

REPUBLIC OF THE PHILIPPINES  
POLYTECHNIC UNIVERSITY OF THE PHILIPPINES  
Sta. Mesa, Manila



**THE COUNTRY'S 1<sup>ST</sup>  
POLYTECHNICU**

**P U P**



# CITIZEN'S CHARTER

As of April 2013

[www.pup.edu.ph](http://www.pup.edu.ph)



Polytechnic University of the Philippines  
**Office of the President**  
 Mabini Campus, Sta. Mesa, Manila

**CERTIFICATION OF COMPLIANCE**

*Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor*

I, **EMANUEL C. DE GUZMAN**, Filipino, of legal age, **President of the Polytechnic University of the Philippines**, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following truths:

1. The **Polytechnic University of the Philippines** has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency
  - b. Frontline services offered
  - c. Step-by-step procedure in availing of frontline services
  - d. Employee responsible for each step
  - e. Time needed to complete the procedure
  - f. Amount of fees
  - g. Required documents
  - h. Procedure for filing complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of **Polytechnic University of the Philippines** that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said service offices.
4. The Citizen's Charter is written either in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure).
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The Citizen's Charter was first published on **December 2012** and underwent review and revision on **April 2013** as required under Section 4, Rule IV of the IRR: The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.
7. The Citizen's Charter already show the improvements that resulted from the process review of frontline service delivery, specifically on streamlining of procedures, shortened turnaround time, and reduction in the number of signatories.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 29<sup>th</sup> day of November 2013 in the City of Manila, Philippines.


  
**EMANUEL C. DE GUZMAN, Ph.D.**  
 President

**MANILA**

SUBSCRIBED AND SWORN to before me this 29<sup>th</sup> day of November 2013 in the City of Manila, Philippines, with affiant exhibiting to me his \_\_\_\_\_ issued on \_\_\_\_\_ at \_\_\_\_\_.

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## VISION

Clearing the paths while laying new foundations to transform the Polytechnic University of the Philippines into an epistemic community.

## MISSION

Reflective of the great emphasis being given by the country's leadership aimed at providing appropriate attention to the alleviation of the plight of the poor, the development of the citizens, and of the national economy to become globally competitive, the University shall commit its academic resources and manpower to achieve its goals through:

- a. Provision of undergraduate and graduate education which meet international standards of quality and excellence;
- b. Generation and transmission of knowledge in the broad range of disciplines relevant and responsive to the dynamically changing domestic and international environment;
- c. Provision of more equitable access to higher education opportunities to deserving and qualified Filipinos; and
- d. Optimization, through efficiency and effectiveness, of social, institutional, and individual returns and benefits derived from the utilization of higher education resources.

## PHILOSOPHY

As a state university, the Polytechnic University of the Philippines believes that:

- Education is an instrument for the development of the citizenry and for the enhancement of nation building;
- Meaningful growth and transformation of the country are best achieved in an atmosphere of brotherhood, peace, freedom, justice and a nationalist-oriented education imbued with the spirit of humanist internationalism.

## STRATEGIC OBJECTIVE: 8-POINT AGENDA

1. Pursuing Academic Excellence through Disciplinary Integrity
2. Embedding a Culture of Research
3. Insuring Transparency and Participatoriness in Giving Rewards and Sanctions
4. Modernizing and Upgrading of Physical Facilities, Equipment, Library, and Campus Development
5. Academic Freedom
6. Institutionalizing Civil Society Engagement and Involved Extension Service Program
7. Assuring Transparency in Fiscal Responsibility
8. Assessing Institutional Processes and Reviewing Critically and Rationally the Organization

## SHARED VALUES

- God-Fearing
- Love for Humanity and Democracy
- Collegiality
- Integrity and Credibility
- Transparency and Accountability
- Passion for Learning
- Humanist Internationalism

## FEEDBACK AND REDRESS MECHANISMS

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

- Accomplish our Feedback Form available in the offices and put this in the PUP Assistance and Complaints Drop Box

- Send your feedback through e-mail (feedback@pup.edu.ph)

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

**Dr. Edgardo A. Latoza**  
Assistant to the Vice President for Student Services  
716-7832 to 45 local 210  
avpss@pup.edu.ph

or

**Dr. Armando A. Torres**  
Director, Office of Student Services  
716-7832 to 45 loc. 352  
oss@pup.edu.ph

Thank you for helping us continuously improve our services.

## FILING A COMPLAINT

The proponent may submit a letter or affidavit of complaint against an administrative official or staff of PUP addressed to the Office of the Vice President for Administration (OVPA) located at the Second Floor of the South Wing Building. The office of the Vice President for Administration shall endorse the complaint to the Legal Office for investigation and disposition. If the complaint is against a faculty member or academic official, a letter or affidavit of complaint shall be addressed to the Office of the Vice President for Academic Affairs (OVPA) at the Second Floor of the South Wing Building and the OVPA shall endorse it to the College Dean concerned for investigation and appropriate action. If the complaint is against the student, the proponent may submit a letter or affidavit of complaint addressed to the Office of the Vice President for Student Services (OVPS) located at the Second Floor of the South Wing Building and the OVPS shall endorse the complaint to the Guidance, Counselling and Testing Center or to the Office of the Director for Student Services for appropriate action.

For any inquiries or complaints, you may call us at the following tel. nos.

**Office of the Vice President for Administration**  
7168979 or 7167832 to 45 local 214 and 216

**Office of the Vice President for Academic Affairs**  
7166307 or 7167832 to 45 local 206 and 207

**Office of the Vice President for Student Services**  
7157760 or 7167832 to 45 local 209 and 210

## FRONTLINE SERVICES

1. ADMISSION AND REGISTRATION OFFICE (ARO)
2. OFFICE OF THE STUDENT SERVICES (OSS)
  - a. OFFICE OF THE SCHOLARSHIP AND FINANCIAL ASSISTANCE (OSFA)
  - b. GUIDANCE, COUNSELING AND TESTING CENTER (GCTC)
  - c. CAREER DEVELOPMENT AND PLACEMENT OFFICE (CDPO)
3. UNIVERSITY CENTER FOR CULTURE AND THE ARTS (UCCA)
4. UNIVERSITY REGISTRAR (UR)
5. OPEN UNIVERSITY (OU)
6. OFFICE OF ETEEAP AND NTSP
7. OFFICE OF INTERNATIONAL AFFAIRS (OIA)
8. GRADUATE SCHOOL
9. MEDICAL AND DENTAL OFFICE
10. SECURITY AND SAFETY OFFICE
11. UNIVERSITY CANTEEN
12. INSTITUTE FOR DATA AND STATISTICAL ANALYSIS
13. NINOY AQUINO LIBRARY AND LEARNING RESOURCES CENTER (NALLRC)

## OFFICE OF ADMISSION SERVICES

### About the Service

The Office of Admission Services facilitates and processes freshman, returning and transferee applications. It also processes applications of students desire of the PUP College Entrance Test for the Mabini Campus to shift from one course to another.

The Office of Admission Services also coordinates with the Guidance and Counseling Office in the conduct of the PUP College Entrance Test for the main campus (Mabini Campus) and other branches/ campuses. The Office orients faculty and employees in the administration of the PUPCET.

**Telephone Number: 716-7832 to 45 loc.287**

### FRESHMAN ADMISSION

#### Description of Service:

The OSA processes and facilitates the application of high school students who passed the PUPCET for enrollment. The Office evaluates the applicants' application documents as to the authenticity and as to whether the applicant is qualified for admission or not adherence to the University admission requirements/criteria.

**Fees: Php 500.00 (Local); \$ 500 (International)**

**Total Processing Time : 3 mins to 10 mins.**

#### HOW TO AVAIL OF THE SERVICE

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Apply for PUP College Entrance Test and go to iApply and read the information provided and click the <a href="#">Apply Now</a> button.	Office of Admission Services (OSA) <a href="http://www.pup.edu.ph">www.pup.edu.ph</a>	PUP Main Campus, Rm.107, Ground Floor, West Wing	
2. Click Proceed to begin your on-line registration and select your intended campus and program by completing and submitting the on-line application.	Office of Admission Services (OSA) <a href="http://www.pup.edu.ph">www.pup.edu.ph</a>	PUP Main Campus, Rm.107, Ground Floor, West Wing	

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
3. International Students may inquire directly from the Office International Affairs (OIA)	Office of International Affairs (OIA)	PUP Main Campus, 2nd Floor, South Wing	<ul style="list-style-type: none"> <li>• Passport</li> <li>• TOR</li> <li>• Student Visa/Study Permit</li> <li>• TOEFL Certificate or its equivalent</li> <li>• Letter of Recommendation from sponsoring Agency and/or from an Embassy/Consular Officer of Country of Origin</li> <li>• Certificate/Diploma</li> <li>• Personal History</li> <li>• Certificate of Good Moral Character</li> <li>• Bank Certificate</li> <li>• Medical Clearance</li> <li>• Two (2) 2x2 in. photo with white background</li> <li>• Alien Certificate of Registration</li> </ul>
4. Upon successful submission of your on-line application, go to Display Voucher to print your Payment Voucher	Office of Admission Services (OSA)  Admission Staff <a href="http://iApply.pup.edu.ph/RequestVoucher.aspx">http://iApply.pup.edu.ph/RequestVoucher.aspx</a>	PUP Main Campus, Rm.107, Ground Floor, West Wing	Completely filled-up on-line application form
5. Go to the nearest LandBank Branch nationwide to remit payment via on-line collection.	Any LandBank Branch		Applicant's Copy of printed Payment Voucher
6. Claim your ePermit on-line. Allow five (5) working days after payment to LandBank before claiming your Test Permit on-line.	PUP iApply Claim Permit  <a href="http://iApply.pup.edu.ph/ClaimPermit.aspx">http://iApply.pup.edu.ph/ClaimPermit.aspx</a>		<ul style="list-style-type: none"> <li>• Payer's copy/Copy of the printed Payment Voucher</li> </ul>
7. Go to the PUP Testing Center 30 mins. before your time schedule as printed in your PUPCET Test Permit.	Guidance, Counseling and Testing Center (GCTC)	PUP Main Campus, 2nd Floor, Charlie Del Rosario Bldg.	<ul style="list-style-type: none"> <li>• PUPCET Test Permit</li> <li>• Two (2) pcs. Mongol Lead No.2 Pencil</li> <li>• School ID</li> </ul>
8. Visit the PUP website for on-line confirmation of your scheduled date of processing of credentials, interview and ENROLLMENT	<a href="http://www.pup.edu.ph">www.pup.edu.ph</a>		
9. Fill out the Student Admission Records Form 1 (SAR Form 1)	<a href="http://www.pup.edu.ph">www.pup.edu.ph</a>		<ul style="list-style-type: none"> <li>• PUPCET Result</li> <li>• High School Average Grade of at least 82% or higher.</li> </ul>
10. Click the PRINT button to print the SAR Form 1 with Route and Approval Slip	<a href="http://www.pup.edu.ph">www.pup.edu.ph</a>		Confirmation slip
11. If your final grade in English is 80% or lower, take the English Placement Test (EPT)	College of Arts and Letters  Office of the Dean/Chairperson	PUP Main Campus, English Department, 2nd Floor, North Wing	<ul style="list-style-type: none"> <li>• Route and Approval Slip</li> <li>• Payment fee of Php 150</li> </ul>

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
12. On the scheduled date of processing your credentials, follow the steps in ENROLLMENT as reflected in your SAR Form 1.	Office of Admission Service (OSA)  OSA Staff assigned to your College.	PUP Main Campus, Rm.107 Ground Floor, West wing	Required valid documents as indicated in your confirmation slip.
END OF TRANSACTION			

### ENROLLMENT FOR HIGHER YEAR LEVEL WITH S.I.S. ACCOUNT

Description of the Service:

The Office of Admission Services processes and facilitates the ENROLLMENT applications of higher year level students with S.I.S. Accounts.

**Fees: Varies**

**Total Processing Time: 2-3 Days**

### HOW TO AVAIL OF THE SERVICE

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Log in for on-line registration on your scheduled date of enrollment.	<a href="http://www.pup.edu.ph">www.pup.edu.ph</a>		
2. Check your assessment	S.I.S. Module		
3. Pay your assessed total tuition and miscellaneous fees	Any LandBank Branch	Any LandBank Branch	Payment Voucher LandBank's Copy
4. Claim your Registration Certificate	Office of Admission Services (OSA)  Admission Staff assigned to your College	PUP Main Campus, Rm. 107, Ground Floor, West Wing	<ul style="list-style-type: none"> <li>• Payment Voucher</li> <li>• Official Receipt of Payment</li> <li>• Latest Registration Certificate/Certificate of Enrollment</li> </ul>
5. Proceed to your College/ Program for late registration	College of your chosen course  Office of the Dean/Chairperson	College of your chosen course	<ul style="list-style-type: none"> <li>• Official Receipt of Payment</li> <li>• Latest Registration Certificate/Certificate of Enrollment</li> </ul>
END OF TRANSACTION			

## OFFICE OF THE SCHOLARSHIP AND FINANCIAL ASSISTANCE (OSFA)

### About the Service

The Office of the Scholarship and Financial Assistance is one of the Offices under the **Office of the Vice President for Student Services (OVPS)**. The OSFA Citizen's Charter provides our clients with information on the different services, requirements, procedures, fees and timelines with the objectives of improving service delivery and ensuring client satisfaction.

OSFA is committed to provide access to educational opportunities in terms of scholarship and financial assistance to students.

*Tel. Number: 716-7832 loc. 339*

### Entrance Scholarship

Description of Service:

**Academic Scholarships** – Valedictorian, Salutatorian, First Honorable Mention

**Non-Academic Scholars** – Campus Journalist, President of High School Supreme Student Council, Achiever/Awardee, Outstanding Artist, Outstanding Athlete

**Fees :**

**Entrance Fee: P500.00**

**Bank Service Charge: P25.00**

**Total Processing Time: 5 - 7 Days**

General Requirements:

1. **Certification from the School Principal/Head (with dry seal)**
2. Certification of Good Moral Character (with dry seal)
3. CTC of Birth Certificate authenticated by National Statistics Office (NSO)
4. High School Card (Form 138)
5. Commencement Exercises Program with the List of Graduates
6. ITR of parent or guardian or Certification of Non-Payment of IT from Barangay
7. 4 pieces of Passport – size photo with name plate

**Qualifications for Academic Scholarships** – Valedictorian, Salutatorian, First Honorable Mention (Present General Requirements) **Qualifications for Non - Academic Scholarships** – President of High School Supreme Student Council, Achiever / Awardee

1. **Present General Requirements**
2. **Achiever / Awardee** – in addition to the General Requirements, present proof of evidences for award/s won in citywide, provincial, regional, national or international co – curricular competition in an individual or team event

**Qualifications for Non - Academic Scholarships** – Campus Journalist, Outstanding Artist

1. **Present General Requirements**
2. **Additional Requirements for the:**

#### **2.1 Outstanding Artists**

- A. **Submit a Portfolio (commendable works and achievements in the field of Culture and the Arts in school, community and/or nationwide particularly in:**
  - a. **Dance**
  - b. **Music**
  - c. **Theater**
  - d. **Modeling**
  - e. **Visual Arts**

- B. **Must present pertinent documents to support the veracity of the body of his / her works and achievements**

#### **2.2 Campus Journalists and Creative Media Artists**

- A. **Must possess skills on the following areas:**
  - a. **News / Feature writing**
  - b. **Scriptwriting**
  - c. **Lay – outing**
  - d. **Proof reading**
  - e. **Graphic design**
  - f. **Web design**
  - g. **Photography**
  - h. **Videography**
  - i. **Photo / Video editing**
  - j. **Directing**
- B. **High School Average of 82 and above in both English and Filipino subjects**
- C. **Must be an Editorial Board member of the school last attended**
- D. **Certification from the School Paper Adviser**
- E. **Portfolio of articles and photos published in the School Paper or in the Regional / National publications**

3. **Must pass the interview / screening audition / editorial examinations set by the offices concerned: the University Center for Cultural Arts (UCCA) or the Communication Management Office**

**Qualifications for Non - Academic Scholarship** – Outstanding Athlete

1. **Present General Requirements**
2. **Additional Requirements for the: Outstanding Athlete**
  - A. **Medical Certificate**
  - B. **School Athletic Certification**
  - C. **Submit a Portfolio (commendable works and achievements in the field of Sports particularly, participation in local, national or international):**
    - a. **Sports Competition**
    - b. **Certificate of Recognition / Awards received in Sports Competition**
    - c. **Documentation (Pictures)**
  - D. **Must present pertinent documents to support the veracity of the body of his / her works and achievements (compiled in long, blue clear book)**
3. **Must pass the interview / screening audition set by the College of Human Kinetics**

### HOW TO AVAIL OF THE SERVICE

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Register online and have a printed copy of Application Form.	<a href="http://www.pup.edu.ph">www.pup.edu.ph</a>	Information and Communication Technology Center (ICTC), NALLRC	See General Requirements and Qualifications above
2. Pay the Examination Fee.	Nearest Landbank Branch PUP Cashier's Office	PUP Main Campus, Ground Floor, South Wing	Printed copy of payment voucher
3. Present the validated deposit slip from Landbank or the O.R. from PUP Cashier's Office and the copy of payment voucher to the OSFA to secure test permit for PUPSAIT.	Office of the Scholarship and Financial Assistance (OSFA) Ms. Michelle Z. Bandola - Sotto Ms. Arsenia D. Castro	PUP Main Campus, Room 119, Ground Floor, West Wing	Deposit slip / O.R. from Landbank



STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
4. Take the PUPSAIT on the scheduled date and time of the examination.	Guidance, Counseling and Testing Center (GCTC) Ms. Rose Merza	PUP Main Campus, 2nd Floor, Charlie Del Rosario Building	Test Permit
5. After two days from the date of examination, visit the PUP Website and fill-out the confirmation slip (SAR-F1a). Download also the OSFA F2 – 2008 form and have it printed.	<a href="http://www.pup.edu.ph">www.pup.edu.ph</a>		Duly Accomplished Confirmation Slip & OSFA F2 – 2008 forms
6. Take the English Placement Test (for PUPSAIT passer whose final grade in high school is 80% and lower).	The Department of English, Foreign Languages and Linguistics	PUP Main Campus, 2nd Floor, North Wing	Form 137
7. Proceed to the respective Screening Committees.	For Supreme Council, Achiever / Awardee: Office of the Student Services  For Athletes: Chair of Screening Committee, College of Human Kinetics  For Artists: Chair of Screening Committee, University Center for Culture and the Arts (UCCA)  For Campus Journalists & Creative Media Artists: Communication Management Office (CMO)	Supreme Council & Achiever / Awardee: 2nd Floor, Charlie Del Rosario Bldg. Athletes: PUP Gymnasium  Artists: PUP Theater, MassCom Building  Campus Journalists & Creative Media Artists: 3rd Floor, Communication Management Office	See General Requirements and Qualifications above
8. If qualified for entrance scholarship, proceed to OSFA for the validation/ submission of documents.	Office of the Scholarship and Financial Assistance Chief Lailanie G. Teves Ms. Michelle Z. Bandola - Sotto	PUP Main Building, Room 119, Ground Floor, West Wing	See General Requirements and Qualifications above
9. Proceed to the Director, Office of the Student Services (co-chair, entrance Scholarship Committee for the final recommendation.	Dr. Armando A. Torres	PUP Main Campus, 2nd Floor, Charlie Del Rosario Building	OSFA F2 – 2008 Route and Approval Sheet
10. Approval and signature of the Vice President for Student Services	Dr. Juan C. Birion	PUP Main Campus, 2nd Floor, South Wing	OSFA F2 – 2008 Route and Approval Sheet
11. Upon approval of the VPSS, photocopy the route form, then download and fill – out OSFA F – 3 2008 & OSFA F4 – 2008 forms and proceed to OSFA for tagging of the account.	Office of the Scholarship and Financial Assistance Ms. Arsenia D. Castro	PUP Main Building, Room 119, Ground Floor, West Wing	
<b>End of Transaction (Scholarship Processing)</b>			
<b>Proceed to Freshmen Enrollment</b>			

**Resident Scholarship**

Description of Service:

- President Lister/University Scholar
  - weighted average of at least 1.50
  - FULL tuition fee discount.
- Dean's Lister/College Scholar
  - weighted average of at least 1.75.
  - PARTIAL tuition fee discount.

Fees : N/A

Total Processing Time: 3-4 Hours

**HOW TO AVAIL OF THE SERVICE**

Qualifications :

No grade lower than 2.50 in any subject, a residence of at least one semester in the University, carry the normal loads prescribed by the respective curricula, of good moral character, and has not been subjected to any disciplinary action by the University.

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Download the scholarship agreement form (OSFA Form F3 and F4 – 2008). Accomplish the forms with the signature of parent or guardian and submit them to OSFA together with the requirements.	Office of the Scholarship and Financial Assistance Ms. Michelle Z. Bandola - Sotto  Ms. Arsenia D. Castro	PUP Main Campus, Room 119, Ground Floor, West Wing	<ul style="list-style-type: none"> <li>● Scholarship Agreement Forms (Form F3 &amp; F4 – 2008) original and one photocopy.</li> <li>● Original Registration card of the previous semester</li> <li>● Original and Photocopy of the current registration card.</li> <li>● Print Screen Copy of Grades (SIS Account) reflecting the full name, course and the General Point Average (GPA).</li> <li>● Identification card of the Parent / Guardian who signed the Agreement Form (Form F4 - 2008)</li> </ul>
2. OSFA will evaluate the grades if the applicant belongs to the President's or Dean's List.	Ms. Michelle Z. Bandola - Sotto Ms. Arsenia D. Castro	PUP Main Campus, Room 119, Ground Floor, West Wing	
3. OSFA will stamp the scholarship agreement and the registration card to be signed by the Chief.	Chief Lailanie G. Teves	PUP Main Campus, Room 119, Ground Floor, West Wing	
4. OSFA will tag the student's account for scholarship discount. Avail discount is to be reflected in the next semester's assessment fees.	Ms. Michelle Z. Bandola - Sotto Ms. Arsenia D. Castro	PUP Main Campus, Room 119, Ground Floor, West Wing	
<b>End of Transaction</b>			

**Financial Aid Grant or Service Grant Exclusively for:**

*PUP Student Council Officer  
PUP Publication Staff Member  
Cultural Group Members  
Athletes  
ROTC Officers*

Fees: Varies

Total Processing Time: 3-4 Hours

**HOW TO AVAIL OF THE SERVICE**

Qualifications :

For ROTC Officer, Artist, Athletes and Campus Journalist Scholars: Recommendation from the Heads of the respective offices

For PUP Student Council: Certification that the student is duly elected officer of the PUP Student Council, Completed grades of the previous semester, with no grade lower than 2.50.

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Download the scholarship agreement form (OSFA Form F3 and F4 – 2008). Accomplish the forms with the signature of parent or guardian and submit them to OSFA together with the requirements.	Office of the Scholarship and Financial Assistance Ms. Michelle Z. Bandola - Sotto Ms. Arsenia D. Castro	PUP Main Campus, Room 119, Ground Floor, West Wing	<ul style="list-style-type: none"> <li>Scholarship Agreement Forms (Form F3 &amp; F4 – 2008) original and one photocopy.</li> <li>Recommendation Letter from the respective unit.</li> <li>Original and Photocopy of the current registration card.</li> <li>Print Screen Copy of Grades (SIS Account) reflecting the full name, course and the General Point Average (GPA).</li> </ul>
2. OSFA will evaluate the grades if the applicant belongs to the full or partial financial aid grant.	Ms. Arsenia D. Castro	PUP Main Campus, Room 119, Ground Floor, West Wing	
3. OSFA will stamp the scholarship agreement and the registration card to be signed by the Chief.	Chief Lailanie G. Teves	PUP Main Campus, Room 119, Ground Floor, West Wing	
4. OSFA will tag the student's account for financial grant. Availed discount is to be reflected in the next semester's assessment fees.	Ms. Arsenia D. Castro	PUP Main Campus, Room 119, Ground Floor, West Wing	
End of Transaction			

**Work-Study-Plan or Student Assistant***Description of Service:*

- Term of Employment
- Not more than 24 hours a week or 100 hours a month
- Php20.00/hour
- Good for one semester
- Renewable

Qualifications / Requirments:

A bona fide student of the University who has had at least two semesters or one year of residence; Recommendation Letter from the Office in need of S.A., Complete grades of the previous semester with general weighted average of 2.50 without any Incomplete, Dropped / Withdrawn or grade of 3.0 in any subject.

Total Processing Time:

**HOW TO AVAIL OF THE SERVICE**

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Present letter of recommendation from the office in need of S.A., together with the requirements.	Chief Lailanie G. Teves	PUP Main Campus, Room 119, Ground Floor, West Wing	<ul style="list-style-type: none"> <li>Print Screen of Grades (SIS)</li> <li>Photocopy of current registration card</li> </ul>
2. Evaluation of Grades and Approval of request	Chief Lailanie G. Teves Ms. Michelle Z. Bandola - Sotto	PUP Main Campus, Room 119, Ground Floor, West Wing	<ul style="list-style-type: none"> <li>Print Screen of Grades (SIS)</li> <li>Photocopy of current registration card</li> <li>Recommendation letter</li> </ul>
3. Fill out the personal information from OSFA for the endorsement to the Guidance office	Ms. Michelle Z. Bandola - Sotto Ms. Arsenia D. Castro	PUP Main Campus, Room 119, Ground Floor, West Wing	OSFA Form Personal Information
4. Proceed to the Guidance, Counseling and Testing Center for the psychological test.	Guidance, Counseling and Testing Center	PUP Main Campus, 2nd Floor, Charlie Del Rosario Building	OSFA Form Personal Information
5. Provide OSFA a copy of the Test Result Guidance, Counseling and Testing Center PUP Main Campus, 2nd Floor, Charlie Del Rosario Building Psychological Test Result			
6. OSFA evaluates the test result forwarded by the GCO.	Ms. Michelle Z. Bandola - Sotto Ms. Arsenia D. Castro	PUP Main Campus, Room 119, Ground Floor, West Wing	Psychological Test Result
7. If the applicant passed the Psychological Test, the OSFA Chief will interview the applicant	Chief Lailanie G. Teves	PUP Main Campus, Room 119, Ground Floor, West Wing	Psychological Test Result
8. Qualified applicant will fill out the Personal Data Sheet	Ms. Michelle Z. Bandola - Sotto Ms. Arsenia D. Castro	PUP Main Campus, Room 119, Ground Floor, West Wing	Personal Data Sheet
9. OSFA will endorse the student assistant to the University President for the approval of Special Order.	Chief Lailanie G. Teves	PUP Main Campus, Room 119, Ground Floor, West Wing	
10. Approval of S.O.	Office of the President	PUP Main Campus, 2nd Floor, South Wing	
11. Upon receipt of Special Order, the S.A. will assume duty to the designated office that requested him/her.	Designated Office		
End of Transaction			

**Note: Opening of Landbank Account**

1. Present the Special Order (S.O.) to the Cashier and secure an endorsement letter to be able to open a Savings Account at Landbank, G. Araneta Avenue branch.
2. Bring the S.O. and the Recommendation Letter to Landbank branch.

Sponsor a Scholar Program

Requirements:

- Letter of Intent
- Proposed Memorandum of Agreement

Fees:

Administrative Fee\*

-Government Institution  
-Private Individual/Institution

Php 500.00

Php 1,000.00

\*per scholar per semester

## HOW TO SPONSOR A SCHOLAR

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Submit a Letter of Intent to OSFA Chief.	Chief Lailanie G. Teves, OSFA	PUP Main Campus, Room 119, Ground Floor, West Wing	Letter of Intent
2. Set a meeting with the possible donor/benefactor.	Office of the Scholarship and Financial Assistance	PUP Main Campus, Room 119, Ground Floor, West Wing	
3. Prepare and submit a draft MOA to OSFA.	Chief Lailanie G. Teves	PUP Main Campus, Room 119, Ground Floor, West Wing	draft MOA
4. Pre-evaluate and submit MOA to Legal Office.	Chief Lailanie G. Teves	PUP Main Campus, Room 119, Ground Floor, West Wing	draft MOA
5. Evaluate the MOA.	Atty. Araceli Linatoc PUP Legal Office	PUP Legal Office, 3rd Floor, South Wing	draft MOA
6. Return the approved or disapproved MOA to donor/benefactor.	Office of the Scholarship and Financial Assistance	PUP Main Campus, Room 119, Ground Floor, West Wing	Received draft MOA
7. If approved, set a schedule for MOA Signing.  If disapproved, go back to Step 3	Office of the Scholarship and Financial Assistance	PUP Main Campus, Room 119, Ground Floor, West Wing	Final copy of approved MOA
8. Notarize the signed MOA and provide PUP with 3 original notarized copies.	Donor	PUP Main Campus, Room 119, Ground Floor, West Wing	Final copy of approved MOA
9. Submit an original notarized MOA to OP and duplicate copy to VPSS and Accounting Office.	Office of the Scholarship and Financial Assistance	PUP Main Campus, Room 119, Ground Floor, West Wing	Final copy of approved MOA
<b>End of Transaction</b>			

GUIDANCE, COUNSELING  
AND TESTING SERVICES

## About the Service

The Guidance, Counseling and Testing Services provide services to its clients who are mostly from the ranks of students, faculty members and administrative employees of the University.

The professional competence of its staff emphasized the office's commitment to quality and efficient service to its clientele.

**Tel. Number: 716-7832 loc. 321 or 384**

## Counseling

Description of Service:

This is the heart of the Guidance Program. It is a goal-oriented process between a professionally trained, competent counselor and an individual seeking help for the purpose of clarifying facts and issues to increase the individual's capacity to adjust satisfactorily to situations confronting him/her.

## Fees:

**(Waived)**

**Total Processing Time: 30 mins to 45 mins**

## HOW TO AVAIL THE SERVICE

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Walk-in clients may visit GCTS Office and proceed to the Guidance Counselor who is in-charge of the College where student is enrolled.  If referred, the client/student must present to the counselor the Call Slip where the date and time of the session are indicated.	Guidance Counselor  (GCTS Staff)	PUP Main Campus,  2nd Floor, Charlie Del Rosario Building Rm. 205  PUP Engineering Building Rm. 320  PUP Institute of Technology  Rm. 102  PUP Hasmin Building  M.H Del Pilar Campus Ground Floor  PUP MassCom. Building Ground Floor	Registration Card or Alumni ID          Additional Requirement: Call Slip
2. Counseling takes place immediately.	Guidance Counselor  (GCTS Staff)	PUP Main Campus,  2nd Floor, Charlie Del Rosario Building Rm. 205  PUP Engineering Building Rm. 320  PUP Institute of Technology  Rm. 102  PUP Hasmin Building M.H Del Pilar Campus Ground Floor  PUP MassCom. Building Ground Floor	

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
3. Upon the evaluation of the Counselor, the client shall return on a scheduled date of follow-up counseling.	Guidance Counselor (GCTS Staff)	PUP Main Campus,  2nd Floor, Charlie Del Rosario Building Rm. 205  PUP Engineering Building Rm. 320  PUP Institute of Technology Rm. 102  PUP Hasmin Building M.H Del Pilar Campus Ground Floor  PUP MassCom. Building Ground Floor	
End of Transaction			

Securing Excuse Slip/s  
Description of Service:

The GCTS issues excuse slips to students who incurred absences due to meritorious reasons. The student who wishes to obtain an excuse slip must show merit to his/her absence.

Fees :  
(Waived)  
Total Processing Time: 3 mins to 3 hours

#### HOW TO AVAIL OF THE SERVICE

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Present to the GCTS staff the needed requirements.	Guidance Counselor (GCTS Staff)	PUP Main Campus,  2nd Floor, Charlie Del Rosario Building Rm.205  PUP Engineering Building Rm. 320  PUP Institute of Technology Rm. 102  PUP Hasmin Building M.H Del Pilar Campus Ground Floor  PUP MassCom. Building Ground Floor	Letter of excuse stating the reason for being absent, duly signed by parent or guardian with the latter's ID or Residence Certificate. Other Documents e.g Medical Certificates, etc.

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
2. Counseling takes place.  Issuance of Excuse Slip	Guidance Counselor (GCTS Staff)	PUP Main Campus,  2nd Floor, Charlie Del Rosario Building Rm.205  PUP Engineering Building Rm. 320  PUP Institute of Technology Rm. 102  PUP Hasmin Building M.H Del Pilar Campus Ground Floor  PUP MassCom. Building Ground Floor	
End of Transaction			

#### Testing Service

Description of Service:

The testing service utilizes previously prepared/standardized mental ability, aptitude, personality, interest, adjustment and other tests to among others evaluate the applicants for employment, scholarship, entrance test, re-admission, transferee, shiftees, dorm applicants and student assistantship.

**Fees: Php 750 Psychological Testing**  
**Php 1, 500 General Psychological Assessment**  
(Varies)

**Total Processing Time: 4 hours**

#### HOW TO AVAIL OF THE SERVICE

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Submit an endorsement letter for psychological testing (with Xerox copy of the receipt of testing fee if necessary) for:	Guidance Counselor (GCTS Staff)	PUP Main Campus, 2nd Floor, Charlie Del Rosario Building Rm.205	Endorsement Letter; Personal Data Sheet; Official Receipt if necessary  E- permit
a. Administrative and Teaching positions;	a. Human Resource Management Office (HRMO)	PUP Main Campus Ground Floor, South Wing	Endorsement from the Dean or Chairperson
b. Freshmen and Transferees	b. Admission and Registration Office/ Office for Scholarship and Financial Assistance (OSFA)	PUP Main Campus, Ground Floor, West Wing	Endorsement letter from the Office for Scholarship and Financial Assistance (OSFA)
c. Shifters	c. College Deans/Chairpersons	PUP Main Campus, 2nd Floor, North Wing	Endorsement letter
d. Hasmin Hostel Dorm Applicants;	d. Hasmin, Hostel Director/ Manager	Hasmin Building M.H. Del Pilar Campus, Ground Floor	
e. Scholarship and grants	Office of the Scholarship and Financial Assistance	PUP Main Campus, Room 115, Ground Floor, West Wing	
f. Others, as requested by Deans, Chairpersons and Faculty Members	Guidance, Counseling and Testing Services	PUP Main Campus, 2nd Floor, Charlie Del Rosario Building Rm.205	

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
2. Ask for Testing Schedule (8:30 AM Monday to Friday)	Guidance Counselor (GCTS Staff)	PUP Main Campus , 2nd Floor, Charlie Del Rosario Building Rm.205	Personal Data Sheet/ Individual Record Form
3. Return on the scheduled Date of Testing			
Guidance Counselor (GCTS Staff)			
PUP Main Campus , 2nd Floor, Charlie Del Rosario Building Rm.205			
4. Results shall be forwarded to the requesting Office, except the test results of dorm applicants which shall be given directly to the applicant.	<p>Director, Human Resource Management Office for Administrative and Teaching positions;</p> <p>Acting University Registrar, Chief Admission, Director &amp; Directors of Campuses for Re-admission &amp; Transferee; on probation and Post Baccalaureate</p> <p>Chief, Office for Scholarship and Financial Assistance (OSFA); Dean or Chairperson of the College for Shifters;</p> <p>Director or manager of Hasmin Hostel for Dorm Applicants;</p> <p>Department of Science and Technology, Director/HRD Officers of Agency (Under MOA)</p> <p>Director, Chairperson and Registrar for Open University (entrance test) and Open University (Post Baccalaureate)</p> <p>Dean or Chairperson for On the Job Training</p> <p>Dean or Chairperson and Faculty for the Self-Assessments</p>		
End of Transaction			

## CAREER DEVELOPMENT AND PLACEMENT SERVICES

The Career Development and Placement Services (CDPS) is one of the offices under the Office of the Vice President for Student Services (OVPS). CDPS is the career network of successful PUP alumni and globally competitive companies and institutions. The office mandate of providing career-related services to PUP students and alumni is achieved through the various career opportunities offered by partner companies and institutions.

