
	End of Process	P300.00	20 Minutes	



Testing and Evaluation Center

External Services



College Entrance Test for Graduating Senior High School (SHS) Student

Office or Division	Testing and Evaluation Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Graduating Senior High School (SHS) Students			
Checklist of Requirements		Where to Secure		
CET Application Form		Testing and Evaluation Center		
Two (2) pieces identical “2 x 2” pictures with name tag		Provided by the Applicant		
Certification with seal from the School Principal or School Registrar that the applicant is a Grade 12 student who is expected to graduate by the end of the school year		School where the applicant is currently enrolled in		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Apply in person and submit the complete requirements.	1. Screen the requirements and attach the same to the application form before releasing it to the applicant.	None	5 minutes	TEC Registration Officer
2. Fill out the CET Application Form.	1. Assist the applicant in filling out the application form	None	5 minutes	TEC Registration Officer
3. Submit the accomplished application form	1. Check if the form is correctly and completely filled out.	None	2 minutes	TEC Registration Officer
4. Get the approved test permit.	1. Process the form and return the test permit to the applicant.	None	2 minutes	TEC Registration Officer
	End of Process	None	14 Minutes	



Processing Of Application Forms for The Nursing Aptitude Test (NAT)

Office or Division	Testing and Evaluation Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	SHS Graduates or college students who met the minimum CET overall average percentile rank (OAPR) set by the College of Nursing			
Checklist of Requirements		Where to Secure		
NAT Application Form		Testing and Evaluation Center		
Original Copy of the WMSU CET Individual Report of Rating (IRR)		Testing and Evaluation Center		
Two (2) pieces identical “2 x 2” pictures with name tag		Provided by the Applicant		
Endorsement from the Director for Admissions (Only for prospective transferees)		WMSU Admissions Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Apply in person and submit the complete requirements.	1. Screen the requirements and attach the same to the application form before releasing it to the applicant. Return the CET IRR.	None	5 minutes	TEC Registration Officer
2. Fill out the NAT Application Form.	1. Assist the applicant in filling out the application form.	None	5 minutes	TEC Registration Officer
3. Pay the Testing Fee at the Cashier’s Office.	1. WMSU Cashier issues official receipt.	P250.00 (For SHS Graduates) P300.00 (For Prospective Shiftees/Transferees)	6 minutes	Cashier



4. Submit the accomplished application form.	1. Check if the form is correctly and completely filled out.	None	2 minutes	TEC Registration Officer
5. Get the approved test permit.	1. Process form and return the test permit to the applicant.	None	2 minutes	TEC Registration Officer
	End of Process	P250.00/ P300.00	20 minutes	

Processing of Application Forms for the Engineering Aptitude Test (EAT)

Office or Division	Testing and Evaluation Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	SHS Graduates or college students who passed the WMSU CET			
Checklist of Requirements		Where to Secure		
EAT Application Form		Testing and Evaluation Center		
Original Copy of the WMSU CET Individual Report of Rating (IRR)		Testing and Evaluation Center		
Two (2) pieces identical “2 x 2” pictures with name tag		Provided by the Applicant		
Endorsement from the Director for Admissions (Only for prospective transferees)		WMSU Admissions Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Apply in person and submit the complete requirements	1. Screen the requirements and attach the same to the application form before releasing it to the applicant.	None	5 minutes	TEC Registration Officer
2. Fill out the EAT Application Form	1. Return the CET IRR.	None	5 minutes	TEC Registration Officer



	1. Assist the applicant in filling out the application form.	None	6 minutes	Cashier
3. Pay the Testing Fee at the Cashier's Office	1. WMSU Cashier issues official receipt	P210.00	2 minutes	TEC Registration Officer
4. Submit the accomplished application form	1. Check if the form is correctly and completely filled out.	None	2 minutes	TEC Registration Officer
5. Get the approved test permit	1. Process form and return the test permit to the applicant.	None	1 Minute	TEC Registration Officer
	End of Process	P210.00	22 Minutes	

Processing of Application Forms for the Law School Admission Test (LSAT)

Office or Division	Testing and Evaluation Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Graduates of any bachelor's degree			
Checklist of Requirements		Where to Secure		
LSAT Application Form		Testing and Evaluation Center		
Original copy and photocopy of Transcript of Records (TOR)		School where the applicant graduated from		
Two (2) pieces identical "2 x 2" pictures with name tag		Provided by the Applicant		
Original and photocopy of any valid Identification (ID) Card (Employee's ID/Driver's License/PRC License/etc.)		Provided by the Applicant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Apply in person and submit the complete requirements	1. Screen the requirements and attach the same to the application form before releasing it to the applicant. Return the original TOR and ID card	None	5 minutes	TEC Registration Officer
2. Fill out the LSAT Application Form	1. Assist the applicant in filling out the application form	None	5 minutes	TEC Registration Officer
3. Pay the Testing Fee at the Cashier's Office	1. WMSU Cashier issues official receipt	P300.00	6 minutes	Cashier
4. Submit the accomplished application form.	1. Check if the form is correctly and completely filled out	None	2 minutes	TEC Registration Officer
5. Get the approved test permit	1. Process form and return the test permit to the applicant	None	2 minutes	TEC Registration Officer
End of Process		P300.00	21 Minutes	

Processing of Application Forms for the Kinder School Admission Test (KSAT)

Office or Division	Testing and Evaluation Center	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who May Avail	Children who are five years old by the beginning of the incoming school year or who will turn five on or before the end of the first semester of the incoming school year	
Checklist of Requirements	Where to Secure	
KSAT Application Form	Testing and Evaluation Center	



Original copy and photocopy of Birth Certificate		PSA		
Two (2) pieces identical "2 x 2" pictures with name tag		Provided by the Applicant		
Proof of completion of Early Childhood Education (Day Care Centers/Learning Centers)		School previously attended		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Parent/guardian submits requirements.	1. Screen the requirements and attach the same to the application form before releasing it to the applicant's parent/guardian . Return the original copy of the birth certificate.	None	5 minutes	TEC Registration Officer
2. Parent/guardian fills out the KSAT Application Form	1. Assist them in filling out the application form	None	5 minutes	TEC Registration Officer
3. Pay the Testing Fee at the Cashier's Office	1. WMSU Cashier issues official receipt	P210.00	6 minutes	Cashier
4. Submit the accomplished application form	1. Check if the form is correctly and completely filled out	None	2 minutes	TEC Registration Officer
5. Get the approved test permit.	1. Process form and return the test permit to the patent/guardian of the applicant.	None	2 minutes	TEC Registration Officer
End of Process		P210.00	20 Minutes	



University Health Services

Internal Services



The Office of the University Health Services Center plays a crucial role in ensuring the well-being and health of students, faculty, and staff on campus. This department serves as a primary healthcare provider, offering a wide range of medical services to meet the diverse needs of the university community. One of the key roles of this office is to provide preventive care and health education. They organize various programs and workshops to promote healthy lifestyles, disease prevention, and mental wellness. By raising awareness about common health issues such as nutrition, sexual health, stress management, and substance abuse, they empower individuals to make informed decisions about their well-being.