CDPS focuses on the thrusts of quality and accessibility of services, linkages, research, and income generating projects in the provision of career development and placement services.

The CDPS Citizen Charter provides our clients with complete information on the requirements including schedule of fees, procedures and timelines involved in availing of career related services with the objectives of improving service delivery and ensuring client satisfaction.

Career Development and Placement Services (CDPS)  
Room 314, South Wing, Third Floor,  
PUP Main Campus, Sta. Mesa, Manila  
Telefax : 714-0593 / Trunkline : 716-7832 to 45 loc. 340

### I. SERVICES TO COMPANY-INSTITUTION-PARTNERS

#### General Requirements

#### 1. Letter of Intent addressed to:

*Engr. FLORINDA H. OQUINDO*

*Chief, Career Development and Placement Services (CDPS)*

#### 2. Company/Institution Profile

#### 3. SEC Registration or DTI Permit or Any applicable permit / registration

#### 4. Certificate of Corporate Filing/Information on status (Securities and Exchange Commission (SEC) or Certificate of Good Standing for Cooperatives (CDA).

#### Additional Requirements for Local Manpower Agency only:

#### 1. License for Private Recruitment and Placement Agency (DOLE)

#### 2. Authority to Recruit (DOLE)

#### 3. Certificate of Registration (DOLE / BIR / Philhealth)

#### 4. Clearance Certificate (DOLE)

#### 5. Certificate of Membership (SSS)

#### 6. Special Recruitment Activity Permit (DOLE) – for agency joining the Job Fair

#### A. JOB POSTING

The Career Development and Placement Services (CDPS) consistently receive request to post job openings from employers. Full-time, part-time, summer employment-internship opportunities are available at CDPO and positions are posted strategically in the University.

#### 1. Fees

- **Traditional (Bulletin Boards) – P200.00 for one (1) month**
- ✓ **On-Line Job Posting (PUP Website) – Minimum of P500.00 for every two(2) positions**

#### 1. Additional Requirements

- ✓ **Manual – Poster or Ads (10 copies bond paper size – 8 ½ X 11)**
- ✓ **On-Line – Soft Copy of Poster or Ads (in JPEG format)**
- ✓ **Photocopies of Original Receipt (2 copies)**

#### 1. How to Avail of the Service

**A.****Traditional**

Follow these Steps	It Will Take You	Please Approach
1. Submit the Letter of Intent with documentary requirements (SEC/DTI/CDA Registration, Certification from registering agency, and company profile to CDPS	5 minutes	CDPS Staff (Myla D. Salcedo)
2. For company with complete documents/requirements please secure payment request form and procedures for payment.	5 minutes	CDPS Staff (Myla D. Salcedo)
3. Secure order of payment from the Business Regulations Office (BRO) addressed to the Accounting Office.	5 minutes	BRO Staff
4. Secure order of payment from the Accounting Office addressed to the Cashier's Office.	5 minutes	Accounting Office Staff
5. Payment of fees. Secure an Official Receipt (OR).	5 minutes	Cashier's Office Staff
6. Submit two (2) photocopies of the OR to CDPS. Provide the service/s requested (Job Posting, List of Graduates, Job Fair, etc.).	2 minutes	CDPS Staff (Myla D. Salcedo)
7. Post the advertisements at the bulletin boards (1 month duration).	30 minutes	CDPS /ICTC Staff

**Location :**

<b>BRO</b>	East Wing, Second Floor, PUP Main Campus, Sta. Mesa, Manila
<b>Accounting Office</b>	South Wing, Ground Floor, PUP Main Campus, Sta. Mesa, Manila
<b>Cashier's Office</b>	South Wing, Ground Floor, PUP Main Campus, Sta. Mesa, Manila

**On - Line**

Follow these Steps	It Will Take You	Please Approach
1. Submit the Letter of Intent with documentary requirements (SEC/DTI/CDA Registration, Certification from registering agency, company profile and soft copy of job posting ) to CDPS.	5 minutes	CDPS Staff (Myla D. Salcedo)
2. For company with complete documents/ requirements please secure payment request form and procedures for payment.	5 minutes	CDPS Staff (Myla D. Salcedo)
3. Secure order of payment from the Business Regulations Office (BRO) addressed to the Accounting Office.	5 minutes	BRO Staff
4. Secure order of payment from the Accounting Office addressed to the Cashier's Office.	5 minutes	Accounting Office Staff
5. Payment of fees. Secure an Official Receipt (OR) .	5 minutes	Cashier's Office Staff
6. Submit two (2) photocopies of the OR to CDPS. Provide the service/s requested (Job Posting, List of Graduates, Job Fair, etc.).	2 minutes	CDPS Staff (Myla D. Salcedo)
7. Post the advertisements on line (1 month duration).	30 minutes	CDPS /ICTC Staff

**B. DIRECTORY OF GRADUATES**

The directory of graduates consists of the lists of recently graduated students of the University. The directory contains alphabetically arranged degree programs having their respective lists of graduates, with the graduates' addresses and contact numbers.

## 1. Fees

**DIRECTORY OF GRADUATES**

College / Program	Selling Price
College of Accountancy and Finance (COF)	P 1,000.00
College of Architecture and Fine Arts (CAFA)	500.00
College of Arts and Letters (CAL)	500.00
College of Business Administration (CBA)	1,000.00
College of Communication (CoC)	500.00
College of Computer and Information Sciences (CCIS)	500.00
College of Political Science and Public Administration (CPSPA)	500.00
College of Engineering (CE)	1,000.00
College of Education (CoED)	500.00
College of Tourism, Hospitality and Transportation Management (CTHTM)	500.00
College of Social Sciences and Development (CSSD)	500.00
College of Science (CS)	500.00
<b>TOTAL</b>	<b>P 7,500.00</b>

**1. How to Avail of the Service**

Follow these Steps	It Will Take You	Please Approach
1. Submit the Letter of Intent with documentary requirements (SEC/DTI/CDA Registration, Certification from registering agency and company profile) to CDPS..	5 minutes	CDPS Staff (Myla D. Salcedo)
2. For company with complete documents/requirements please secure payment request form and procedures for payment.	5 minutes	CDPS Staff (Myla D. Salcedo)
3. Secure order of payment from the Business Regulations Office (BRO) addressed to the Accounting Office.	5 minutes	BRO Staff
4. Secure order of payment from the Accounting Office addressed to the Cashier's Office.	5 minutes	Accounting Office Staff
5. Payment of fees. Secure an Official Receipt (OR) .	5 minutes	Cashier's Office Staff
6. Submit two (2) photocopies of the OR to CDPS. Provide the service/s requested (Job Posting, List of Graduates, Job Fair, etc.).	2 minutes	CDPS Staff (Myla D. Salcedo)
7. Secure CD copy of directory of graduates.	30 minutes	CDPS Staff

## A. JOB FAIR

This is an event where employers meet PUP students and alumni applying for vacant positions with their companies. Students and alumni submit their résumés while company representatives conduct interviews and examinations for the applicants.

## 1. Fees

No. of Booth(s)	No. of Days / Representatives	Location Options	Amount
A. One (1) Booth B.	3 days / 2 representatives	<ul style="list-style-type: none"> <li>One (1) 2m X 2m booth</li> </ul>	PhP9,000.00
B. Two (2) Booths	3 days / 3 representatives	<ul style="list-style-type: none"> <li>One (1) 2m X 4m booth</li> <li>Two (2) separate 2m X 2m booths</li> </ul>	15,000.00

## Notes:

*Payment a week before the event is entitled to a 10% discount  
Fee is subject to change without prior notice.*

## 1. How to Avail of the Service

Follow these Steps	It Will Take You	Please Approach
1. Upon receipt of job fair invitation submit filled out registration form (fax, e-mail or personal) with documentary requirements (SEC/DTI/CDA Registration, Certification from registering agency and company profile) to CDPS.	5 minutes	CDPS Staff (Myla D. Salcedo)
2. For company with complete documents/requirements please secure payment request form and procedures for payment.	5 minutes	CDPS Staff (Myla D. Salcedo)
3. Secure order of payment from the Business Regulations Office (BRO) addressed to the Accounting Office.	5 minutes	BRO Staff
4. Secure order of payment from the Accounting Office addressed to the Cashier's Office.	5 minutes	Accounting Office Staff
5. Payment of fees. Secure an Official Receipt (OR).	5 minutes	Cashier's Office Staff
6. Submit two (2) photocopies of the OR to CDPS. Provide the service/s requested.	2 minutes	CDPS Staff (Myla D. Salcedo)
7. Attend job fair	30 minutes	CDPS Staff

## A. PARTNERSHIP

**Memorandum of Agreement (MOA) is signed between PUP and the concerned company-institutions renewable annually. The MOA stipulates the responsibilities of PUP and the company-/institution-partner. Partners are given preferential treatment on the services provided by CDPS.**

## 1. Fees

- ✓ **Donation to the University**

## 2. Additional Requirements

- ✓ **Draft Memorandum of Agreement**

## 1. How to Avail of the Service

Follow these Steps	It Will Take You	Please Approach
1. Submit letter of intent and draft Memorandum of Agreement (MOA) with documentary requirements (SEC/DTI/CDA Registration, Certification from registering agency and company profile) to CDPS.	5 minutes	CDPS Staff (Myla D. Salcedo)
2. Upon submission, MOA will be endorsed to the PUP Legal Office for review and approval.	1 Week	CDPS Staff
3. Secure copy of comments via email or fax.		
4. Submit the final draft of MOA.	1 Week	CDPS Staff
5. Schedule MOA signing date and venue.		
6. MOA signing and fellowship.	3 hours	CDPS Staff

## A. A. OTHER SERVICES

Fees:

- **Rate of Venue requested**
- **Food for participants**

## 1. Mock Recruitment

This is an actual recruitment process of the company. The student-applicant goes through the actual application process administered by the company representatives. The process includes the filling-out of application forms, preliminary and final interviews, and examinations. Student-applicants who fail a particular step in the process shall be informed through a formal communication and are not allowed to continue with the succeeding steps of the job application process. This shall give student-applicants a first hand experience of job application.

How to Avail of the Service

Follow these Steps	It Will Take You	Please Approach
1. Submit the Letter of Intent with documentary requirements (SEC/DTI/CDA Registration, Certification from registering agency, and company profile).	5 minutes	CDPS Staff (Myla D. Salcedo)
2. For company with complete documents/requirements please fill-out and submit company activity request form via e-mail, fax or personal.	10 minutes	CDPS Staff (Myla D. Salcedo)
3. Upon approval, secure order of payment from the Business Regulations Office (BRO) addressed to the Accounting Office for the venue fee.	5 minutes	BRO Staff
4. Secure order of payment from the Accounting Office addressed to the Cashiers Office.	5 minutes	Accounting Office Staff
5. Payment of fees. Secure an Official Receipt (OR).	5 minutes	Cashier's Office Staff
6. Submit two (2) photocopies of the OR to CDPS. Provide the service/s requested.	2 minutes	CDPS Staff (Myla D. Salcedo)
7. Conduct Mock Recruitment.	4 - 8 hours	CDPS Staff

### 1. Career Talk/Seminar

This is a talk provided by successful PUP alumni to the students. Alumni share their experiences to inspire the presently enrolled students to pursue their respective fields of specialization. The event is conducted in partnership with one college in the University.

How to Avail of the Service

Follow these Steps	It Will Take You	Please Approach
1. Submit the Letter of Intent with documentary requirements (SEC/DTI/CDA Registration, Certification from registering agency, and company profile).	5 minutes	CDPS Staff (Myla D. Salcedo)
2. For company with complete documents/requirements please fill-out and submit company activity request form via e-mail, fax or personal.	10 minutes	CDPS Staff (Myla D. Salcedo)
3. Upon approval, secure order of payment from the Business Regulations Office (BRO) addressed to the Accounting Office for the venue fee.	5 minutes	BRO Staff
4. Secure order of payment from the Accounting Office addressed to the Cashier's Office.	5 minutes	Accounting Office Staff
5. Payment of fees. Secure an Official Receipt (OR).	5 minutes	Cashier's Office Staff
6. Submit two (2) photocopies of the OR to CDPS. Provide the service/s requested.	2 minutes	CDPS Staff (Myla D. Salcedo)
7. Conduct Career Talk/Seminar.	4 - 8 hours	CDPO Staff

### 1. Pre-Employment Orientation Seminar

This seminar is designed for the graduating students who will soon be applying for a job. Resource persons are practitioners from leading companies in the country. Topics discussed at the seminar are résumé writing, personality development, job interviews, and work ethics which will guide the future job applicants in their career quest.

How to Avail of the Service

Follow these Steps	It Will Take You	Please Approach
1. Submit the Letter of Intent with documentary requirements (SEC/DTI/CDA Registration, Certification from registering agency, and company profile).	5 minutes	CDPS Staff (Myla D. Salcedo)
2. For company with complete documents/requirements please fill-out and submit company activity request form via e-mail, fax or personal.	10 minutes	CDPS Staff (Myla D. Salcedo)
3. Upon approval, secure order of payment from the Business Regulations Office (BRO) addressed to the Accounting Office for the venue fee.	5 minutes	BRO Staff
4. Secure order of payment from the Accounting Office addressed to the Cashier's Office.	5 minutes	Accounting Office Staff
5. Payment of fees. Secure an Official Receipt (OR).	5 minutes	Cashier's Office Staff
6. Submit two (2) photocopies of the OR to CDPO. Provide the service/s requested.	2 minutes	CDPS Staff (Myla D. Salcedo)
7. Conduct Pre-Employment Orientation Seminar.	4 - 8 hours	CDPS Officials/ Staff

### II. SERVICES TO STUDENTS

#### General Requirements

#### 1. Letter of Intent addressed to:

Engr. FLORINDA H. OQUINDO  
Chief, Career Development and Placement Services (CDPS)

#### 2. Registration Card (for Students)

#### 3. Accomplished CDPS forms (Personal Data Sheet or PDS and Student request form)

#### A. REFERRAL/RECOMMENDATION LETTER

This is a letter recommending a PUP student or alumnus upon request.

How to Avail of the Service

Follow these Steps	It Will Take You	Please Approach
1. Submit the Letter of Intent with documentary requirements (Photo copy of Registration Card (Student) or Alumni ID (Alumni)).	5 minutes	CDPS Staff (Myla D. Salcedo)
2. For student with complete documents/requirements please fill-out student/alumni request form.	10 minutes	CDPS Staff (Myla D. Salcedo)
3. Upon approval, secure a recommendation letter.	10 minutes	CDPS Staff (Myla D. Salcedo)

#### CAREER GUIDANCE/PRE-EMPLOYMENT SEMINAR

Career Guidance is the assistance provided to students in making career-related decisions by exploring their interests, skills, and values.

Pre-Employment Seminar is a meeting or conference where practitioners from the industry act as resource persons who discuss the topics on resume writing, personality development, job interviews, and work ethics.

How to Avail of the Service

Follow these Steps	It Will Take You	Please Approach
1. Inform CDPS your intention to join the pre-employment seminar and present documentary requirements (Photo copy of Registration Card (Student)).	5 minutes	CDPS Staff (Myla D. Salcedo)
2. For student with complete documents/requirements please fill-out student request form.	10 minutes	CDPS Staff (Myla D. Salcedo)
3. Upon approval, secure the schedule of pre-employment seminar	10 minutes	CDPS Staff (Myla D. Salcedo)
4. Attend activity.	4 - 8 hours	Student

#### B. CAREER TALK/SEMINAR

This is a talk provided by successful PUP alumni to the students. The alumni share their experiences to inspire presently enrolled students to pursue their respective fields of specialization. The event is conducted in partnership with one college in the University.



## How to Avail of the Service

Follow these Steps	It Will Take You	Please Approach
1. <b>Inform CDPS your intention to join the pre-employment seminar and present documentary requirements (Photo copy of Registration Card (Student)).</b>	5 minutes	CDPS Staff (Myla D. Salcedo)
2. <b>For student with complete documents/requirements please fill-out student request form.</b>	10 minutes	CDPS Staff (Myla D. Salcedo)
3. <b>Upon approval, secure the schedule of pre-employment seminar</b>	10 minutes	CDPS Staff (Myla D. Salcedo)
4. <b>Attend activity.</b>	4 – 8 hours	Student / Alumni

C. **JOB ANNOUNCEMENTS**

These are the job openings received by CDPS from employers. They are posted strategically in the University and communicated to the college deans.

## How to Avail of the Service

Follow these Steps	It Will Take You	Please Approach
1. <b>Visit CDPS or check CDPS Bulletin Boards for current job openings.</b>	5 minutes	CDPS Staff (Myla D. Salcedo)
2. <b>Fill – out request form and Personal Data Sheet. Submit photocopy of ID or registration card.</b>	10 minutes	CDPS Staff (Myla D. Salcedo)
3. <b>Provide students job announcement of companies</b>	10 minutes	CDPS Staff (Myla D. Salcedo)
4. <b>Get contact details of company.</b>	4 – 8 hours	Student
5. <b>Submit resume at CDPS for future referrals.</b>		Student

## UNIVERSITY CENTER FOR CULTURE AND THE ARTS

## Services offered

For students:  
**PUP-UCCA Entrance Artists**

**General Requirements:**

- Certification of Good Moral Character (Xerox)
- CTC of Birth Certificate (Xerox)
- High School Card (Form 138) (Xerox)
- ITR of parent or guardian or Certification of Non-Payment of IT from Barangay (Xerox)
- Portfolio of Achievements in the field of Culture and the Arts
- 2 pieces of 2x2 photo with name plate.

*\*Upon enrolment, all Documents must be presented to the UCCA.*

1. **Affidavit**
2. **PUPSAIT Result**
3. **Route and Approval Sheet**
4. **Copy of Registration Card**

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Submission of Portfolio and Audition	<a href="#">UCCA STAFF</a>	UCCA PUP Theater, College of Communication (COC) Campus	See General Requirements above
2. Register online and have a printed copy of Application Form	<a href="http://www.pup.edu.ph">www.pup.edu.ph</a>	PUP ICTC	
3. <b>Bring the printed copy of payment voucher to Landbank or PUP Cashier's Office and pay the Examination Fee</b>	Nearest Landbank Branch/PUP Cashier's Office	PUP Main Campus, Ground Floor, Southwing	
4. Tagging OSFA and Claiming test permit	Office of the Scholarship and Financial Assistance	PUP Main Campus, Room 216, Ground Floor, Westwing	
5. Take the PUPSAIT on the scheduled date and time of the examination	Guidance, Counseling and Testing Center	PUP Main Campus, 2nd Floor, Charlie Del Rosario Building	
6. After two days from the date of examination, visit the PUP website for the result	<a href="http://www.pup.edu.ph">www.pup.edu.ph</a>		
7. Present Essential Documents for the Interview Issuance of OSFA and Endorsement	Office of the Scholarship and Financial Assistance	PUP Main Campus, Room 216, Ground Floor, Westwing	See General Requirements above
8. Proceed to the respective screening committee and Completion of requirements.	University Center for Culture and the Arts Staff	PUP Theater, MassCom Building	See General Requirements above

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
9. If qualified for entrance scholarship proceed to OSFA for the validation/ submission of documents	Office of the Scholarship and Financial Assistance/ Ms. Arsenia D. Castro	PUP Main Building, Room 216, Ground Floor, West wing	See General Requirements above
10. If they passed the 1st screening Committee Go to the Head of the screening committee for the recommendation	Artists, University Center for Culture and the Arts (UCCA) Staff	UCCA PUP Theater, College of Communication (COC) Campus	See General Requirements above
11. Proceed to the Director, Office of the Student Services (co-chair, entrance Scholarship Committee for the final recommendation	Dr. Armando A. Torres	2nd floor, Charlie Del Rosario Building, Main Campus	
12. Proceed to the Vice President for Student Services (Chair, Entrance Scholarship Committee for the final approval of the application	Dr. Juan C. Birion	2nd floor South Wing, Main Campus	
13. Visit the PUP Website and fill-out the confirmation slip (SAR-F1a) and have it printed	<a href="http://www.pup.edu.ph">www.pup.edu.ph</a>		
14. Undergo chest X-ray and secure medical clearance	Medical and Dental Office	East Wing, Ground Floor Main Campus	
15. Proceed to the ARO for credential processing, interview, submission of the original and three (3) photocopies of the ARO requirements to secure admission slip for enrollment	Admission and Registration Office (ARO) Chief Elena R. Abeleda	West Wing, Ground Floor Main Campus	
16. Proceed to the College offering the program of scholar's first choice for interview by the College Dean or Chairperson	Dean's Office	2nd floor, North Wing	
17. Proceed to OSFA for tagging	Ms. Arsenia D. Castro	West Wing, Ground Floor Main Campus	
18. Pay the total assessed fees	Cashier's Office	South Wing, Ground Floor Main Campus	

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
19. Get the hard copy of registration certificate	Admission and Registration Office (ARO)	West Wing, Ground Floor Main Campus	
End of Transaction			

#### PUP-UCCAMembership and Financial Aid Grantees

##### Requirements:

- **Copy of registration card**
- **Application form**
- **Class card**

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Audition/Screening	University Center for Culture and the Arts Staff	PUP Theater, MassCom Building	See General Requirements above
2. Bring Recommendation and other requirement to the OSFA	Office of the Scholarship and Financial Assistance	PUP Main Campus, Room 216, Ground Floor, Westwing	
3. Secure scholarship agreement form upon presentation of the requirements	Office of the Scholarship and Financial Assistance/ Ms. Arsenia D. Castro	PUP Main Campus, Room 115, Ground Floor, West Wing	
4. Return to OSFA on the scheduled enrollment date and bring the duly accomplished form with signature of parent or guardian	Ms. Arsenia D. Castro	PUP Main Campus, Room 115 Ground Floor, West Wing	
5. OSFA will evaluate the grades if the applicant belongs to the President's or Dean's List	Ms. Arsenia D. Castro	PUP Main Campus, Room 115, Ground Floor, West Wing	
6. OSFA will stamp the scholarship agreement and the pre-registration certificate to be signed by the Chief	Chief Cristalina Piers	PUP Main Campus, Room 115, Ground Floor, Westwing	Form 137
7. Go to Accounting Office for assessment	Accounting Office	PUP Main Building, Ground Floor, South Wing	See General Requirements above
8. Pay the total assessed fees	Cashier	PUP Main Building, Ground Floor, South Wing	See General Requirements above
9. Proceed to the ARO for the validated registration certificate	ARO	PUP Main Building, Ground Floor, West Wing	See General Requirements above
End of Transaction			

**For Internal Clientele**

## University Functions

## Requirements:

- **Invitation Letter**
- **Proposal Letter**
- **Three Copies of Actual program**
- **At least one picture of the presentation**
- **Press release, newspaper report about the activity, if any.**
- **Recent financial report**

-Sec. 23.6 of the PUP student's Handbook

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Submit Invitation/ Proposal letter at least 2 weeks before the event or the actual date of performance.	University Center for Culture and the Arts Staff	PUP Theater, MassCom Building	See General Requirements above
2. Approval/ recommendation	University Center for Culture and the Arts Director or Chiefs of offices	PUP Theater, MassCom Building	
End of Transaction			

**For External Clientele**

Cultural Shows, National/International Conventions, National/International Competitions, TV Productions, Product Launching and other.

## Requirements:

- **Invitation Letter**
- **Proposal Letter**
- **Transportation to and from the site of the performance, refreshments and/or regular meals as appropriate**
- **Honoraria and transportation allowances**
- **Decent living accommodation in case of over-night stay**
- **Group insurance (accident with hospitalization) and instrumental insurance are deemed necessary for out of town performances.**

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Submit Invitation/Proposal letter at least 2 weeks before the event or the actual date of performance.	University Center for Culture and the Arts Staff	PUP Theater, MassCom Building	See General Requirements above
2. The UUCA Shall Coordinate with the requesting individual or institution all arrangements to preparation, amenities and actual performance.	University Center for Culture and the Arts Staff	PUP Theater, MassCom Building	
3. A simple agreement shall be signed by contracting parties prior to each performance University Center for Culture and the Arts Staff PUP Theater, MassCom Building			
4. In case of invitation from abroad, the terms and conditions will be determined in consultation with the appropriate university authorities with the sponsoring group (s). Any contingency not covered by the guidelines shall be dealt with the case to case basis	University Center for Culture and the Arts Staff	PUP Theater, MassCom Building	
End of Transaction			

**PUP THEATRE**

Film Showing, Convocation, Seminar, Play Production, Orientation, Ecumenical Mass, ETC.

## Requirements:

## Request Letter

## For IGP:

- Proposal letter
- Three copies of actual program
- At least one picture of the presentation
- Press releases, newspaper report about the activity, if any
- Recent financial report
- Technical Layout

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Submit a proposal or reservation letter Any Sector/unit or recognized organization to the university is qualified to use PUP Theatre	University Center for Culture and the Arts Staff	PUP Theater, MassCom Building	See General Requirements above
2. if the date available the requesting party will pay: 3,500 per hour (internal) 5,00 per hour (external)	University Center for Culture and the Arts Staff/ Prof. Jaime F. Calabig, Theater Manager	PUP Theater, MassCom Building	Note if IGP the project shall remit to the UCCA fund 10% of the net proceeds.
End of Transaction			

- *In case of infringements to the arrangements, the complainant may submit the letter attesting to the situation addressed to the UCCA Director, Dr. Segundo C. Dizon.*
- *In case of some unusual circumstances or unforeseen events beyond our control, the office shall not be liable for the loss or damage it will cause to the production.*
- *For any queries, you may visit us at our office located at PUP Theatre, College of Communication Compound, Anons St. Sta Mesa, Manila.*

## OFFICE OF THE UNIVERSITY REGISTRAR STUDENT RECORDS SERVICES

Main Building, Ground Floor, South Wing  
716-78-32 to 45 loc 285/293/389

The Student Records Services under the Office of the University Registrar (OUR) processes student scholastic records.

Processes Request for:

- **Certification (enrolment and graduation),**
- **Transcript of Records,**
- **Application for Graduation, and Diploma;**
- **Answer inquiries for verification of student status**

SCHEDULE OF FEES		
Transcript of Records		
Graduate:		
	Non-Engineering	350.00
	Engineering	450.00
Graduate Studies:		
	Graduate School	200.00/page
	Open University System	200.00/page
	College of Law	200.00/page
Undergraduate		100.00/page
Undergraduate -OUS (Bachelor)		200.00/page
Diploma		200.00
Certification		
	Certification of Enrolment	150.00
	Certification of Grades	150.00
	Certification of Graduation	150.00
	Certification of No S.O	150.00
	Certification of Medium of Instruction	150.00
Honorable Dismissal		150.00
Correction of Data in SIS		150.00
Authentication		
	CTC TOR	150.00/set
	CTC Diploma	150.00/doc.
	DFA Authentication	920.00/set
Other Fees:		
	Company Verification Fee	200.00/student/graduate
	Graduation Fee	600.00
	Alumni Fee	350.00
	Memorabilia Fee	1,200.00

\*NB: For International Students, please see schedule of fees.

Schedule of Releasing per Request

Documents	Working Days
<b>Certification of Enrolment</b>	<b>1-2 working days depends on the status of the records/ documents requested.(Maximum of 50 request/ day)</b>
Certification of English as Medium of Instruction	
Certification of Non Issuance of SO	
Certification of Graduation	
<b>Certification of Gen. Weighted Average(GWA )</b>	
<b>Certification of Grades (Cross-Enrolees)</b>	Five (5) working days depends on the availability of grade sheets
<b>DFA Authentication</b>	Ten(10) days (with original Documents)
<b>Transcript of Records (2<sup>nd</sup> Request)</b>	<b>Seven (7) working days</b>
<b>Transcript of Records (2008-2013)</b>	Fifteen (15) working days
<b>Transcript of Records (2002-2007)</b>	Fifteen (15) to Thirty (30) days maximum
<b>Transcript of Records (2001 and below)</b>	<b>Thirty (30) days</b>

Additional five (5) working days for Students admitted for SY 2007 and below.

Additional five (5) working days for applicant without original copy of document

Request for Credentials (Transcript of Records - Diploma - Certificates)			
Steps to follow:	Office/Person Responsible	Location of Office	Documents Required
<b>1. Fill out application with clearance form</b>	Applicant	West Wing, Room 116 Ground Floor, Main Building, PUP, Sta. Mesa Manila	<b>Latest 2 pcs. 2x2 picture/ white background/ formal pose</b> <b>Receipt of payment</b> <b>Affidavit of Lost(For Second Copy of Diploma)</b>
<b>2. Go to the different offices for the signing of clearance</b>	Heads of different offices	<b>NALLRC (Ninoy Aquino Library and Learning Resources Center) Department/College (2<sup>nd</sup> Floor, North Wing)</b>  <b>East Wing -GF-(ROTC)-2ND Floor-(NSTP)</b> <b>P.E. Gymnasium Window 9 -South Wing, Ground Flr.</b> <b>South Wing, 3<sup>rd</sup> Floor</b> <b>South Wing, 4<sup>th</sup> Flr.</b>	<b>1. Properly filled up General Clearance form</b>
<b>3. Pay the required fees</b>	Collecting Officer, Cashier's Office	South Wing, Ground Floor	Signed clearance form and Official Receipt for payment
<b>4. Submit filled up application for the request document to the SRS Receiving Section to get the schedule of release</b>	Applicant	Receiving Section West Wing, Room 116 Ground Floor, Main Building	<ul style="list-style-type: none"> <li>• <b>Accomplished General Clearance</b></li> <li>• <b>2 pcs. 2x2 picture in white background</b></li> <li>• <b>Official Receipts of payment</b></li> <li>• <b>SPA if filed by representative</b></li> <li>• <b>Consularized SPA if owner is outside the country.</b></li> </ul>
<b>5. Claim the requested document/s on the scheduled date indicated in the claim stub.</b>	Applicant	Releasing Section South Wing, Room 116 Ground Floor, Main Building	<ol style="list-style-type: none"> <li><b>1. Claim stub</b></li> <li><b>2. Any 2 valid ID's</b></li> <li><b>3. SPA (for Representative)</b></li> </ol>

Note: Two days after filing the request you may receive advisory/message from the OUR regarding the status of your request.

REQUEST FOR VERIFICATION ON THE STATUS OF STUDENTS/GRADUATES (FROM EMPLOYER AND OTHER INSTITUTION)			
Steps to follow:	Office/Person Responsible	Location of Office	Documents Required
1. Submit /Send letter request duly signed by authorized Company Officer in charge with required attachment to the Office of the University Registrar	Company Verifier	West Wing, Ground Floor, Room 103 Main Building	1. Letter request 2. Authorization Letter of the student. 3. Photocopy of Transcript and/or Diploma
2. Pay to the Cashier's Office	Assigned Cashier	South Wing Ground Floor, Main Building	
3. Pick up the verification documents after 3 working days	Company Verifier Ms. Virginia Manlangit	West Wing, Ground Floor, Room 103 Main Building	Receipt of Payment

APPLICATION FOR GRADUATION ( For SIS)			
STEP/S	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Log in at PUP website. 1. a. Click the **Application for Graduation Button to see the application form and fill up the application form, save and then submit online. 1. b. Print a copy of the Application Form.	Qualified Applicant	PUP website <a href="http://www.pup.edu.ph">www.pup.edu.ph</a>  SIS Student Module	Passed all the subjects required in the curriculum (from 1st year up to 4th year/5th year 1st semester)
2. Proceed to the Cashier's Office to pay the Application fee of Php 150.00.	Collecting Officer, Cashier's Office (SIS Window)	South Wing, Ground Floor, Main Campus	Filled up downloadable Application form for graduation.
3. Submit the copy of downloadable Application for Graduation.	Receiving Counter West Wing 116	West Wing, Ground Floor, Main Campus	Official Receipt (Php 150.00)
4. Check the status of your *Application thru your SIS Account. If Approved, Print the Certificate of Candidacy.	Qualified Applicant	PUP website <a href="http://www.pup.edu.ph">www.pup.edu.ph</a>  SIS Student Module	None
5. Pay the required fees for graduation such as: a. Graduation fee b. Memorabilia fee c. Transcript of Records fee d. Diploma fee e. Certification of Graduation fee f. Scanned photo for TOR g. Alumni fee	Collecting Officer, Cashier's Office (SIS Window)  Collecting Officer Tahanan ng Alumni	South Wing, Ground Floor, Main Campus  Tahanan ng Alumni	1. General Clearance 2. Certificate of Candidacy

6. Attend the following activities: a. Baccalaureate Mass b. Graduation Rehearsal c. Commencement Exercise	Qualified Applicant	TBA	None  Graduation Ticket
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If the \*\*Application for Graduation Button does not appear in the Curriculum/Evaluation page of your SIS Account, at least one of the following conditions exist in your case:

CONDITION/S	WHAT SHOULD YOU DO?
1. YOU STILL HAVE A SUBJECT OR BACK SUBJECT NOT CURRENTLY ENROLLED.	Enroll the back subject/s in the next semester and apply for graduation also in that semester.
2. YOU HAVE TAKEN AN EQUIVALENT SUBJECT BUT IT IS NOT YET CREDITED IN THE SIS.	Bring your accreditation documents/approved letter of accreditation and present to the Student Records Services (Ground Floor, South Wing). You should accomplish this immediately.
3. YOU STILL HAVE AN INCOMPLETE OR MISSING GRADE IN AT LEAST ONE OF THE SUBJECT/S THAT YOU ENROLLED IN THE PAST SEMESTER/S.	Take/Submit your deficiency requirements to your professor and, once you have completed the requirements, accomplish a Completion form (4 copies) and pay P 30.00 completion form fee at PUP Cashier's Office. Submit a copy of both form and official receipt to the OUR-Student Records Services and to the ICTO. If it is a missing grade, you accomplish a Late reporting of grade form (4 copies) and attach a photocopy of your professor's class record and then submit a copies of each to the OUR and ICTO. You should accomplish this immediately.
4. YOU ARE CURRENTLY ENROLLED IN A SUBJECT WITH DIFFERENT SUBJECT CODE FROM WHAT IS REQUIRED IN THE CURRICULUM, BUT IT IS EQUIVALENT AND MAY BE CREDITED.	Submit to the OUR-Student Records Services a copy of an approved Certification of Equivalent Subject signed by the concerned College Dean and Department Chairperson.