Medical Consultation

Office or Division	University Health Services Center (Medical Clinic)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	All Students & Employees			
Checklist of Requirements		Where to Secure		
Validated I.D.		University Press and/or Department of Student Affairs (DSA)		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Entry of Patients	1. The clinic nurse collects the patient's personal information for retrieval of medical records.	None	1 minute	Clinic Nurse
2. Patient verbalizes reason for consultation	1. The clinic nurse notes the patient's symptoms, and measures the patient's vital signs to decide whether or not to refer the case to the university physician. If referred, the patient	None	4 minutes	Clinic Nurse



	proceeds with the physician for a medical consultation. If referral was deemed unnecessary, the treatment plan will be facilitated by the nurse. This may include dispensing of over-the-counter medications and/or simple wound care.			
3. Consultation with Physician	1. The physician conducts history-taking, physical examination, and prescription of diagnostic tests (as necessary) in order to arrive at a diagnosis and treatment plan. If referral to specialist physicians/ ambulance services are not necessary, treatment is facilitated at the clinic.	None	10 minutes	University Physician
	End of Process	None	15 minutes	



Request for Medical Certificates

Office or Division	University Health Services Center (Medical Clinic)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	All Students & Employees			
Checklist of Requirements		Where to Secure		
Transferees & First-Year Enrollees				
Health Profile & Consultations Record Form		University Health Services Center (UHSC)		
Chest X-Ray Results <i>(valid for 6 months)</i>		Any Radiology clinic		
Hepatitis B Antigen Test <i>(only for health allied courses)</i>		Any Medical Laboratory		
New/Renewed/Promoted Employees				
Medical Certificate for Employment (CS Form No. 211)		Human Resource Management Office (HRMO)		
Medical Test Results: Complete Blood Count, Urinalysis, Chest X-Ray Results <i>(valid for 6 months)</i> , Drug Test		Any Medical Laboratory and/or Radiology clinic		
Students/Employees with Updated Medical Records				
Validated I.D.		University Press and/or Department of Student Affairs (DSA)		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Entry of Patients	1. The clinic nurse collects the patient's personal information, the purpose of the medical certificate, and requests for the attached requirements.	None	4 minutes	Clinic Nurse/Staff
2. Submission of the attached requirements	1. The clinic nurse collects the attachments and endorses the request to	None	1 minute	Clinic Nurse/Staff



	the University Physician.			
2. Patient allows his request to be assessed by the University Physician	1. The physician reviews the patient's medical records and recent medical test results to assess his/her fitness to study/enroll, to work, and to travel. Upon the physician's approval, the clinic nurse/authorized staff releases the medical certificate to the patient.	None	10 minutes	University Physician
	End Process	None	15 Minutes	



Scholarships Office

Internal Services



attached requirement to be submitted: Certificate of Enrolment (COR)	2. Submit verified documents to CHED -IX			CHED personnel
2. Other government agency and private scholarship. After they submitted the list of eligible scholars, they are subject for verification and validation of documents with the following requirements: 2.1. Certificate of Registration (COR) 2.2. Income Tax return of Parents (ITR)/ Certificate of Indigency (COI) 2.3. Certificate of residency 2.4. Senior High School Good Moral Certificate from the principal/guidance counselor 2.5. Senior High School Report Card (Form 48) 6.3 pcs 1x1 recent photo (no specific color of background)	1. Received the list of eligible scholars from the sponsoring agency	None	1 minute	Scholarship Support staff Sponsoring agency
	2. Post the names of the eligible scholar in the scholarship official Face Book (FB) page for compliance of requirement of students.	None	1 minute	Scholarship Support staff
		None	10 minutes	Scholarship Support staff and student applicant
		None (online) P500.00 (mailing fee)	1 minute 30 minutes	Scholarship Support staff, Sponsoring agency
3. For other private scholarship, students apply	1. Post scholarship opportunity to official FB page	None	1 minute	Scholarship Support staff



<p>through the office subject for validation/verification of documents:</p> <p>3.1. Application form from the office</p> <p>3.2. Submission of requirements such as:</p> <p>3.2.1. Certificate of enrollment (COR)</p> <p>3.2.2. Senior High School Certificate of Good Moral Character certified by the High School Principal or Guidance Counselor</p> <p>3.2.3. Certificate of indigency</p> <p>3.2.4. 4pcs 1x1 recent photo (no specific color of background)</p>				
<p>4. Secure application form from the office, Fill out the Scholarship</p>	<p>1. Student Secure application form from the</p>	<p>None</p>	<p>1 minutes</p>	<p>Scholarship support staff student</p>



application Form attach 1x1 recent photo	scholarship office			
5. Submission of duly accomplished Scholarship application forms and other related documents for evaluation	1. Received fill-up application form and related documents of students	None	5 minutes	Scholarship support staff
6. Evaluate submitted documents of scholars	1. Evaluates the veracity of the document's vis a vis WMSU online record of students	None	1 week	Scholarship support staff, director/Asst. Director
7. Submission of verified application form and documents to the sponsoring agency	1. Submit list of applicants and other related documents to the funder duly signed by the scholarship director (online and offline)	None (online) P500.00 (mailing)	5 minutes 30 minutes	Scholarship support staff Sponsoring agency
8. Releasing of grant/stipend to (New and Continuing Scholars). The following are to be accomplished: 8.1. Releasing form 8.2. Certificate of Registration/ COR and complete Grades of the Previous Semester 8.3. 3pcs 1x1 recent photo (no specific color of background)	1. Posting of announcement for the release of grant/stipend and names of students in the FB official page	None	30 minutes	Scholarship support staff



8.4. 3 photocopies of Identification Card (ID)				
9. Secure claiming form from the scholarship office,	1. Student secure triplicate releasing form from scholarship office	None	1 minutes	Scholarship support staff, student
10. Verification of duly accomplished Scholarship Forms and other related documents	1. Student submit the filled-up form and other related documents for verification	None	10 minutes	Scholarship support staff student
11. Academic Deficiency 11.1. For scholar with academic deficiency such as INC (incomplete grades) Student submit a duly completed INC form signed by the instructor and Dean of the college. 11.2. For more than 1 subject deficient, student secure a behavioral	1. Explain to the student the process of completing the incurred academic deficiency	None	10 minutes	Scholarship support staff, director/Asst. Director
	2. Received the signed INC form and Behavioral contract as additional requirements to claim the stipend	None	5 minutes	
12. Present the accomplished scholarship claiming form for the approval of the Scholarship Director/ Asst.	1. Present releasing form for signature of the Director /Asst. director	None	1 minute	Scholarship support staff, Director /Asst. Director



Director. Then student can proceed to the cashier window				
13. After the release of check from cashier' window, student submit the scholarship copy of the form duly signed by the cashier.	Received scholarship copy of the releasing form from the student	None	1 minute	Scholarship staff Student scholar
	End of Process	P500.00	3 weeks and 2 hours	



Career, Job and Placement Office

Internal Services



The Office of the University Career Job and Placement Center primary function is to assist students in finding internships, job opportunities, and providing resources for career development. The center acts as a bridge between students and potential employers. It establishes connections with various companies, organizations, and alumni networks to create internship and job opportunities for students. By organizing career fairs and networking events, the center facilitates face-to-face interactions between students and employers, allowing them to showcase their skills and make valuable connections. The center offers resources for career exploration. They provide access to databases that list job openings across different fields of study or industries. Moreover, they offer aptitude tests or personality assessments that help students identify their strengths and interests so that they can make informed decisions about their future careers.

Career and Employment Coaching with Labor Market Information

The center facilitates students, alumni and jobseekers in looking for possible employment within and outside of the university. Referral to companies and institutions center.

Office or Division	WMSU Career and Job Placement Center	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who May Avail	All students enrolled, Alumni and Job seekers	
FRONT LINE SERVICE SCHEDULE		
8:00 A.M. to 5:00 P.M., Monday to Friday		
Checklist of Requirements		Where to Secure
Appointment in the center/College referral		WMSU CJPC
Logging of names		WMSU CJPC
Clients Procedure		
Fill up National Skills Registration Program (NSRP)		WMSU CJPC
Recommendation from college for graduating students to undergo career and employment coaching with LMI		Colleges concerned
Directly visiting the center for coaching or LMI		WMSU CJPC
Submission of Resume for referral		
Filling up of Evaluation Form		WMSU CJPC
Encode details online for data base		WMSU CJPC

Student Assistant Application

The center facilitates student assistants, the poorest of the poor but deserving, application for placement within the university for them to be helped in their daily



subsistence. This is supervised by the DOLE9 as they will; be enrolled to Special Program for the Employment of Students (SPES).

Office or Division	WMSU Career, Job, and Placement Center			
Classification	Simple			
Type of Transaction	Job Application			
Who May Avail	All enrolled students of WMSU following the guidelines			
FRONT LINE SERVICE SCHEDULE				
8:00 A.M. to 5:00 P.M., Monday to Friday (No Noon Break)				
Checklist of Requirements			Where to Secure	
Prospectus			Department Head/Adviser	
Certificate of Registration (COR) / Class Schedule for the Semester			MISTO	
Grades			WMSU Portal	
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1 Submits Application for Student Assistance	Preliminary evaluation of requirements and interview for listing	None	5 minutes	Admin Aide III
	Prioritize list of qualified applicants and match to the needs of employers	None		Career Job and Placement Center Director
	Message/call the qualified applicants for final listing	None	3 minutes per applicant	Admin Aide III
	Recommendation of final lists to the screening committee	None	1 hour	Career Job and Placement Center Director
	Endorsement of approved qualified SA to OP thru VPRESSEL	None	30 minutes	Career Job and Placement Center Director
	Preparation of Notice of Appointment for SA and approval by OP	None	1 week	Admin Aide III / Career Job and Placement Center Director



	Secure Notice of Appointment by SA	None	1 day	Career Job and Placement Center Director
	Filling up of Evaluation form	None	5 minutes	Career Job and Placement Center Director
	Endorsement of the SAs to the Different Department/ Colleges/ Units and Offices	None	1 day	Career Job and Placement Center Director/ Colleges/Offices /Units
	Enrolment of qualified SAs for SPES	None		WMSU CJPC/DOLE 9
	End of Process	None	1 week and 2 days	



Guidance and Counseling Center

Internal Services



The Office of the University Guidance and Counselling Center primary objective is to provide guidance and support to students in their academic, personal, and career-related matters. One of the key roles of the office is to assist students in making informed decisions about their educational paths. The counselors help them explore various academic options, understand course requirements, and choose majors that align with their interests and abilities. They also provide guidance on selecting appropriate elective courses that complement their chosen field of study. The office offers counseling services to address students' personal issues. These may include stress management, time management, relationship problems, or mental health concerns. The counselors create a safe space for students to discuss their challenges confidentially and offer strategies for coping with difficulties.

Psychological Testing

The strengths and weaknesses in the areas of personality, aptitude, interest, motivation and job skills are assessed through the use of standardized tests. These test results are interpreted for student's self-awareness, growth and development.

Office or Division	Guidance and Counseling Center			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who May Avail	First year students across the university			
Checklist of Requirements		Where To Secure		
None		Guidance and Counseling Center		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. First Year students shall take the psychological test on the schedule assigned to them	1. Receives the Request letter for Psychological and stamps it.	None	1 minute	College
	2. Scheduling of Psychological Test with clients	None	2 minutes	Guidance and Counseling Center
	3. Registration of first year students	None	5 minutes	Guidance and Counseling Center



	for the Psychological Testing.			
	4. Administers the psychological test to first year.	None	45 minutes	Guidance and Counseling Center
	End of Process	None	53 minutes	

Schedule: Monday to Friday, 8:00 am-5:00pm, Guidance and Counseling Center, 2ND Floor Executive Building

Shifting Exam

Office or Division	Guidance and Counseling Center			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who May Avail	WMSU Students/Returnees/Transferees			
Checklist of Requirements		Where TO SECURE		
Photocopy of Grades		Download from Client's Portal		
2x2 Picture (1pc.), White Long Folder (1pc.)		Client		
Official Receipt		Cashier		
Personal Data Sheet (PDS, Registration Form and Standardized Tests		Guidance and Counseling Center		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Secure Requirements at the Guidance and Counseling Center	1. Provides the different requirements to the student	None	1 Minute	Guidance Counselors/ Guidance Staff
2. Submit requirements at the GCC and secure Personal Data Form	1. Provides instruction to the student on the filling out of Personal Data Sheet	None	2 Minutes	Guidance Counselors/ Guidance Staff