APPLICATION FOR GRADUATION (NON-SIS)			
STEP/S	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Secure and Fill-out Application form for Final Evaluation	Receiving Counter West Wing 116	West Wing, Ground Floor, Main Campus	Official Receipt (Php 150.00)
2. Check the status of your *Application thru your Record Analysts/Poster. If there are deficiencies, please submit all the required documents needed for the approval of your Application such as: Registration Card, ACE Form, Completion Form, Re-admission cert. F-137A, NSO Birth Certificate etc. If there are no deficiencies, please wait for the posting of your name in the Tentative Lists of Candidate for Graduation.	Qualified Applicant	Student Records Services, South Wing Ground Floor, Main Campus	1. Claim Stub 2. First Evaluation Result
3. Secure general clearance form	West Wing 116	West Wing, Ground Floor, Main Campus	Approved Application for Graduation

4. Proceed to the following offices for your clearance: 4.1. Library 4.2. Book Bank 4.3. Laboratory 4.4. ROTC/CWTS 4.5. C.P.E.S. (P.E.) 4.6. Accounting Office 4.7. Internal Audit 4.8. Legal Office	Authorized officer	NALLRC  College Laboratory East Wing, 2nd Floor, Main Campus PUP Gymnasium  South Wing, Ground Floor  South Wing, 3rd Floor  South Wing, 3rd Floor	Filled-out General Clearance Form      Official Receipt of all required graduation fees.  Certificate of Candidacy
<b>APPLICATION FOR GRADUATION (NON-SIS)</b>			
5. Pay the required fees for graduation such as: a. Graduation fee b. Memorabilia fee c. Transcript of Records fee d. Diploma fee e. Certification of Graduation fee f. Scanned photo for TOR g. Alumni fee	Collecting Officer, Cashier's Office (SIS Window)    Collecting Officer Tahanan ng Alumni	South Wing, Ground Floor, Main Campus    Tahanan ng Alumni	1. General Clearance 2. Certificate of Candidacy
6. Attend the following activities: a. Baccalaureate Mass b. Graduation Rehearsal c. Commencement Exercise	Qualified Applicant	TBA	None  Graduation Ticket

**IMPORTANT INFORMATION:****\* Status labels**

- a. **RECORDS SUBMITTED** – this means you have submitted your application for graduation form and your official receipt.
- b. **RECORDS RELEASED** – this means your records are released from W-116 to the Student Records Services in the South Wing.
- c. **RECORDS RECEIVED/UNDER PROCESS** – this means that your evaluator (Student Records Services in South wing) acknowledged receipt of your records and the evaluation is on-going.
- d. **EVALUATION RESULTS RELEASED** – this means the results of your records first evaluation are released through your SIS account. Print the evaluation report and report to your evaluator for what other deficiencies/requirements you should comply with.
- e. **FINAL EVALUATION** – this means that your records are completely evaluated and that you have no more deficiencies, except your grades in the currently enrolled subjects.
- f. **CANDIDATE/FOR RELEASE OF COC** – this means that you have passed all your subjects enrolled in your last term and that your grades are completely encoded in the SIS. At this stage, you are considered as Candidate for Graduation. Print your Certificate of Candidacy

**PUP OPEN UNIVERSITY**

Virtually a university within a university, the PUP Open University (PUPOU) is an innovative approach of delivering higher education to learners by a specialist who is removed in space and time from them. As such, the PUP OU uses a blended and web-enhanced format adopted by institutions offering open and distance education.

The PUP Open University is committed to provide and promote quality education in all levels by making it accessible to all through self-learning, independent and out-of-school study programs, particularly those that respond to community needs and the challenges posed by an information and technological society and a global economy.

**OFFICE OF THE REGISTRAR**

The Registrar's Office of the PUP Open University keeps the permanent record of students and the office processes registration, enforces the policies and guidelines for admission and registration and processes of registration of students.

The Registrar's Office starts serving the students after they are admitted until they graduate. The personnel works closely together with other staff of the PUP OU in providing quality services. Likewise the office assists students by facilitating their requests for transcript of records (TOR), certifications, and other documents as requested by the students. The office is also in-charge in the conduct of examination and evaluation of grades of candidates for graduation. The office assists during graduation ceremonies, both mid-year and year-end graduation of every school year.

**SERVICE/S OFFERED:****1. Admission and Registration**

- Application for OU Entrance Examination
  - Baccalaureate Degree and Post Baccalaureate Degree
  - Master's Degree
- Admission for New Students
  - Baccalaureate Degree
  - Admission to Master's Degree
- Enrollment
  - Freshmen
  - Old students (SIS)
  - Old students (Manual)
- Application for Re-admission
- Application for Cross Enrollment
- Application for Accreditation of Subject
- Request for Tutorial Class
- Application for Completion of Grades
- Application for Dropping of Course/Subject
- Application for Shifting
- Application for Leave of Absence

**2. Application for Integrated Comprehensive Examination****3. Application for Graduation****4. Request of Credentials**

- Transcript of Record
- Honorable Dismissal
- Certification
- Diploma

**A. ADMISSION AND REGISTRATION**

The PUP Open University Admissions Office facilitates freshmen as well as returning students, shifttees and transferees.

**APPLICATION FOR OU ENTRANCE EXAMINATION**▪ **BACCALAUREATE AND POST BACCALAUREATE DEGREE****Description of the Service**

A student who wishes to pursue his undergraduate studies leading to a baccalaureate degree Must have completed at least seventy-two (72) units of collegiate studies at a university or college recognized and authorized by the Commission on Higher Education (CHED). A prospective enrollee who does not meet the 72-unit study requirement shall be admitted if he passes the admission interview of the Program Chair and belongs to any of the following groups of qualified applicants:

- a. **Those with more than thirty-six (36) units collegiate study, one (1) year of work experience, and qualify in the PUP Scholastic Aptitude and Interest Test (PUPSAIT);**
- b. **Those with thirty-six (36) units collegiate study, two (2) years of work experience, and qualify in the PUP Scholastic Aptitude and Interest Test (PUPSAIT);**
- c. **Those with eighteen (18) units of a post secondary vocation/technical course 3 years of work experience, and qualify in the PUP Scholastic Aptitude and Interest Test (PUPSAIT);**
- d. **Those without any collegiate units (or high school graduates who have not enrolled for any degree program or vocational/technical course), but with five (5) years of work experience, and qualify in the PUPSAIT.**

**Documentary Requirements**

Photocopy of the following:

1. **TOR from the last school attended**
2. **2 x 2 picture with formal attire and white background**
3. **NSO Birth Certificate**
4. **NSO Marriage Contract for female married students**
5. **Service Record or Certificate of Employment**

**Schedule of Availability of Service:** ENROLLMENT Period as scheduled before the start of every semester and summer.

**Fee:** Php 500.00 Examination Fee

**Total Processing Time:** 3 days

APPLICATION FOR ADMISSION: BACCALAUREATE AND POST BACCALAUREATE DEGREE				
HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. <b>Interview by the Program Chair.</b>	Program Chairperson	OU 4 <sup>th</sup> Floor, NALLRC	10-15 mins.	• <b>TOR &amp; Certificate of Employment</b>
2. <b>Submission of documentary requirements</b>	OU Registrar's Office	OU 4 <sup>th</sup> Floor, NALLRC	10-15 mins.	• <b>Photocopy of all the requirements.</b>
3. <b>Endorsement to the Guidance and Counseling Office of applicants for PUPSAIT.</b>	Guidance Counselors	2 <sup>nd</sup> Floor, Charlie del Rosario	2 hours	• <b>Endorsement Slip and receipt</b>

**APPLICATION FOR ADMISSION: BACCALAUREATE AND POST BACCALAUREATE DEGREE****HOW TO AVAIL OF THE SERVICE**

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
4. <b>Submission of the results to the Program Chair for final evaluation.</b>	Program Chairs	OU 4 <sup>th</sup> Floor, NALLRC	After two days	• <b>Result of examination</b>
5. <b>Posting of the result after the final evaluation</b>	OU Registrar's Office	OU 4 <sup>th</sup> Floor, NALLRC	After two days	• <b>Evaluated result of examination</b>
End of Transaction				

▪ **MASTER'S DEGREE****Description of the Service**

A student who wishes to be admitted for graduate work leading to a master's degree shall comply with the following requirements:

- a. **An appropriate bachelor's degree from a university or college of recognized standing;**

**NB: If the bachelor's degree is in another field, he shall make up his deficiencies by taking 18 units of core and major course prescribed in a relevant program of studies at the University.**

- b. **A scholastic rating of at least 2.0, B+, or 85% in the undergraduate;**
- c. **Passing grade in the graduate entrance examination;**
- d. **Passing the interview of the Program Chair; and**
- e. **A minimum of one year work experience.**

**Documentary Requirements**

Photocopy of the following:

1. **TOR from the last school attended**
2. **2 x 2 picture with formal attire and white background**
3. **NSO Birth Certificate**
4. **NSO Marriage Contract (for female married students)**
5. **Service Record or Certificate of Employment**
6. **Letter of Recommendation from Immediate Supervisor**

**Schedule of Availability of Service:** April (for the 1<sup>st</sup> semester) , September (for the 2<sup>nd</sup> semester) and March (for summer)

**Fee:** Php 500.00 Examination Fee

**Total Processing Time:** Application: 1 hour

**Result of examination:** 2 weeks

APPLICATION FOR OU ENTRANCE EXAMINATION: MASTER'S DEGREE				
HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. Apply for OU Entrance Examination on-line and select the intended Program and Learning Center (Manila, Taguig, Quezon City, Sto. Tomas Batangas and Lopez Quezon). The Centers with manual application are Sta. Rosa Laguna; Unisan, Quezon and Maragondon, Cavite.	ICTC Staff	2 <sup>nd</sup> Floor, NALLRC Sta. Mesa, Manila	30 mins	<ul style="list-style-type: none"> <li>Online Application Form</li> </ul>
2. Print the voucher and pay at the Fund Management Office (FMO) of the selected Learning Center.	FMO Collecting Officer	Selected Learning Center	30 mins.	<ul style="list-style-type: none"> <li>Printed copy of Payment Voucher</li> </ul>
3. Present the receipt to the OU Registrar's Office for the schedule and issuance of test permit.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, OU	20 mins.	<ul style="list-style-type: none"> <li>Official Receipt</li> </ul>
4. Please be at the assigned testing room at least 30 minutes before the scheduled time with your Examination Permit.	Test Administrator/ Proctor	PUP Sta. Mesa, Ma. Or LC	One hour and thirty minutes	<ul style="list-style-type: none"> <li>Test Permit and Pencil</li> </ul>
5. Checking of the OU Entrance Examination	OU Registrar's Office Staff	4 <sup>th</sup> Floor, OU	2 weeks	<ul style="list-style-type: none"> <li>Masterlist</li> </ul>
6. Submission of the result to the Program Chair for final evaluation.	Program Chair	4 <sup>th</sup> Floor, OU	After 2 days	<ul style="list-style-type: none"> <li>Masterlist</li> </ul>
7. Posting of the result on-line after the final evaluation	OU Registrar's Office Staff	4 <sup>th</sup> Floor, OU	After 2 days	<ul style="list-style-type: none"> <li>Masterlist</li> </ul>
End of Transaction				

#### ENROLLMENT OF NEW STUDENTS

##### ▪ BACCALAUREATE AND POST BACCALAUREATE DEGREE

###### Documentary Requirements

Photocopy of the following:

- TOR from the last school attended or Honorable Dismissal
- 2 x 2 picture with formal attire and white background
- Original NSO Birth Certificate
- Original NSO Marriage Contract for female married students
- Service Record or Certificate of Employment
- Letter of Recommendation from the immediate supervisor

#### 7. Chest X-ray with result taken during the last two (2) months

Schedule of Availability of Service: ENROLLMENT Period as scheduled before the start of every semester and summer.

Fee/s:

- Undergraduate - Php 100.00/unit
- Post Baccalaureate - Php 100.00/unit

Total Processing Time: 2 hours

ENROLLMENT OF NEW STUDENTS: BACCALAUREATE AND POST BACCALAUREATE DEGREE				
HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. Check on-line the result of the Entrance Examination and click the confirmation of registration	ICTC Staff	NALLRC, PUP Sta. Mesa, Manila	30 mins.	<ul style="list-style-type: none"> <li>Confirmation Slip</li> </ul>
2. Print the application for admission, pre-registration forms, and ENROLLMENT procedure and entrance requirements.	Applicant		5 mins.	<ul style="list-style-type: none"> <li>Application for Admission, Pre-registration form, and all original entrance requirements.</li> </ul>
3. Present the X-Ray with result at the Medical and Dental Services for OK for ENROLLMENT.	Medical Officers	Ground Floor, East Wing	10 mins.	<ul style="list-style-type: none"> <li>Chest X-Ray with Result</li> </ul>
4. Proceed to the OU Registrar's Office for submission of original documents and OK for ENROLLMENT/pre-registration form will be given.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	15 mins.	<ul style="list-style-type: none"> <li>Original entrance requirements and OK for ENROLLMENT slip</li> </ul>
5. Go to the Program Chairperson for academic advising.	Program Chair	4 <sup>th</sup> Floor, NALLRC	10 mins.	<ul style="list-style-type: none"> <li>Pre-registration slip</li> </ul>
6. Go back to the OU Registrar's Office for tagging of subjects.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	30 mins.	<ul style="list-style-type: none"> <li>Approved pre-registration slip</li> </ul>
7. Proceed to the Fund Management Office for payment of FEE	Collecting Officer	Ground Floor, South Wing	5-15 mins.	<ul style="list-style-type: none"> <li>Approve pre-registration slip</li> </ul>
8. Go back to the OU Registrar's Office for printing of the Registration Card	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	15 mins.	<ul style="list-style-type: none"> <li>Validated receipt and registration card</li> </ul>
End of Transaction				



**ADMISSION OF NEW STUDENTS**▪ **MASTER'S DEGREE****Documentary Requirements**

Photocopy of the following:

1. **TOR from the last school attended or Honorable Dismissal**
2. **2 x 2 picture with formal attire and white background**
3. **Original NSO Birth Certificate**
4. **Original NSO Marriage Contract for female married students**
5. **Service Record or Certificate of Employment**
6. **Letter of Recommendation from the immediate supervisor**
7. **Chest X-ray with result taken during the last two (2) months**

**Schedule of Availability of Service:** ENROLLMENT Period as scheduled before the start of every semester and summer.

**Fee/s:**

- **MEM, MC, MPA & MSIT – Php 200.00/unit**
- **MSCM – Php 300.00/unit**
- **OFW's and International Students – \$ 1,000/semester**  
\$ 500/summer

**Total Processing Time:** 2 hours

ADMISSION OF NEW STUDENTS: MASTER'S DEGREE				
HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. Check on-line the result of the Entrance Examination and click the confirmation of registration	ICTC Staff	NALLRC, PUP Sta. Mesa, Manila	30 mins.	• Confirmation Slip
2. Print the application for admission, pre-registration forms, and ENROLLMENT procedure and entrance requirements.	Applicant		5 mins.	• Application for Admission, Pre-registration form, procedures, and all original entrance requirements.
3. Present the X-Ray with result at the Medical and Dental Services for OK for ENROLLMENT.	Medical Officers	Ground Floor, East Wing	10 mins.	• Chest X-Ray with Result
4. Proceed to the OU Registrar's Office for submission of original documents and OK for ENROLLMENT/pre-registration form will be given.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	15 mins.	• Original entrance requirements and OK for ENROLLMENT slip
5. Go to the Program Chairperson for academic advising.	Program Chair	4 <sup>th</sup> Floor, NALLRC	10 mins.	• Pre-registration slip

**ADMISSION OF NEW STUDENTS: MASTER'S DEGREE****HOW TO AVAIL OF THE SERVICE**

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
6. Go back to the OU Registrar's Office for tagging of subjects.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	30 mins.	• Approved pre-registration slip
7. Proceed to the Fund Management Office for payment of FEE	Collecting Officer	Ground Floor, South Wing	5-15 mins.	• Approve pre-registration slip
8. Go back to the OU Registrar's Office for printing of the Registration Card	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	15 mins.	• Validated receipt and registration card
End of Transaction				

**ENROLLMENT OF OLD UNDERGRADUATE AND GRADUATE STUDENTS THROUGH THE STUDENT INFORMATION SYSTEM (SIS)**

**Documentary Requirement:** Photocopy of the latest Registration Card

**Schedule of Availability of Service:** ENROLLMENT Period as scheduled before the start of every semester and summer.

**Fee/s:**

- **Undergraduate Courses – Php 100.00 per unit**
- **Graduate Programs – Php 200.00 per unit**
- **MSCM – Php 300.00 per unit**
- **OFWS and International Students – \$1,000/ semester**  
\$ 500/summer

**Total Processing Time:** 2 hours

**ENROLLMENT OF OLD UNDERGRADUATE AND GRADUATE STUDENTS THROUGH THE STUDENT INFORMATION SYSTEM (SIS)****HOW TO AVAIL OF THE SERVICE**

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. Check on-line the result of the Entrance Examination and click the confirmation of registration	ICTC Staff	NALLRC, PUP Sta. Mesa, Manila	30 mins.	• Confirmation Slip
2. Print the application for admission, pre-registration forms, and ENROLLMENT procedure and entrance requirements.	Applicant		5 mins.	• Application for Admission, Pre-registration form, procedures, and all original entrance requirements.

ENROLLMENT OF OLD UNDERGRADUATE AND GRADUATE STUDENTS THROUGH THE STUDENT INFORMATION SYSTEM (SIS)				
HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
3. Present the X-Ray with result at the Medical and Dental Services for OK for ENROLLMENT.	Medical Officers	Ground Floor, East Wing	10 mins.	• Chest X-Ray with Result
4. Proceed to the OU Registrar's Office for submission of original documents and OK for ENROLLMENT. A pre-registration form will be given.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	15 mins.	• Original entrance requirements and OK for ENROLLMENT slip
5. Go to the Program Chairperson for academic advising.	Program Chair	4 <sup>th</sup> Floor, NALLRC	10 mins.	• Pre-registration slip
6. Go back to the OU Registrar's Office for tagging of subjects.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	30 mins.	• Approved pre-registration slip
7. Proceed to the Fund Management Office for payment of FEE	Collecting Officer	Ground Floor, South Wing	5-15 mins.	• Approve pre-registration slip
8. Go back to the OU Registrar's Office for printing of the Registration Card	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	15 mins.	• Validated receipt and registration card
End of Transaction				

#### ENROLLMENT OF OLD STUDENTS - SIS

**Documentary Requirement:** Photocopy of the latest Registration Card

**Schedule of Availability of Service:** ENROLLMENT Period as scheduled before the start of every semester and summer.

**Fee/s:**

- Undergraduate Courses – Php 100.00 per unit
- Graduate Programs – Php 200.00 per unit
- MSCM – Php 300.00 per unit
- OFWS and International Students – \$1,000/ semester  
\$ 500/summer

**Total Processing Time:** 2 hours

ENROLLMENT OF OLD STUDENTS: STUDENT INFORMATION SYSTEM				
HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. Present the Old Registration Card at the OU Registrar's Office for the issuance of pre-registration form.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	10 minutes	• Old registration Card
2. Go to the Program Chairperson for academic advising.	Program Chair	4 <sup>th</sup> Floor, NALLRC	15 mins.	• Pre-registration slip
3. Go back to the OU Registrar's Office for tagging of the subjects.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	30 mins.	• Approved pre-registration slip
4. Proceed to the Fund Management Office for payment of FEE.	FMO Collecting Officer	Ground Floor, South Wing	5-15 mins.	• Approved pre-registration slip
5. Go back to the OU Registrar's Office for printing of the Registration Card.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	15 mins.	• Approved pre-registration slip
End of Transaction				

#### ENROLLMENT OF OLD STUDENTS - MANUAL

**Documentary Requirement:** Photocopy of the latest Registration Card stamped fully paid by the Accounting Office, Student Services Section.

**Schedule of Availability of Service:** ENROLLMENT Period as scheduled before the start of every semester and summer.

**Fee/s:**

- Undergraduate Courses – Php 100.00 per unit
- Graduate Programs – Php 200.00 per unit
- MSCM – Php 300.00 per unit
- OFWS and International Students – \$1,000/ semester  
\$ 500/summer

**Total Processing Time:** 2 hours

ENROLLMENT OF OLD STUDENTS: MANUAL				
HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. Present the Old Registration Card at the OU Registrar's Office for the issuance of pre-registration form.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	10 minutes	• Latest registration card

ENROLLMENT OF OLD STUDENTS: MANUAL				
HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
2. Proceed to the Program Chairperson for academic advising and issuance of Registration Card.	Program Chair	4 <sup>th</sup> Floor, NALLRC	15 mins.	• Pre-registration form and registration card
3. Proceed to the Accounting Department, Student Services Section for assessment of FEE.	Accounting Staff	Ground Floor, South Wing	30 mins.	• Registration card
4. Go to the Fund Management Office (FMO) for payment of FEE.	FMO Collecting Officer	Ground Floor, South Wing	5-15 mins.	• Receipt and registration card
5. Submit to Accounting Department, Student Services Section submission the Accountant's Copy of the registration card and permit if not fully paid.	Accounting Staff	Ground Floor, South Wing	10 mins.	• Receipt and registration card
6. Proceed to the OU Registrar's Office for validation of the Registration Card	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	5 mins.	• Receipt and registration card
End of Transaction				

#### APPLICATION FOR RE-ADMISSION

##### Description of the Service

Students considered for re-admission must have complied with and submitted all the following requirements:

##### Documentary Requirements

Photocopy of the following:

1. **General Clearance**
2. **Certification of Grades**
3. **2 x 2 picture with formal attire and white background**
4. **Application for Re-Admission approved by the: Academic/Program Chair, OU Registrar and Executive Vice President.**
5. **Receipt of payment of Re-Admission fee**

**Schedule of Availability of Service:** ENROLLMENT Period as scheduled before the start of every semester and summer.

**Fee/s:**

- **Re-admission fee – Php 350.00,**
- **Certification of grades – Php 150.00**

**Total Processing Time:** 1 hour and 45 minutes

APPLICATION FOR RE-ADMISSION				
HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. Fill out the Application for Re-admission and Clearance Form in the OU Registrar's Office	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	mins.	• <b>General Clearance and Re-Admission form</b>
2. Proceed to the Fund Management Office (FMO) for payment of Re-Admission	Collecting Officer	Ground Floor, South Wing	5-15 mins.	• <b>Receipt</b>
3. Present the X-Ray with result at the medical & dental services for OK for enrollment.	Medical Officer	Ground Floor, East Wing	10 mins.	• <b>Chest X-ray with Result</b>
4. Proceed to the Program Chair for academic evaluation and signing of the re-admission form	Program Chair	4 <sup>th</sup> Floor, NALLRC	15 mins.	• <b>Certification of grades, re-admission form, general clearance and receipt</b>
5. Go to the OU Registrar's Office for recommendation of the re-admission form.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	10 mins.	• <b>Certification of grades, re-admission form, general clearance and receipt</b>
6. Seek approval from the Executive Vice President for the Re-admission	Executive Vice President	Second Floor, South Wing	10 mins.	• <b>Certification of grades, re-admission form, general clearance and receipt</b>
7. Go back to the OU Registrar's Office main campus or your designated Learning Center for ENROLLMENT.	OU Registrar's Office Staff/Learning Center	4 <sup>th</sup> Floor, NALLRC / Campuses	30 mins.	• <b>Certification of grades, re-admission form, general clearance and receipt</b>
End of Transaction				

#### APPLICATION FOR CROSS ENROLLMENT

##### Description of the Service

Students are allowed to cross enrol if the remaining subject/s to be taken is/are not offered in their respective Learning Center and must have complied with and submitted all the following requirements:

##### Documentary Requirements

Photocopy of the following:

1. **Application for Cross ENROLLMENT Form**
2. **Permit to Cross Enrol**

**Schedule of Availability of Service:** ENROLLMENT Period as scheduled before the start of every semester and summer.

**Fee:** Cross ENROLLMENT Fee – Php 150.00

**Total Processing Time:** Half day

HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. Application for Cross ENROLLMENT and Permit to Cross Enrol must be approved by Director/Registrar of your respective Learning Center	Director and Registrar	Learning Center	30 mins.	• Cross-ENROLLMENT and permit to cross-enrol form
2. Go to Fund Management Office (FMO) for payment of the cross-ENROLLMENT form	FMO Collecting Officer	Ground Floor, South Wing	5-15 mins.	
3. Proceed to the Registrar's Office of your selected Learning Center for approval.	Registrar	Learning Center	30 mins.	
4. Program Chair, (Main Campus) recommends approval or disapproval of the request	Program Chair	4 <sup>th</sup> Floor, NALLRC	30 mins.	
5. Go back to the Registrar's Office for issuance of pre-ENROLLMENT form.	Registrar	4 <sup>th</sup> Floor, NALLRC	5 mins.	
6. Go back to Program Chair, for academic advising and issuance of registration card.	Program Chair	4 <sup>th</sup> Floor, NALLRC	10 mins.	• Pre-registration form and registration card
7. Go to the Accounting Department, Student Services Section for assessment of FEE.	Accounting Staff	Ground Floor, South Wing	30 mins.	• Registration card
8. Proceed to the Fund Management Office for payment of FEE.	Collecting Officer	Ground Floor, South Wing	5-15 mins.	• Receipt and registration card
9. Submit to the Accounting Department, Student Services Section the Accountant's copy of Registration Card and permit if not fully paid.	Accounting Staff	Ground Floor, South Wing	10 mins.	• Receipt and registration card
10. Go back to the OU Registrar's Office for validation of the Registration Card	OU Staff	4 <sup>th</sup> Floor, NALLRC	5 mins.	• Receipt and registration card
End of Transaction				

APPLICATION FOR CROSS ENROLLMENT: STUDENT INFORMATION SYSTEM (SIS)				
HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. The Application for Cross ENROLLMENT and Permit to Cross Enrol must be approved by Director/Registrar of your respective Learning Center	Director and Registrar	Learning Center	30 mins.	• Cross-ENROLLMENT and permit to cross-enrol form
2. Go to Fund Management Office (FMO) for payment of the cross-ENROLLMENT form	FMO Collecting Officer	Ground Floor, South Wing	5-15 mins.	• Cross-ENROLLMENT, permit to cross-enrol form and receipt
3. Proceed to the Registrar's Office of the selected Learning Center for recommendation.	Registrar	Learning Center	30 mins.	• Cross-ENROLLMENT, permit to cross-enrol form and receipt
4. Program Chair, (Main Campus) recommends approval or disapproval of the request	Program Chair	4 <sup>th</sup> Floor, NALLRC	30 mins.	• Cross-ENROLLMENT, permit to cross-enrol form and receipt
5. Go back to the Registrar's Office for issuance of pre-ENROLLMENT form	Registrar	4 <sup>th</sup> Floor, NALLRC	5 mins.	• Cross-ENROLLMENT, permit to cross-enrol form and receipt
6. Go back to the Program Chair for academic advising.	Program Chair	4 <sup>th</sup> Floor, NALLRC	10 mins.	• Pre-registration form
7. Go back to the Registrar's Office for tagging of the subjects.	Registrar	4 <sup>th</sup> Floor, NALLRC	10 mins.	• Approved pre-registration form
8. Proceed to the Fund Management Office (FMO) for payment of FEE.	Collecting Officer	Ground Floor, South Wing	5-15 mins.	• Pre-registration form
9. Go back to the OU Registrar's Office for the issuance of Registration Card	OU Staff	4 <sup>th</sup> Floor, NALLRC	5 mins.	• Pre-registration and receipt
End of Transaction				

#### APPLICATION FOR ACCREDITATION OF SUBJECT/S

##### Description of the Service

Subjects taken at another university/college of recognized standing not exceeding 30% of the total number of units in the PUP curriculum and earned not more than five (5) years ago shall be accredited provided they have the same subject description as those in the PUP curriculum.

A student may opt to enrol in the subject and request for a validation. A validation examination shall be given after the ENROLLMENT, and if the student passes the test, the subject is accredited.

#### Documentary Requirements

Photocopy of the following:

1. **Accreditation form**
2. **Subject description from the university/college last attended**
3. **Photo copy of Transcript of Record**
4. **Receipt of payment**

**Note:** Subject description is not required if a student came from PUP.

**Schedule of Availability of Service:** Within the semester

**Fee:** Php 100.00 per subject

**Total Processing Time:** 1 hour and 30 minutes

HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. <b>Get the Accreditation form at the OU Registrar's Office.</b>	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	5 mins.	• <b>Accreditation Form</b>
2. <b>Proceed to the respective College for the accreditation of the subjects taken from another university/college by the Dean or the Chairperson</b>	Dean or Chairperson of College	2 <sup>nd</sup> Floor, North Wing	1 hour	• <b>Accreditation form, subject description and photocopy of transcript of records (TOR)</b>
3. <b>Go to the OU Director for the approval of the accredited subject/s</b>	OU Director	4 <sup>th</sup> Floor, NALLRC	10 mins.	• <b>Approved accreditation form</b>
4. <b>Go to the Accounting Department, Student Services Section for the assessment of FEE.</b>	Accounting Staff	Ground Floor, South Wing	10 mins.	• <b>Accredited subjects</b>
5. <b>Proceed to the Fund Management Office for payment of FEE.</b>	FMO Collecting Officer	Ground Floor, South Wing	5-15 mins.	• <b>Receipt</b>
6. <b>Go back to the OU Registrar's Office for submission of the approved accreditation</b>	OU Staff	4 <sup>th</sup> Floor, NALLRC	5 mins.	• <b>Receipt and accreditation form</b>
End of Transaction				

#### REQUESTS FOR TUTORIAL CLASS

##### Description of the Service

A tutorial class shall be approved only if the student is graduating during the term, the subject is not offered during the semester/summer and cross ENROLLMENT is not possible. The subject is non-board, non-major, or non-laboratory. A subject that is no longer offered because of curriculum revision shall be taken on a tutorial basis in the absence of a related subject as its substitute. A student can enrol for only one tutorial class;

however, he shall be allowed to enrol in the maximum of two (2) subjects if he does not exceed the minimum number of units for the term as reflected in his curriculum sheet. (Memorandum Order No. 42, series of 2012)

#### Documentary Requirements

Photocopy of the following:

1. **Letter of request**
2. **Certification of Grades**

**Schedule of Availability of Service:** ENROLLMENT period during the start of every semester and summer

**Fee/s:**

- **Undergraduate - 35 students per class at the rate of Php 40.00**
- **Masteral - 15 students per class at the rate of Php 300.00**

**Total Processing Time:** 1 hour and 30 minutes

HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. <b>Submit a letter of request Open University Director thru the Chairperson.</b>	Open University Director and Chairperson	4 <sup>th</sup> Floor, NALLRC		• <b>Letter of request</b>
2. <b>After the recommendation of the Chairperson and approval of the Director request will be forwarded to O EVP for approval.</b>	O EVP	4 <sup>th</sup> Floor, NALLRC	5 mins.	• <b>Letter of request</b>
3. <b>After the approval of the EVP proceed to ICTC for tagging/encoding of the approved subject.</b> • <b>For Non-SIS proceed to the OU Registrar's Office for ENROLLMENT.</b>	ICTC Staff and OU Registrar's Staff	2 <sup>nd</sup> Floor, NALLRC 4 <sup>th</sup> Floor, NALLRC	30 mins.	• <b>Letter of request</b>
4. <b>Proceed to the Accounting Department, Student Services Section for tagging of FEE and assessment for Non-SIS students.</b>	Accounting Staff	Ground Floor, South Wing	30 mins.	• <b>Registration card</b>
5. <b>Proceed to the Fund Management Office for payment of tutorial FEE</b>	FMO Collecting Officer	Ground Floor, South Wing	5-15 mins.	• <b>Receipt and letter of request</b>
6. <b>Go back to the OUS Registrars Office for validation of Registration Card</b>	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	5 mins.	• <b>Registration card, letter of request and receipt</b>
End of Transaction				

#### APPLICATION FOR COMPLETION OF GRADES

##### Description of the Service

"Incomplete" (Inc) is temporarily given to a student who may pass in the subject, but who has not yet complied with all its requirements. Such requirement(s) shall be satisfied within one year from the end of the term; otherwise, the grade shall lapse into "No Credit" (N) or a failing grade for SIS.

**Documentary Requirements**

Photocopy of the following:

1. **Completion form signed by the Course Specialist**
2. **Official Receipt of payment for completion form**

**Schedule of Availability of Service:** Within the semester or summer

**Fee:**

- **Graduate Program - Php 50.00 per subject**
- **Undergraduate Program - Php 30.00 per subject**

**Total Processing Time:** 45 minutes

HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. <b>Get the Completion form at the OU Registrar's Office.</b>	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	5 mins.	• <b>Completion form</b>
2. <b>Proceed to the Fund Management Office for payment of completion form.</b>	Collecting Officer	Ground Floor, South Wing	5-15 mins.	• <b>Receipt</b>
3. <b>Proceed to the Course Specialist for completion of the incomplete grades for the subject</b>	Course Specialist			• <b>Completion form and receipt</b>
4. <b>Go to the OU Director or Program Chair for approval of the completion form.</b>	OU Director/ Program Chair	4 <sup>th</sup> Floor, NALLRC	10 mins.	• <b>Completion form and receipt</b>
5. <b>Go back to the OU Registrar's Office for submission of the approved completion form and Official receipt.</b>	OU Staff	4 <sup>th</sup> Floor, NALLRC	5 mins.	• <b>Completion form and receipt</b>
End of Transaction				

**APPLICATION FOR DROPPING OF COURSE/SUBJECT****Description of the Service**

With the consent of the subject specialist and the Program Chair, a student shall be allowed to drop a subject anytime before the midterm examinations by filling out the necessary application form with the OU Registrar. An unauthorized dropping of subject shall result in a grade of 5.0 or Failed the undergraduate programs and below 2.0 or Failed for the graduate programs.