3. Proceed to cashier for payment of shifting exam	1. Accepts the payment of the student for shifting exam	P75.00	5 Minutes	Cashier
4. Proceed to GCC after payment for the schedule of the shifting Exam	1. Validates the receipt and request student to register for the shifting exam schedule.	None	1 Minute	Guidance Counselors/ Guidance Staff
5. Take the shifting Exam	1. Administer the shifting Exam	None	45 Minutes	Guidance Counselors/ Psychometrician
End of Process		P75.00	54 Minutes	
Schedule: Monday to Friday, 8:00 am-5:00pm, Guidance and Counseling Center, 2ND Floor Executive Building				

Pre-Service Students

Office or Division	Guidance and Counseling Center			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who May Avail	Fourth Year College Students			
Checklist of Requirements		Where To Secure		
Payment Slip, Registration Form and Standardized Tests		Guidance and Counseling Center		
Official Receipt		Cashier		
Pencil with Eraser		Client		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Secure payment slip at the Guidance and Counseling Center	1. Provides payment slip to the students	None	1 Minute	Guidance Staff/ Counselors/ Psychometrician
2. Proceed to cashier for payment of the psychological test	1. Accepts the payment of the student	P225.00	5 Minutes	Cashier



3. Student must go back to the GCC office to register their names for their scheduled test.	1. Allow students to log their names in the registration form for their scheduled test	None	1 Minutes	Guidance Staff
4. Take the psychological tests	1. Administers the Psychological Test	None	3 hours	Guidance Counselors/ Psychometrician
End of Process		P225.00	3.16 Hours	
Schedule: Monday to Friday, 8:00 am-5:00pm, Guidance and Counseling Center, 2ND Floor Executive Building				

For Employment/ Promotion

Office or Division	Guidance and Counseling Center			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who May Avail	Walk-in and referred clients from the different agencies			
Checklist of Requirements		Where To Secure		
Request Letter from employer		Requesting Agency		
Payment Slip, Personal Data Sheet (PDS), Standardized Tests		Guidance and Counseling Center		
Official Receipt		Cashier		
1x1 Picture (2 pcs.) and Pencil with Eraser		Client		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. The agency representative shall send a letter of request to the Guidance office.	1. Receives the letter and stamps it with the date and time received.	None	1 Minute	Guidance Staff
2. Schedule the Psychological test	1. Provides schedule of the psychological test and payment slip	None	1 Minute	Guidance Staff/ Psychometrician



3. Pay the Psychological test at the University cashier	1. Cashier to issue official receipt	P500.00	5 Minutes	Cashier
4. Client shall fill out the PDS form at the Guidance office.	1. Provides Personal Data Sheet (PDS) to the client	minute	15 Minutes	Guidance Staff/ Psychometrician
5. Client shall take the Psychological Test on the scheduled date.	1. Administers the Psychological Test	minute	3 hours	Psychometrician
End of Process		P500.00	3.4 Hours	
Schedule: Monday to Friday, 8:00 am-5:00pm, Guidance and Counseling Center, 2ND Floor Executive Building				

Counseling

Individual or group counseling are available to clients who have academic, personal/interpersonal, career or vocational concerns.

Office or Division	Guidance and Counseling Center			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who May Avail	Students/ Walk-in clients and referrals			
Checklist Of Requirements		Where To Secure		
Personal Data Sheet (PDS), Counseling Form, Standardized Tests		Guidance and Counseling Center		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Client shall fill out the Personal Data Sheet (PDS) and Counseling Form at the Guidance Center	1. Provides Personal Data Sheet (PDS) and Counseling form to the client	None	15 minutes	Guidance Counselors/ Psychometrician
2. Assessment of the client (referred and walk-in)	1. Administers the Psychological Test	None	1 hour	Psychometrician
3. Client undergoes intake interview	1. Provides intake interview	None	1 hour	Guidance Director/



				Guidance Counselors
4. Client undergoes counseling session	1. Provides counseling to the client	None	1 hour	Guidance Director/ Guidance Counselors
	End of Process	None	3.25 Hours	
Schedule: Monday to Friday, 8:00 am-5:00pm, Guidance and Counseling Center, 2ND Floor Executive Building				



Guidance and Counseling Center

External Services



For Employment/ Promotion

Office or Division	Guidance and Counseling Center			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who May Avail	Walk-in and referred clients from the different agencies			
Checklist of Requirements		Where To Secure		
Request Letter from employer		Requesting Agency		
Payment Slip, Personal Data Sheet (PDS), Standardized Tests		Guidance and Counseling Center		
Official Receipt		Cashier		
1x1 Picture (2 pcs.) and Pencil with Eraser		Client		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. The agency representative shall send a letter of request to the Guidance office.	1. Receives the letter and stamps it with the date and time received.	None	1 Minute	Guidance Staff
2. Schedule the Psychological test	1. Provides schedule of the psychological test and payment slip	None	1 Minute	Guidance Staff/ Psychometrician
3. Pay the Psychological test at the University cashier	1. Cashier to issue official receipt	P500.00	5 Minutes	Cashier
4. Client shall fill out the PDS form at the Guidance office.	1. Provides Personal Data Sheet (PDS) to the client	minute	15 Minutes	Guidance Staff/ Psychometrician
5. Client shall take the Psychological Test on the scheduled date.	1. Administers the Psychological Test	minute	3 hours	Psychometrician
End of Process		P500.00	3.4 Hours	
Schedule: Monday to Friday, 8:00 am-5:00pm, Guidance and Counseling Center, 2ND Floor Executive Building				



Counseling

Individual or group counseling are available to clients who have academic, personal/interpersonal, career or vocational concerns.

Office or Division	Guidance and Counseling Center			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who May Avail	Students/ Walk-in clients and referrals			
Checklist Of Requirements		Where To Secure		
Personal Data Sheet (PDS), Counseling Form, Standardized Tests		Guidance and Counseling Center		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Client shall fill out the Personal Data Sheet (PDS) and Counseling Form at the Guidance Center	1. Provides Personal Data Sheet (PDS) and Counseling form to the client	None	15 minutes	Guidance Counselors/ Psychometrician
2. Assessment of the client (referred and walk-in)	1. Administers the Psychological Test	None	1 hour	Psychometrician
3. Client undergoes intake interview	1. Provides intake interview	None	1 hour	Guidance Director/ Guidance Counselors
4. Client undergoes counseling session	1. Provides counseling to the client	None	1 hour	Guidance Director/ Guidance Counselors
	End of Process	None	3.25 Hours	
Schedule: Monday to Friday, 8:00 am-5:00pm, Guidance and Counseling Center, 2ND Floor Executive Building				



Admissions Office

Internal Services



The University Admission's Office, execute all regulation governing student admission: the enrolment process for Incoming Freshmen, Returning Students, Shifters, Transferees, Second Courser, Cross Enrollees, Graduate Program Students, and Foreign Students. This process commences after the applicants have completed the admission requirements including pre-registration, interview, and medical screening process at the university and college level. The process herein defines the admission level enrolment process.