**Documentary Requirements**

Photocopy of the following:

1. **Application for Change of ENROLLMENT (ACE) Form**
2. **Receipt of payment**

**Schedule of Availability of Service:** Before the scheduled Mid-Term Examination

**Fee:** Php 20.00

**Total Processing Time:** 45 minutes

HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. <b>Get the Application for Change of ENROLLMENT (ACE) form at the OU Registrar's Office.</b>	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	5 mins.	• <b>ACE Form</b>
2. <b>Proceed to the Fund Management Office for payment of the ACE form.</b>	Collecting Officer	Ground Floor, South Wing	5-15 mins	• <b>ACE Form and receipt</b>
3. <b>Proceed to the Course Specialist for signature indicating the subjects to be changed, dropped or added.</b>	Course Specialist			• <b>ACE Form and receipt</b>
4. <b>Go to the OU Director or Program Chair for approval of the ACE form.</b>	OU Director/ Program Chair	4 <sup>th</sup> Floor, NALLRC	10 mins.	• <b>ACE Form and receipt</b>
5. <b>Go back to the OU Registrar's Office for submission of the approved ACE form.</b>	OU Staff	4 <sup>th</sup> Floor, NALLRC	5 mins.	• <b>ACE Form and receipt</b>
End of Transaction				

**APPLICATION FOR SHIFTING****Description of the Service**

Students are allowed to shift from one program/course to another and from one Learning Center to another provided a valid reason is indicated in their letter to the Director of the Open University through the Program chairperson.

**Documentary Requirements**

Photocopy of the following:

1. **Letter of request**
2. **Application for Shifting Form**
3. **Receipt of payment**

**Schedule of Availability of Service:** During the ENROLLMENT period

**Fee:** Php 150.00

**Total Processing Time:** 1 hour

HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. <b>The student should write a letter to the Director of the Open University through the Program Chairperson for approval.</b>				• <b>Letter of request</b>

HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
2. If approved, fill out the Application for shifting at the OU Registrar's Office.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	5 mins.	• Letter of request for shifting and receipt
3. Proceed to the Fund Management Office for payment of the Application for shifting.	FMO Collecting Officer	Ground Floor, South Wing	5-15 mins.	• Receipt
4. Go to the Program Chair of the desired course/ program for acceptance.	Program Chair/ Director OU or Learning Center Director	4 <sup>th</sup> Floor, NALLRC Campus/ Branch	15 mins.	• Letter of request and application for shifting and receipt
5. Proceed to the Program Chair of the course/ program for release.	Program Chair/ Director OU or Learning Center Director	4 <sup>th</sup> Floor, NALLRC Campus/ Branch	15 mins.	• Letter of request and application for shifting and receipt
6. Go back to the OU Registrar's Office for ENROLLMENT.	OU Staff	4 <sup>th</sup> Floor, NALLRC	10 mins.	• Letter of request and application for shifting and receipt
End of Transaction				

#### APPLICATION FOR LEAVE OF ABSENCE

##### Description of the Service

A student intending to take a leave of absence exceeding one semester shall file a written petition to the Director of the Open University stating the reason for the leave. If the leave exceeds one academic year, he shall lose his status as a student in residence. Summer is considered a term.

A student who withdraws from the Open University without a formal leave of absence shall apply for readmission as a new student.

##### Documentary Requirements

Letter stating the reason for filing a leave of absence address to the Director of the Open University through the program/chairperson

**Schedule of Availability of Service:** Within the semester

**Total Processing Time:** 15 minutes

HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. The student should write a letter to the Director of the Open University through the Program Chairperson for approval.				• Student's letter
2. If approved, the student should photo copy the approved letter for his personal file				• Student's letter

HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
3. The student should submit the letter to the OU Registrar's Office for filing in the student's record/envelope.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	5 mins.	• Student's letter
End of Transaction				

#### B. APPLICATION FOR INTEGRATED COMPREHENSIVE EXAMINATION (ICE)

##### Description of the Service

After the completion of the course requirements for a thesis or non-thesis program, the graduate student shall take an integrated comprehensive examination covering all the required and major courses. If a student fails in the examination, he shall take another one and if he fails for the second time, he shall take additional six (6) units of graduate courses before he is allowed to take another examination.

There are two (2) integrated comprehensive examination schedules every school year based on the prescribed and approved OU calendar.

##### Documentary Requirements

Photocopy of the following:

1. **General Clearance**
2. **Application for Integrated Comprehensive Examination (ICE) Form**
3. **Receipt of payment**

**Schedule of Availability of Service:** September and February

**Fee/s:**

- **Application fee - Php 150.00**
- **Comprehensive Examination fee**
  - **Manual – Php 1,300.00**
  - **Computerized – Php 1,500.00**

**Total Processing Time**

Application: 30 minutes

Result: Varies

HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. Get the General Clearance and Application for Integrated Comprehensive Examination (ICE) forms at the OU Registrar's Office.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	5 mins.	• General clearance and ICE form
2. Proceed to the Fund Management Office for payment of the ICE form.	FMO Collecting Officer	Ground Floor, South Wing	5-15 mins.	• General clearance, ICE form and receipt

HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
3. Go back to the OU Registrars Office for submission of the General Clearance, ICE Form with official receipt.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	5 mins.	• General clearance, ICE form and receipt
4. Applicants will wait for the result of evaluation.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	Application period	
5. If the application is approved, proceed to the FMO for payment	FMO Collecting Officer	Ground Floor, South Wing	5-15 mins.	• Receipt of payment
6. Go back to the OU Registrar's Office for submission of official receipt and issuance of permit	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	10 mins.	• Receipt of payment
End of Transaction				

### C. APPLICATION FOR GRADUATION

#### Description of the Service

##### ▪ MASTER'S DEGREES

A student who has already completed all the academic requirements with no grades below 2.0, passed the comprehensive examination, passed the thesis oral examination (for the Thesis Program) and cleared of all accountabilities shall submit his application for graduation.

##### ▪ BACCALUAREATE AND POSTBACCALAUREATE DEGREES

A student who has already completed all academic and other requirements prescribed by the Open University, met the minimum one-year residence and cleared of all accountabilities can shall submit his application for graduation.

#### Documentary Requirements

Photocopy of the following:

1. General Clearance
2. Application for Graduation Form
3. Receipt of payment

Schedule of Availability of Service: Mid-year and Year-end

Fee/s:

- Application for Graduation - Php 150.00
- Graduation Fee - Php 600.00
- Diploma - Php 200.00
- TOR (Undergraduate) - Php 350.00
- TOR (Graduate/Post Baccalaureate) - Php 250.00 for 1st page/  
Php 200.00 per exceeding page
- Certification of Graduation - Php 150.00
- Memorabilia - Php 1,200.00
- Scannable fee - Php 60.00
- Alumni fee - Php 350.00
- Graduation Picture - Php 100.00

#### Total Processing Time

Application: 30 minutes  
Result of Evaluation: Varies

HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. Get the Application for Graduation form at the OU Registrar's Office.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	5 mins.	• Application for graduation form
2. After fully accomplished, proceed to the Fund Management Office for payment of the Application for Graduation.	Collecting Officer	Ground Floor, South Wing	5-15 mins.	• Application for graduation form and receipt
3. Go back to the OU Registrars Office for the submission of the General Clearance, Application for Graduation and proof of payment.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	5 mins.	• Application for graduation form and receipt
4. Applicants will follow-up the result of evaluation with the scheduled time.	Applicant		Application period	
5. If the application is approved, proceed to the OU Registrar's office for issuance of Certificate of Candidacy (COC), processing of general clearance and payment of graduation FEE.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	One day	• Certificate of Candidacy (COC), General clearance, and receipt
6. Submit the general clearance, receipt of payment, and dummy diploma after the graduation for processing of TOR, Diploma and other requested credentials.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	6 months	• Certificate of Candidacy (COC), General clearance, receipt, dummy diploma and all other requirements
End of Transaction				

### D. REQUEST FOR CREDENTIALS

#### Description of the Service

- Transcript of Records
- For Graduate (Post/Baccalaureate degree and Master's degree)

A student can apply for Transcript of Records after a dully accomplished General Clearance is submitted together with the proof of payment to the OU Registrar's Office. No Transcript of Records will be released to a proxy unless with a Special Power of Attorney, dully notarized, from the student concerned.

- For Undergraduate of Baccalaureate and Master's degree

A student can apply for Transcript of Records after a dully accomplished General Clearance is submitted together with the proof of payment to the OU Registrar's Office. No Transcript of Records will be released to a proxy unless with a Special Power of Attorney, dully notarized, from the student concerned.



- **Diploma**

A diploma is issued to a student who has submitted a duly accomplished General Clearance together with the proof of payment to the OU Registrar's Office.

- **Certification**

A student can apply for the certifications provided a duly accomplished General Clearance is submitted together with the proof of payment to the OU Registrar's Office. A certification will be released to a proxy with authorization from the student concerned together with her Identification Card.

- **Honorable Dismissal**

An Honorable Dismissal shall be issued to a student who voluntarily withdraws from the OU for the purpose of transferring to another school shall have to be cleared of all accountabilities before a certificate is issued to him. A student who leaves the OU for reasons of expulsion, disciplinary action or suspension shall not be entitled to an honourable dismissal. A student who has been issued an honorable dismissal shall not be re-admitted to the OU.

**Schedule of Availability of Service:** Within the school year

Fee/s:

- **Transcript of Records**
- **Undergraduate: Php 350.00**
- **Graduate: Php 250.00**

- **Certification: Php 150.00**
- **Diploma: Php 200.00**

**Total Processing Time**

Application: 30 minutes  
Releasing: Varies

HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. <b>Get the General Clearance form at the OU Registrar's Office.</b>	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	5 mins.	• <b>General clearance</b>
2. <b>After fully accomplished, proceed to the Fund Management Office for payment of the requests</b>	Collecting Officer	Ground Floor, South Wing	5-15 mins.	• <b>General clearance and receipt</b>
3. <b>Go back to the OU Registrars Office for the submission of the General Clearance, all documentary requirements and proof of payment for the processing of the requested credentials.</b>	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	5 mins.	• <b>General clearance, receipt and all documentary requirements.</b>
End of Transaction				

## OFFICE OF NON TRADITIONAL STUDY PROGRAM (NTSP) AND EXPANDED TERTIARY EDUCATION EQUIVALENCY AND ACCREDITATION PROGRAM (ETEEAP)

NTSP is a self-study program wherein the student's educational background, work experiences and achievements are evaluated and accredited through a rating system that leads to the completion of an undergraduate and graduate degree.

A self-paced study program wherein modules, independent researches and other instructional materials are laid down by the school and administered by learning facilitators who help enhance the knowledge, skills, and attitudes of the students. A final requirement is a research paper based on his field of work.

The Unit carries two (2) types of program for prospective students to obtain either a bachelor (undergraduate) or a postgraduate degree on a tutorial basis

### CLIENTS FOR NTSP:

At least 25 years of age Filipino or foreign practitioner or administrator with at least five (5) years supervisory work experience and/or individuals with exceptional achievements

### CLIENTS FOR ETEEAP:

At least 25 years of age, working for at least five (5) years, Filipino high school graduate or obtained PEPT placement equivalent to first year college, for undergraduate course

### SERVICE/S OFFERED:

1. **Admission**
  - Admission for ETEEAP CLIENTS per E.O. 330
  - Admission for NON TRADITIONAL CLIENTS (1984 BOR Approved)
2. **Enrollment**
3. **Graduation**

### A. ADMISSION

- **ADMISSION FOR ETEEAP CLIENTS PER E.O.330**

#### Description of the Service

Check completeness of documents submitted to determine eligibility for the program

**Schedule of Availability of Service:** Monday to Friday, 8:00 am to 5:00 pm

**Fee:**

- **Assessment fee: Php 3,200.00**

**Total Processing Time:** Varies

ADMISSION FOR ETEEAP CLIENTS PER E.O.330				
HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. <b>Accomplish ETEEAP form and secure CHED-ETEEAP endorsement</b>	CHED Office, UP Diliman - ETEEAP Office	Diliman, QC	3 days	<ul style="list-style-type: none"> <li>Accomplished ETEEAP application form and other supporting documents required by CHED-ETEEAP</li> </ul>
2. <b>Submit the endorsed CHED-ETEEAP application form and other required documents, as enumerated in the web page of CHED-ETEEAP, for authentication</b>	Office of NTSP and ETEEAP	4 <sup>th</sup> Floor, NALLRC Bldg. PUP Main Campus, Sta. Mesa, Manila	20 minutes	<ul style="list-style-type: none"> <li>CHED endorsement letter;</li> <li>original and photocopy of : curriculum vitae;</li> <li>transcript of record;</li> <li>description of subjects taken from previous school;</li> <li>honorable dismissal from the school last attended;</li> <li>service record or employment certificate;</li> <li>employment history with position level/ title and job description/ duties and responsibilities per position held; certificate of participation and/or</li> <li>attendance to conference, seminar, training/ workshop,</li> <li>award/recognition received in relevant areas of specialization;</li> <li>2 pieces of latest 2x2 colored picture with white background ;</li> <li>original NSO authenticated birth certificate;</li> <li>original NSO authenticated marriage certificate for female applicant;</li> <li>medical certificate/ clearance</li> </ul>

ADMISSION FOR ETEEAP CLIENTS PER E.O.330				
HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
3. <b>Pay the required application and assessment fee</b>	Fund Management Office	Ground Floor, South, Main Bldg.	5 to 10 minutes	<ul style="list-style-type: none"> <li>Official Receipt</li> </ul>
4. <b>Wait for status of application and/or interview schedule and result of accreditation and competency assessment</b>	Office of NTSP and ETEEAP	4 <sup>th</sup> Floor, NALLRC, Sta. Mesa, Manila	2 to 3 weeks	
5. <b>Report for interview</b>	Dean/Chairperson and Director of NTSP and ETEEAP	2 <sup>nd</sup> Floor, Main Bldg. and 4 <sup>th</sup> Floor NAL LRC Bldg., Main Campus	30 minutes to one (1) hour	<ul style="list-style-type: none"> <li>Folder of the applicant containing all the required documents;</li> <li>letter of endorsement signed by the Director of NTSP &amp; ETEEAP and approved by the Executive Vice President;</li> <li>program curriculum, and</li> <li>interview sheet</li> </ul>
6. <b>Secure result of accreditation of formal and non formal education after successfully passing the interview</b>	Office of NTSP and ETEEAP	4 <sup>th</sup> Floor, NALLRC, Bldg., Sta. Mesa, Manila	10 minutes	<ul style="list-style-type: none"> <li>Assessed curriculum</li> </ul>
7. <b>Enroll in appropriate competency enhancement program</b>	Office of NTSP and ETEEAP	4 <sup>th</sup> Fl., NALLRC, Sta. Mesa, Mla.	10 minutes	<ul style="list-style-type: none"> <li>Registration form</li> </ul>
End of Transaction				

#### ADMISSION FOR NON TRADITIONAL CLIENTS

##### Description of the Service

Check completeness of documents submitted to determine eligibility for admission

**Schedule of Availability of Service:** Monday to Friday, 8:00am to 5:00pm

##### Fee:

- Assessment fee:
  - Undergraduate program – Php 3,200.00
  - Master's degree program – Php 5,400.00

**Total Processing Time:** Varies

HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. <b>Submit letter of intent to enroll, together with the other documents/proofs relevant to the desired course/program</b>	Office of NTSP and ETEEAP	4 <sup>th</sup> Floor, NALLRC, Bldg., Sta. Mesa, Manila	10 minutes	<ul style="list-style-type: none"> <li>Two (2) sets of: letter of intent to avail the program addressed to the University President through the Executive Vice President and the Director of NTSP and ETEEAP,</li> <li>recommendation/endorsement of three (3) notable persons;</li> <li>curriculum vitae;</li> <li>original transcript of record;</li> <li>description of subjects taken from previous school;</li> <li>honorable dismissal from the school last attended;</li> <li>service record or employment certificate;</li> <li>employment history with position level/ title and job description/ duties and responsibilities per position held;</li> <li>certificate of participation and/ or attendance to conference, seminar, training/ workshop</li> <li>certificate of award/recognition received in relevant areas of specialization;</li> <li>2 pieces of latest 2x2 colored picture with white background;</li> <li>original NSO authenticated birth certificate;</li> <li>original NSO authenticated marriage certificate for female applicant;</li> <li>medical certificate/clearance</li> </ul>
2. <b>Pay the required application and assessment fee</b>	Fund Management Office	Ground Floor, South, Main Bldg,	5 to 10 minutes	<ul style="list-style-type: none"> <li>Official receipt</li> </ul>

HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
3. <b>Wait for status of application and/or interview schedule and result of accreditation and competency assessment</b>	Office of NTSP and ETEEAP	4 <sup>th</sup> Floor, NALLRC, Bldg., Sta. Mesa, Manila	2 to 3 weeks	
4. <b>Report for interview</b>	Dean/Chairperson and Director of NTSP and ETEEAP	2 <sup>nd</sup> Floor, Main Bldg. and 4 <sup>th</sup> Floor NAL LRC Bldg., Main Campus	30 minutes to one (1) hour	<ul style="list-style-type: none"> <li>Folder of the applicant containing all the required documents; letter of endorsement signed by the Director of NTSP &amp; ETEEAP and approved by the Executive Vice President; program curriculum, and interview sheet</li> </ul>
5. <b>Secure result of accreditation of formal and non formal education after successfully passing the interview</b>	Office of NTSP and ETEEAP	4 <sup>th</sup> Floor, NALLRC, Bldg., Sta. Mesa, Manila	10 minutes	<ul style="list-style-type: none"> <li>Assessed curriculum</li> </ul>
6. <b>Enroll in appropriate competency enhancement program</b>	Office of NTSP and ETEEAP	4 <sup>th</sup> Floor, NALLRC Bldg., Sta. Mesa, Manila	10 minutes	<ul style="list-style-type: none"> <li>Registration form</li> </ul>
End of Transaction				

## B. ENROLLMENT

### ENROLLMENT FOR BOTH ETEEAP AND NON TRADITIONAL STUDIES

#### Description of the Service

Enrol in the approved competency enhancement program for further knowledge or skills

**Schedule of Availability of Service:** ENROLLMENT Period every semester and summer. Monday to Friday, 8:00am to 5:00pm

#### Fee:

- Undergraduate program – Php 3,750.00 per 3 units
- Master's program – Php 6,750.00 per 3 units

**Total Processing Time:** 1 hour and 30 minutes

ENROLLMENT FOR BOTH ETEEAP AND NON TRADITIONAL STUDIES				
HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. Proceed to the Office of the ETEEAP and NTSP for the academic advising of the subjects to be enrolled based on the assessed curriculum	Director, Office of NTSP and ETEEAP	4 <sup>th</sup> Floor, NALLRC Bldg. Sta. Mesa, Manila	30 mins.	• Registration form and the assessed curriculum
2. Proceed to the Accounting Department, Student Services Section for assessment of FEE.	Accounting Staff	Ground Floor, South Wing	30 mins.	• Registration card
3. Go to the Fund Management Office (FMO) for payment of FEE.	FMO Collecting Officer	Ground Floor, South Wing	5-15 mins.	• Receipt and registration card
4. Submit to Accounting Department, Student Services Section submission the Accountant's Copy of the registration card and permit if not fully paid.	Accounting Staff	Ground Floor, South Wing	10 mins.	• Receipt and registration card
5. Go to the OU Registrar's Office for validation of ENROLLMENT	OU Registrar's Office	4 <sup>th</sup> Floor, NALLRC Bldg. Sta. Mesa, Manila	5 mins.	• Receipt and registration card
6. Submit the photocopy of the validated registration card to the Office of ETEEAP and NTSP	Office of NTSP and ETEEAP	4 <sup>th</sup> Floor, NALLRC Bldg. Sta. Mesa, Manila	5 mins.	• Photocopy of the validated registration form and the assessed curriculum
End of Transaction				

### C. APPLICATION FOR GRADUATION

#### Description of the Service

##### ▪ Master's Degree

A student who has already completed all the academic requirements with no grade below 2.0, passed the thesis oral examination and cleared of all accountabilities shall submit his application for graduation.