Admission Process

Office or Division	Admissions Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who May Avail	Incoming Freshmen, returning students, transferees and shifters, second courser, cross enrollees, Graduate Program Students, and foreign student
FRONT LINE SERVICE SCHEDULE	
8:00 A.M. to 5:00 P.M., Monday to Friday (No Noon Break)	
Checklist of Requirements	Where to Secure
First Year Students/Freshmen	
College Entrance Test (CET) Result (Original and photocopy)	WMSU Testing and Evaluation Center
Form 138 (Original and photocopy)	Previous School Attended
Certificate of Good Moral Character (Original and Photocopy)	Previous School Attended
2x2 ID Picture with white background (2 pcs)	Photo Studio
2 Long Size Brown Envelope	School Supplies Store
PSA Certificate of Live Birth (Original and Photocopies)	Philippine Statistics Authority (PSA)
Marriage Contract of Female Married Applicant (Original and Photocopy)	Philippine Statistics Authority (PSA)
Medical Certificate (Original and Photocopy)	University Health Center/ Accredited Health Facility
Admission Form	University Admission's Office
Department Recommendation (Original and Photocopy)	Accepting Department
Transferees and Shifters	
College Entrance Test (CET) Result (Original and photocopy)	WMSU Testing and Evaluation Center
For transferees, Transcript of Records (Original and photocopy)	Previous School/College Attended
For Shifters, Approved Shifting Form	University Guidance Office, College Guidance Office
2 Long Size Brown Envelope	School Supplies Store



PSA Certificate of Live Birth (Original and photocopy)	Philippine Statistics Authority (PSA)
Marriage Contract of Female Married Applicant (Original and photocopy)	Philippine Statistics Authority (PSA)
Medical Certificate (Original and Photocopy)	University Health Center/ Accredited Health Facility
Admission Form	University Admission's Office
Medical Certificate	University Health Center/Accredited Health Facility.
For transferees, Department Recommendation (Original and Photocopy)	Accepting College
Returning Students	
Leave of Absences Form (LOA)	University Admission's Office
Returning Form	University Admission's Office
Admission Form	University Admission's Office
Evaluated Grade (Original and photocopy)	University Registrar's Office
School Identification Card and Certificate of Registration (COR) (Original and photocopy)	Previous School
Marriage Contract of Female Married Applicant (Original and photocopy)	Philippine Statistics Office
Second Courser and Cross Enrollees	
Transcript of Records (Original and photocopy)	Previous School/College Attended
Certificate of Eligibility to Cross Enroll (Original and Photocopy)	Current School
2 Long Size Brown Envelopes	School Supplies Store
PSA Certificate of Live Birth (Original and Photocopy)	Philippine Statistics Authority (PSA)
Marriage Contract of Female Married Applicant (Original and photocopy)	Philippine Statistics Authority (PSA)
Medical Certificate (Original and Photocopy)	University Health Center/Accredited Health Facility
Medical Certificate	University Health Center/Accredited Health Facility
Department Recommendation	Accepting Department
Foreign Students	
Transcript of Records in English (Original and Photocopy)	Previous School Attended
Certification of Graduation/Diploma (Original and Photocopy)	Previous School Attended
Original Passport (Original and Photocopy)	Department of Foreign Affairs
Alien Certificate of registration (Original and Photocopy)	Department of Foreign Affairs



Certificate of English Proficiency or TOEFL result where English is not the medium of instruction. (Original and Photocopy)	Agency Concerned			
Notarized affidavit of financial support including bank statements or notarized notice of grant for institutional scholars to cover expenses to foreign students' accommodation and subsistence, as well as the school dues and other incidental expenses. (Original and Photocopy)	Concerned Office			
Other appropriate Visa from DFA (Original and Photocopy); Special Study Permit 9(F) for student visa; 9(e), 9(e-1) or 9(e-2) for foreign government officials or their dependents; 47(a)(2) for exchange fellow or scholar sponsored by an international organization; 9(g) for pre-arranged employment (making visa); PD 218 for foreign investors	Department of Foreign Affairs			
Personal History (Original and Photocopy)	Student			
Birth Certificate (Original and Photocopy)	Country of Origin/Office Concerned			
Certification Of No Criminal Offense/ NBI clearance/Police Clearance (Original and Photocopy)	National Bureau of Investigation /Police Station			
Certificate of Acceptance/Enrollment (Original and Photocopy)	University Admission Office			
Medical Certificate	University Medical Center/Accredited Health Facility			
Latest picture (2x2)	Photo Studio			
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
New Student				
1. Present all the requirements stated above both original and photocopy	Requirements Verification 1. Verifies the submitted entrance credentials, and requirements of the applicant	None	3 Minutes	Admin Aide III
2. The Applicant signs at the Log Sheet	Releasing of Admission Form 1. If all requirements are valid, the	None	3 Minutes	Admin Aide III



	Admission Form will be released. If not, the applicant shall be properly notified of the deficiencies			
3. Applicant must fill out all the required information legibly and submit it to the Admission Officer/Staff	Data Profiling 1. The admission officer must ensure that all required information is provided and will input the data into the Admission System and generate the Student Identification Number	None	5 Minutes	Admin Aide III
	Director's Approval 5. The Admission Director approves and signs the form. The applicants' Admission Form is now ready to be released	None	2 Minutes	Admin Aide III
4. The Applicant will secure the Admission Form with the student ID number to be presented to the receiving college for encoding of subjects				Admin Aide III
	End of Process	None	13 Minutes	
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
Transferees and Shifters				



<p>1. Present all the requirements stated above both original and photocopy</p>	<p>Requirements Verification</p> <p>1. Verifies the submitted entrance credentials, and requirements of the applicant</p>	<p>None</p>	<p>5 Minutes</p>	<p>Admin Aide III</p>
<p>2. The Applicant signs at the Log Sheet</p>	<p>Releasing of Admission Form</p> <p>1. If all requirements are valid, the Admission Form will be released. If not, the applicant shall be properly notified of the deficiencies</p>	<p>None</p>	<p>5 Minutes</p>	<p>Admin Aide III</p>
<p>3. Applicant must fill out all the required information legibly and submit it to the Admission Officer/Staff</p>	<p>Data Profiling</p> <p>1. The admission officer must ensure that all required information is provided and will input/update the data into the Admission System and generate the Student Identification Number</p> <p>Director's Approval</p> <p>2. The Admission Director approves and signs the form</p> <p>3. The applicants' Admission Form is now ready to be released</p>	<p>None</p>	<p>3 Minutes</p> <p>2 Minutes</p> <p>2 Minutes</p>	<p>Director for Admissions and Admin Aide III</p>



1. The Applicant will secure the Admission Form with the student ID number to be presented to the receiving college for encoding of subjects				
	End of Process	None	17 Minutes	
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
Returning Students				
1. The applicant will request a copy of the Leave of Absence (LOA) and/or Returning Form	Releasing of Request Form 1. The admission staff will release the requested form depending on the current status of the applicant	None	5 Minutes	Admin Aide III
2. Applicant must fill out all the required information legibly and proceed to the college concerned for approval. If recommended, the applicant will proceed to the admission office for the submission of the requirements stated above both original and photocopies, and secure Admission Form	Requirements Verification 1. Verifies the completeness and authenticity of the document. If valid, the admission Officer/Staff will release the Admission Form	None	7 Minutes	Director for Admissions and Admin Aide III



<p>3. Applicant must fill out all the required information legibly and submit it to the Admission Officer/Staff</p>	<p>Data Profiling</p> <p>1. The admission officer must ensure that all required information is provided and update the data of the applicant</p> <p>Director's Approval</p> <p>2. The Admission Director approves and signs the form</p>	<p>None</p>	<p>7 Minutes</p>	<p>Director for Admissions and Admin Aide III</p>
<p>4. The Applicant will sign at the Log Sheet</p>	<p>Releasing of Approved Form</p> <p>1. Admission Staff will get a copy of each form and t release the approved forms</p>	<p>None</p>	<p>5 Minutes</p>	<p>Admin Aide III</p>
<p>5. The Applicant will secure the Admission Form with the student ID number to be presented to the receiving college for encoding of subjects</p>		<p>None</p>		<p>Admin Aide III</p>
	<p>End of Process</p>	<p>None</p>	<p>24 Minutes</p>	
<p>Client Steps</p>	<p>Agency Action</p>	<p>Fees To Be Paid</p>	<p>Processing Time</p>	<p>Person Responsible</p>
<p>Cross Enrollee and Second Courser</p>				
<p>1. Present all the requirements stated above both original and photocopy</p>	<p>Requirements Verification</p> <p>1. Verifies the submitted entrance credentials, and</p>	<p>None</p>	<p>5 Minutes</p>	<p>Admin Aide III</p>



	requirements of the applicant			
2. The Applicant signs at the Log Sheet	<p>Releasing of Admission Form</p> <p>1. If all requirements are valid, the Admission Form will be released. If not, the applicant shall be properly notified of the deficiencies</p>	None	5 Minutes	Admin Aide III
3. Applicant must fill out all the required information legibly and submit it to the Admission Officer/Staff	<p>Data Profiling</p> <p>1. The admission officer must ensure that all required information is provided and will input the data into the Admission System and generate the Student Identification Number</p> <p>Director's Approval</p> <p>2. The Admission Director approves and signs the form. The applicants' Admission Form is now ready to be released</p>	None	7 Minutes	Director for Admissions and Admin Aide III
4. The Applicant will secure the Admission Form with the student ID number to be				



presented to the receiving college for encoding of subjects				
	End of Process	None	17 Minutes	
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
Foreign Student				
1. Present all the requirements stated above both original and photocopies	Requirements Verification 1. Verifies the authenticity of the credentials	None	5 Minutes	Director for Admissions and Admin Aide III
2. The Applicant signs at the Log Sheet	Releasing of Admission Form 1. If all requirements are valid, the Admission Form will be released. If not, the applicant shall be properly notified of the deficiencies	None	5 Minutes	Admin Aide III
3. Applicant must fill out all the required information legibly and submit it to the Admission Officer/Staff	Data Profiling 1. The admission officer must ensure that all required information is provided and will input the data into the Admission System and generate the Student Identification Number Director's Approval	None	7 Minutes	Director for Admissions and Admin Aide III



	1. The Admission Director approves and signs the form. The applicants' Admission Form is now ready to be released			
4. The Applicant will secure the Admission Form with the student ID number to be presented to the receiving college for encoding of subjects.				
	End of Process	None	17 Minutes	
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
Graduate Program (New Students)				
1. Present all the requirements stated above both original and photocopies.	Requirements Verification 1. Verifies the submitted credentials, and requirements of the applicant.	None	5 minutes	Admin Aide III
2. The Applicant will sign at the Log Sheet.	Releasing of Admission Form 1. If all requirements are valid, the Admission Form will be released. If not, the applicant shall be properly notified of the deficiencies.	None	5 minutes	Admin Aide III
3. Applicant must fill out all the required information legibly and submit it to the	Data Profiling 1. The admission officer must ensure that all required	None	7 minutes	Director for Admissions and Admin Aide III



Admission Officer/Staff.	information is provided and will input/update the data into the Admission System and generate the Student Identification Number. Director's Approval 1. The Admission Director approves and signs the form. The applicants' Admission Form is now ready to be released.			
4. The Applicant secures the Admission Form with the student ID number to be presented to the receiving college for encoding of subjects.				



**Enrollment – All Colleges
and
External Studies Units (ESUs)

Internal Services**



The Colleges and External Studies Units of Western Mindanao State University adheres to an online registration and enrolment process for new and returning students. This process commences after the applicants have completed the admission requirements (e.g., pre-registration, interview and screening) at the university and college level. The process herein defines the college level enrolment stages.

Enrollment Process

Office or Division	Colleges/External Studies Units
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who May Avail	Incoming first year (New) students, returning students, current (returning) students, transferees and shifters.
Checklist of Requirements	Where to Secure
Incoming First Year Students (New Students)	
College Entrance Test (CET) Result	WMSU Testing and Evaluation Center
Form 138 (Original and 1 photocopy)	Previous School Attended
Certificate of Good Moral Character (Original and 1 Photocopy)	Previous School Attended
2x2 ID Picture with white background (4 pcs)	Any photo studio
2 Long Size Brown Envelope	Any school supplies store
PSA Certificate of Live Birth (Original and 2 Photocopy)	Philippine Statistics Authority (PSA)
(If applicable) Marriage Contract of Female Married Applicant	Philippine Statistics Authority (PSA)
Medical Certificate (Original and 1 Photocopy)	University Health Center
College Admission Interview Form (Original and 1 Photocopy)	Dean's Office
Medical Insurance with COVID coverage	Any insurance company
For College of Engineering, Nursing and Medicine	WMSU Testing & Evaluation Center
1. EAT (for Engineering Aptitude Test Result)	
2. Nursing Aptitude Test (Composite Score NAT-CET)	
3. Medical College Admission Test (MCAT)	
Transferees and Shifters	
College Entrance Test (CET) Result	WMSU Testing and Evaluation Center



Transcript of Records (Original and 2 photocopy)	Previous School/College Attended			
Certificate of Eligibility to Transfer/Shift (Original and 1 Photocopy)	Previous School/College Attended			
Shifting Form (For Shifters)	Guidance Counseling Center			
2 Long Size Brown Envelope	Any school supplies store			
Certificate of Live Birth (Original and 2 Photocopy)	Philippine Statistics Authority (PSA)			
(If applicable) Marriage Contract of Female Married Applicant	Philippine Statistics Authority (PSA)			
Medical Certificate (Original and 1 Photocopy)	University Health Center			
College Admission Interview Form (Original and 1 Photocopy)	Dean's Office			
Medical Insurance with COVID coverage	Any insurance company			
For College of Engineering, Nursing and Medicine 1. EAT (for Engineering Aptitude Test) Result) 2. Nursing Aptitude Test (Composite Score NAT-CET) 3. Medical College Admission Test (MCAT)	WMSU Testing and Evaluation Center			
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
New Student				
1. Present and submit all valid enrolment requirements	Requirements Verification 1. Receive and verify the authenticity and completeness of the documents	None	5 Minutes	Faculty Adviser
	Advising and Encoding 2. Access the <u>Online Advising module</u> (http://advising.wmsu.edu.ph/encoding/) and	None	10 Minutes	Faculty Adviser



	selects the subject load of the teacher education program where the student will be enrolled in.			
3. Proceeds to assessment	Assessment 1. Assesses student fees as “free all” type of scholarship for those covered by Universal Access to Quality Tertiary Education (RA 10931).	None	10 Minutes	Assessor
4. Pays local fees: <i>University Digest, University Student Council, MSA (for Muslim Students)</i>	1. Collects local fees payments and issues official receipts	₱ 65.00 ₱200.00 ₱ 50.00	10 Minutes	Collectors of respective organizations
5. Proceeds to enlistment	Enlistment 1. Enlist the students to class and print out the Certificate of Registration (COR)	None	5 Minutes	Enlistment Staff
	End of Process	₱ 315.00	40 Minutes	
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
Returning Student				



1. Access Online Registration Portal (http://register.wmsu.edu.ph/encoding/) and select subject load for the current semester		None	5 Minutes	Enrolling Student
2. Proceeds to Advising	Advising and Approval: 1. Access the <u>Advising module</u> (http://advising.wmsu.edu.ph/encoding/) and approve or modify subject load entry of the student for the current semester.	None	5 Minutes	Faculty Adviser
3. Proceeds to assessment	Assessment: 1. Assesses student fees as “free all” type of scholarship for those covered by Universal Access to Quality Tertiary Education (RA 10931) or Special Assessment.	None	10 Minutes	Assessor
4. If Applicable, pays special assessment	1. Collects Special Assessment Fees	Varies	15-25 Minutes	University Cashier
5. Pays local fees: <i>University Digest, University Student Council, MSA (for Muslim Students)</i>	1. Collects local fees payments and issues official receipts	₱ 65.00 ₱ 200.00 ₱ 50.00	10 Minutes	Collectors of respective organizations



6. Proceeds to enlistment	Enlistment: 1. Enlist the students to class and print out the Certificate of Registration (COR)	None	5 Minutes	Enlistment Staff
	End of Process	₱ 315.00	60 Minutes	
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
Transferees and Shifters				
1. Present and submit all valid enrolment requirements	Requirements Verification: 1. Receive and verify the authenticity and completeness of the documents	None	5 Minutes	Faculty Adviser
2. Access <u>Online Registration Portal</u> (http://register.wmsu.edu.ph/encoding/) and select subject load for the current semester		None	5 Minutes	Enrolling Student
3. Proceeds to Advising	Advising and Approval: 1. Access the <u>Advising module</u> (http://advising.wmsu.edu.ph/encoding/) and approve or modify subject load entry of the student for the current semester.	None	5 Minutes	Faculty Adviser



4. Proceeds to assessment	Assessment: 1. Assesses student fees as “free all” type of scholarship for those covered by Universal Access to Quality Tertiary Education (RA 10931) or Special Assessment.	None	10 Minutes	Assessor
5. If Applicable, pays special assessment	1. Collects Special Assessment Fees	Varies	15-25 Minutes	University Cashier
6. Pays local fees: <i>University Digest, University Student Council, MSA (for Muslim Students)</i>	1. Collects local fees payments and issues official receipts	₱ 65.00 ₱ 200.00 ₱ 50.00	10 Minutes	Collectors of respective organizations
7. Proceeds to enlistment	Enlistment: 1. Enlist the students to class and print out the Certificate of Registration (COR)	None	5 Minutes	Enlistment Staff
	End of Process	₱ 315.00	65 Minutes	



WMSU CUSTOMER COMPLAINTS SECTION

Please complete the form below for your complaints and we will reach you within 24 hours.

*Required to be filled

Email Address*	
Date of Filing the Form*	
Complainant's Name*	
Contact Details (Email or Contact No.)*	
This complaint is regarding*	
Nature of Complaint*	
Name of office/person to which/whom the complaint is filed*	
Please include specific details of your complaint (pictures, documents, video or audio can be submitted)	

We have received your feedback!

Please accept our apologies to any untoward incident you may have experienced with us. Rest assured that our Client Relations Officer will take action on this concern within 24 hours. Thank you for your feedback.



COMPLAINTS AND PROCEDURE

Activity	Details	Responsible Person	Documented Information
1.0 Receiving and Recording Customer Complaints Information			
<pre> graph TD Start([Start]) --> A[Receiving and Recording Customer Complaints] A --> B[Initial Investigation and Initiate immediate action and response to] B --> C[Investigation, root cause analysis and] C --> D[Inform actions done to client and obtain feedback for acceptance] D --> E[Monitoring and Evaluation of Delivery Performance] E --> F[Data Analysis and Reporting of summary of complaints handled] F --> End([End]) </pre>	<p>1.1 When complaints/concerns have been communicated by customers, CRO receives complaint and processes it to determine if it is just feedback or a complaint.</p> <p>For legitimate complaints, the description of the complaints and other information will be recorded by CRO in the Customer Complaint Form. The source from where written complaints have been received will be attached. If clients expressed verbal complaints, these must be recorded and transcribed by CRO, and attested by complainant in the Form.</p>	Customer Relations Officer	<ul style="list-style-type: none"> ✓ Feedback Form ✓ Customer Complaint Form ✓ Evidence of complaints sourced from various medium (internal and external clients)
	<p>1.2 CRO forwards records and information to Feedback Database Manager who shall input the information to the data system data and store all records related to complaints.</p>	Feedback Database Manager	<ul style="list-style-type: none"> ✓ Logged entry in the Customer Complaint Database or Complaint Ticketing system
2.0 Initial Investigation and Initiate immediate action and response to client			
	<p>2.1 Upon receipt of the information of the complaint, the CRO conducts initial inquiry with complainant, classifies and clarifies complaint, and determines where and to whom the complaints must be forwarded. The validity parameters on the classification and type of complaints must be established by guidelines taken from statutory and regulatory sources.</p>	Customer Relations Officer	
	<p>2.2 Upon determining the type/classification of complaint, CRO issues a complaint ticket and provides an immediate response to the complainant that the complaint has been recognized and will be given appropriate action.</p>	Customer Relations Officer	Communicated information to customer
	<p>2.3 From the characteristics of the complaint, CRO identifies the Units/Depts involved in the process where complaints/concerns have been directed.</p>	Customer Relations Officer	



Activity	Details	Responsible Person	Documented Information
	2.4 For all complaints not covered by grievance jurisdiction or if allegations and accusations are not covered by civil or criminal legalities, the CRO directly informs the supervisor of the unit where the complaint has been directed.	Customer Relations Officer	Communicated information
3.0 Investigation, root cause analysis and implement resolution			
	<p>3.1 The Supervisor of the respondent investigates the issue of the complaint and implements an immediate action within the day informing the CRO on the needed action based on the appropriate timeframe required for the issue.</p> <p>The Supervisor of the respondent also conducts root cause analysis and implements the resolution accordingly. See <i>guidelines for resolution time based on types of complaints</i>.</p>	Supervisor of Respondent	✓ Customer Complaint Form
	3.2 The CRO informs the complainant within the day of the planned immediate action, the duration of the resolution and provides tracking details for the status of the complaint.	Customer Relations Officer	Communicated information
	3.3 Feedback Database Manager records information on the resolution time and sets prompts for monitoring the required deliverables.	Feedback Database Manager	Feedback dashboard data
	3.3 If not resolved within the specified resolution time, CRO forwards complaint to the next higher authority of respondent's supervisor.	Customer Relations Officer	Communicated information
	3.4 If supervisor of respondent takes no action, CRO forwards to legal office for administrative offense (dereliction of duty)	Legal Officer	Request for sanctions
4.0 Inform actions done to client and obtain feedback for acceptance			
	4.1 Feedback Database Manager follows accomplishment of the planned actions for resolution from the respondent's Supervisor or higher authority. If actions were not implemented, Feedback Database Manager informs CRO. Upon notice of no actions taken, CRO forwards	Customer Relations Officer	Communicated information



Activity	Details	Responsible Person	Documented Information
	the matter to QMR for immediate action.		
	4.2 If resolution was already accomplished, CRO informs customer of the actions taken, asks about other concerns and also redresses grievance of customer by issuing standard communication response to ensure customers of an outcome of their complaint, sending the same to the concerned Units/dept.	Customer Relations Officer	Customer Communication Correspondence List of progress/ status of actions done
	4.3 CRO obtains customer feedback on the acceptance of the resolution done	Customer Relations Officer	Customer Complaint Form
	4.3 If complaints/concerns have not been addressed despite resolutions at the VP level, CRO provides feedback to the Top Management for final action.	Customer Relations Officer	Resolution form Top Management
5.0 Monitoring and Evaluation of Delivery Performance			
	5.1 Feedback Database manager ensures that complaints/ concerns are closed and have been provided with timely response by monitoring progress of pending actions and sending closed tickets of the complaints in the portal system. All information related to activities done in the resolution are also inputted in the Complaint Form.	Feedback Database Manager	Feedback dashboard data
	5.2 CRO obtains customer satisfaction and feedback on how complaints/concerns were handled to find opportunities for improvement.	Customer Relations Officer	Customer Complaint Form Complaint Handling Survey
	5.3 CRO ensures that feedback from the complaints resolution and complaints satisfaction survey have been recorded by Database manager.	Customer Relations Officer	List of progress status of complaints
	5.4 Verification of Effectiveness of actions taken for resolutions are done by Internal Quality Auditors.	Internal Quality Auditors.	Customer Complaint Form
6.0 Data Analysis and Reporting of summary of complaints handled			



Activity	Details	Responsible Person	Documented Information
	5.1 All collected information on the feedback/rating are analyzed and evaluated to improve process of handling complaints and overall customer rating.	Analyst Feedback Database manager	Survey Reports and Results on Evaluation Reviews
	5.2 Feedback Database manager and CRO prepares delivery performance summary on a monthly basis to identify Units/Dept performing below target performance and submits it to QMR.	CRO Feedback Database Manager	Memorandum NCAR
	5.3 QMR issues underperformance reports and forwards issues to Top Management.	QMR	Memorandum
	5.4 Functional Units/Dept with underperformance of addressing customer complaints develops necessary actions to improve delivery performance.	Concerned Units/Dept	NCAR
	5.5 QMR conducts follow-up in the succeeding quarter on the improvement of the Units/Depts. in their performance of handling customer complaints. If succeeding performance did not show improvement, CRO forwards issue to the VP Level for proper resolution.	QMR	Memorandum



LIST OF OFFICES

Office	Address	HOTLINE
Human Resource and Management Office	Baliwasan, Zamboanga City	991-3025
Cashier's Office	Baliwasan, Zamboanga City	NONE
Records and Archives Office	Baliwasan, Zamboanga City	NONE
Supply Office	Baliwasan, Zamboanga City	NONE
Procurement Office	Baliwasan, Zamboanga City	991-7875
Dormitory	San Ramon, Zamboanga City	992-4280
University Food Service	Baliwasan, Zamboanga City	992-2631
University Press	Baliwasan, Zamboanga City	991-7911
Garment Shoppe	Baliwasan, Zamboanga City	992-2539
Center for Continuing Education	Baliwasan, Zamboanga City	NONE
Office of The University Registrar	Baliwasan, Zamboanga City	993-0695
University Library	Baliwasan, Zamboanga City	993-0944
Testing and Evaluation Center	Baliwasan, Zamboanga City	NONE
University Health Services	Baliwasan, Zamboanga City	991-6736
Scholarships Office	Baliwasan, Zamboanga City	NONE
Career Job and Placement Office	Baliwasan, Zamboanga City	NONE
Guidance and Counseling Center	Baliwasan, Zamboanga City	991-6446
Admissions Office	Baliwasan, Zamboanga City	991-7679
VPAA	Baliwasan, Zamboanga City	991-7870
ESU	Diplahan, Zamboanga Sibugay	992-2677



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