##### ▪ Baccalaureate Degree

A student who has already completed all academic requirements in the curriculum and cleared of all accountabilities shall submit his application for graduation.

#### Documentary Requirements

Photocopy of the following:

General Clearance  
Application for Graduation Form  
Receipt of payment

Schedule of Availability of Service: Mid-year and Year-end

#### Fee:

- Application for Graduation - Php 150.00
- Graduation Fee – Php 600.00
- Diploma – Php 200.00
- TOR (Undergraduate) – Php 350.00
- TOR (Graduate) – Php 250.00 for 1st page  
Php 200.00 per exceeding page
- Certification of Graduation – Php 150.00
- Memorabilia – Php 1,200.00
- Scannable fee – Php 60.00
- Alumni fee – Php 350.00
- Graduation Picture – Php 100.00

#### Total Processing Time

Application: 30 minutes  
Result: Varies

APPLICATION FOR GRADUATION				
HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. Get the Application for Graduation form at the OU Registrar's Office.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	5 mins.	• Application for graduation form
2. After fully accomplished, proceed to the Fund Management Office for payment of the Application for Graduation.	FMO Collecting Officer	Ground Floor, South Wing	5-15 mins.	• Application for graduation form and receipt
3. Proceed to the Office of NTSP and ETEEAP for the submission of the Application for Graduation and proof of payment.	Office of NTSP and ETEEAP	4 <sup>th</sup> Floor, NALLRC	5 mins.	• Application for graduation form and receipt
4. Applicants will follow-up the result of evaluation with the scheduled time.	Office of NTSP and ETEEAP	4 <sup>th</sup> Floor, NALLRC	Application period	

APPLICATION FOR GRADUATION				
HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
5. If the application is approved, proceed to the OU Registrar's office for issuance of Certificate of Candidacy (COC), processing of general clearance and payment of graduation FEE.	OU Registrar's Office Staff	4 <sup>th</sup> Floor, NALLRC	One day	<ul style="list-style-type: none"> <li>• Certificate of Candidacy (COC), General clearance, and receipt</li> </ul>
6. Submit the general clearance, receipt of payment, and dummy diploma after the graduation for processing of TOR, Diploma and other requested credentials.	Office of NTSP and ETEEAP	4 <sup>th</sup> Floor, NALLRC	6 months	<ul style="list-style-type: none"> <li>• Certificate of Candidacy (COC), General clearance, receipt, dummy diploma and all other requirements</li> </ul>
End of Transaction				

## OFFICE OF INTERNATIONAL AFFAIRS

The Office International Affairs, takes the pivotal role in the processing of:

- foreign student application to the University and
- academic exchanges, agreements, and networking programs with equally reputable higher education institution and organizations abroad.

### SERVICE/S OFFERED:

#### 1. FOREIGN STUDENT APPLICATION

- Admission
- Student Visa Conversion/Special Study Permit
- Intensive English Course
- Enrollment
- Renewal/Extension of Student Visa

#### 2. INTERNATIONAL PARTNERSHIP AGREEMENT/ LINKAGE

#### A. FOREIGN STUDENT APPLICATION

##### ▪ ADMISSION

##### Description of the Service

The Office of International Affairs facilitates the application, initial assessment of credentials for evaluation in the desired program of the foreign student applicant, acceptance in the program, securing the Notice of Acceptance (NOA) from the University Registrar and conversion of student visa /special study permit at the Bureau of Immigration.

**Schedule of Availability of Service:** Monday to Friday, 8:00 am to 5:00 pm

**Fee:**

**Total Processing Time:** Varies

ADMISSION				
HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. Check admission requirements for undergraduate or graduate program desired from the PUP website <a href="http://www.pup.edu.ph">www.pup.edu.ph</a>	Director, OIA	OIA, 2 <sup>nd</sup> floor, South Wing, PUP Main Bldg.	10-15 minutes	

ADMISSION				
HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
2. Go to the OIA for orientation, initial assessment of credentials and secure college interview schedule.	Director, OIA	OIA, 2 <sup>nd</sup> floor, South Wing, PUP Main Bldg.	5-10 minutes	<ul style="list-style-type: none"> <li>Photocopy of data pages of the student's passport showing date and place of birth, and birth certificate or its equivalent duly authenticated by the Philippine Foreign Service Post</li> <li>Transcript of Records/ Scholastic Records duly authenticated by the Philippine Foreign Service Post located in the student applicant's country of origin or legal residence;</li> <li>Personal History statement with passport photo and left and right thumb mark</li> <li>six copies</li> <li>A Notarized Affidavit of Support including bank statements, notarized notice of grant for institutional scholars to cover expenses for the student's accommodation and subsistence, as well as other school dues and other incidental expenses</li> <li>Duly authenticated police clearance/ Certificate of Non-Criminality</li> </ul>
3. Interview/evaluation by the College Dean/ Chair to determine if the applicant substantially meets the entrance requirements of the program applied for.	Director, OIA Dean/Chair of the College where the program is offered	OIA, 2 <sup>nd</sup> floor, South Wing, PUP Main Bldg.	30 minutes to 1 hour	<ul style="list-style-type: none"> <li>Duly accomplished PUP OIA Application form for foreign student</li> </ul>
4. Take prescribed evaluation or entrance examination	Dean/Chair of the College where the program is offered or Graduate School Registrar in the case of the graduate programs	West Wing Ground Flr. Rm 115 OR Registrar, Graduate School M. H. Del Pilar Campus	1-2 hours	<ul style="list-style-type: none"> <li>College/Graduate School Admission Requirements</li> </ul>

ADMISSION				
HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
5. Submit credentials to the Office of University Registrar (OUR) thru OIA	Director, OIA University Registrar	West Wing Ground Flr. Rm 115	20-30 minutes	<ul style="list-style-type: none"> <li>All documentary requirements</li> </ul>
6. Secure NOTICE of ACCEPTANCE (NOA) from the Office of University Registrar (OUR)	Director, OIA	West Wing Ground Flr. Rm 115	1 week	
End of Transaction				

#### STUDENT VISA CONVERSION/SPECIAL STUDY PERMIT

##### Description of the Service

The Office of International Affairs facilitates the submission of the Notice of Acceptance (NOA) and credentials to the Bureau of Immigration (BI) for the issuance of student visa or special student permit.

**Schedule of Availability of Service:** Monday to Friday, 8:00 am to 5:00 pm

##### Fee:

- Student Visa Conversion Fee - Bureau of Immigration – Php 6,550.00
- PUP Facilitation Fee – Php \_\_\_\_\_

**Total Processing Time:** Varies

HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. Submit all documents for processing of the Student Visa Conversion (Section 9 F) or Special Study Permit to the OIA	Director, OIA accredited PUP liason officer in the BI	OIA, 2 <sup>nd</sup> Flr., South Wing, PUP Main Bldg. BI Student Desk Section, G/F Main Bldg., Magallanes Drive, Intramuros, Manila 1002	2 weeks	<ul style="list-style-type: none"> <li>Duly notarized letter request from the applicant with a statement that all documents submitted were legally obtained from the corresponding government agencies</li> <li>Duly accomplished and notarized BI General Application Form</li> <li>Original Copy of Notice of Acceptance (NOA) containing a clear impression of the school's official dry seal and a duly notarized written endorsement from the school for conversion of the applicant's status signed by the School Registrar</li> </ul>

HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
(Cont. of No. 1) <b>Submit all documents for processing of the Student Visa Conversion (Section 9 F) or Special Study Permit to the OIA</b>	Director, OIA accredited PUP liason officer in the BI	OIA, 2 <sup>nd</sup> Flr., South Wing, PUP Main Bldg. BI Student Desk Section, G/F Main Bldg., Magallanes Drive, Intramuros, Manila 1002	2 weeks	<ul style="list-style-type: none"> <li>Original copy of Medical Certificate issued by the Bureau of Quarantine and International Health Surveillance or a government medical institution with competence to certify that the applicant is not afflicted with any dangerous, contagious or loathsome disease and is mentally fit</li> <li>Photocopy of applicant's passport (bio-page, latest admission and authorized stay) and Bureau of Immigration stamp</li> <li>National Intelligence Coordinating Agency (NICA) Clearance</li> <li>Bureau of Immigration (BI) Clearance Certificate</li> </ul>
2. Upon release of the Student Visa/Special Student Permit, submit a copy to the OUR	Director, OIA OUR			<ul style="list-style-type: none"> <li>Student Visa/ Special Student Permit</li> </ul>
End of Transaction				

#### APPLICATION FOR INTENSIVE ENGLISH COURSE

##### Description of the Service

Admitted foreign students from non-english speaking countries, are required to take an English Placement Test (EPT) to determine their level of English proficiency and are advised to take a 200-hour Intensive English Course based on the results of the EPT administered by the Department of English and Foreign Languages.

**Schedule of Availability of Service:** Monday to Friday, 8:00 am to 5:00 pm

**Fee:** \$ 500 (200-hour Intensive English Course)

**Total Processing Time:** 3 hours and 10 minutes

INTENSIVE ENGLISH COURSE				
HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. Present Student Visa to the OIA to secure ENGLISH PLACEMENT TEST schedule	Director, OIA	OIA, 2 <sup>nd</sup> Flr., South Wing, PUP Main Bldg.	10 mins.	<ul style="list-style-type: none"> <li>Student Visa</li> </ul>

INTENSIVE ENGLISH COURSE				
HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
2. Take English Placement Test (EPT) that will determine Level of Intensive English course to be taken (basic, intermediate, advanced, etc)	Chairperson, Department of English and Foreign Languages	2 <sup>nd</sup> Flr., Northwing Wing, PUP Main Bldg.	1 hour	<ul style="list-style-type: none"> <li>Identification Card or passport</li> </ul>
3. Get result of the EPT and enroll in the prescribed intensive english course	Chairperson, English Department	English Department, 2 <sup>nd</sup> Flr., PUP Main Bldg.	1 hour	<ul style="list-style-type: none"> <li>EPT Result</li> </ul>
4. Pay the \$500 intensive english course fee at the Fund Managment Office	Fund Management Office	Fund Management Office Ground floor, Southwing	30 mins	<ul style="list-style-type: none"> <li>Registration card</li> </ul>
5. Proceed to the OUR for validation	OUR	West Wing Ground Flr. Rm 115	30 mins	<ul style="list-style-type: none"> <li>Registration card and copy of official receipt</li> </ul>
6. Report to the Department of English and Foreign Languages for the 200-hour Intensive English Course.	Chairperson, Department of English and Foreign Languages	2 <sup>nd</sup> Flr., Northwing Wing, PUP Main Bldg.		<ul style="list-style-type: none"> <li>Validated registration card and copy of official receipt</li> </ul>
End of Transaction				

#### ENROLLMENT

##### Description of the Service

The Office of International Affairs (OIA) informs the Office of the University Registrar (OUR) of the completion of the Intensive English Course and refers the student to the college for advising and ENROLLMENT of subjects, assessment of FEE, payment and issuance of registration certificate.

**Schedule of Availability of Service:** Monday to Friday, 8:00 am to 5:00 pm

##### Fee:

- Undergraduate – \$500/semester
- Graduate – \$51,000/semester

**Total Processing Time:** 1 hour and 30 minutes

HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. <b>ENROLLMENT- Enrol at the College where you have been admitted. Program chairperson advises and assists in the SIS enrollment</b>	Program Chairperson	College and ICT Center	30 minutes	• <b>Student Visa</b>
2. <b>ASSESSMENT –Go to Accounting Office for the assessment of FEE and issuance of the registration certificate by the OUR for the courses enrolled in the semester</b>	ICTC/Accounting Personnel (on line)	ICTC Ninoy Aquino Library and Learning Resource Center	15 minutes	• <b>Registration Certificate</b>
3. <b>PAYMENT- Pay the assessed amount of FEE at the cashier</b>	Cashier	Landbank or University cashier, Main Bldg.	30 minutes	• <b>Assessed Registration Certificate</b>
4. <b>VALIDATION -Have the validation of enrolled subject by the OUR</b>	OUR staff	OUR	10 minutes	• <b>Registration Certificate and Official Receipt of Payment</b>

#### ▪ RENEWAL/EXTENSION OF STUDENT VISA

##### Description of the Service

OIA checks the requirements for the application for Student Visa Extension, requests the OUR to issue Certificate of Grades and ENROLLMENTS Status of foreign student, facilitates the application for Student Visa Extension at the Bureau of Immigration.

**Schedule of Availability of Service:** Monday to Friday, 8:00 am to 5:00 pm

**Fee:**  
Extension/Renewal Fee – Php 3, 520  
PUP Facilitation Fee – Php \_\_\_\_\_

**Total Processing Time:** Varies

HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. <b>Submit to OIA all necessary documents</b>	Director, OIA	OIA, 2 <sup>nd</sup> Flr., South Wing, PUP Main Bldg.	10 minutes	<ul style="list-style-type: none"> <li>• <b>Duly accomplished and notarized BI General Application Form;</b></li> <li>• <b>Original Copy of Certificate of Re-admission or Enrollment Form</b></li> <li>• <b>Original Transcript of Grades (2 previous semesters)</b></li> <li>• <b>Photocopy of applicant's passport (bio-page, latest admission/arrival and latest 9(f) extension)</b></li> <li>• <b>Photocopy of ACR I-card</b></li> <li>• <b>BI clearance</b></li> <li>• <b>In case of transfer, Honorable Dismissal or Certificate of Transfer from previous school</b></li> <li>• <b>In case of failed grades or dropped subjects, letter of explanation for the same</b></li> </ul>
2. <b>Processing at the Bureau of Immigration</b>	PUP Bureau of Immigration accredited liaison officer	BUREAU OF IMMIGRATION Office of the Executive Director Student Desk Section, G/F Main Bldg., Magallanes Drive, Intramuros, Manila 1002	One week	
3. <b>Get Visa Extension from the OIA</b>	PUP Bureau of Immigration accredited liaison officer	OIA, 2 <sup>nd</sup> Flr., South Wing, PUP Main Bldg.	10 minutes	
End of Transaction				

#### B. INTERNATIONAL PARTNERSHIP AGREEMENT / LINKAGES

##### Description of the Service

OIA initiates and facilitates the collaboration between PUP and foreign institution, signing of Memorandum of Agreement and follows through its implementation.

**Schedule of Availability of Service:** Monday to Friday, 8:00 am to 5:00 pm

**Fee:** N/A

**Total Processing Time:** Varies



HOW TO AVAIL OF THE SERVICE				
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. OIA submits letter of intent and draft Memorandum of Agreement (MOA) to Foreign Institution or vice-versa	Partnership proponent	OIA, 2 <sup>nd</sup> Flr., South Wing, PUP Main Bldg.	10 minutes	<ul style="list-style-type: none"> <li>Proposed Memorandum of Agreement</li> <li>Letter of Intent</li> <li>University/ Institution Profile</li> </ul>
2. OIA endorses MOA to the PUP Legal Office for review	Director, OIA Director, Legal Office	Legal Office, 3 <sup>rd</sup> Flr, PUP Main Bldg.	One(1) day	<ul style="list-style-type: none"> <li>Draft MOA</li> </ul>
3. OIA secures copy of comments/feedback from the Legal Office and sends to partner institution and the Office of the PUP President for further comments, amendments or approval	Director, OIA PUP President	OIA, 2 <sup>nd</sup> Flr., South Wing, PUP Main Bldg. Office of the President	One (1) week to one(1) month	<ul style="list-style-type: none"> <li>Memorandum of Agreement</li> </ul>
4. Upon agreement on the final draft, the OIA and its counterpart from the partner institution, schedule MOA signing by the Presidents of the two institutions.	Director, OIA and partner institution	OIA, 2 <sup>nd</sup> Flr., South Wing, PUP Main Bldg.	One week to one(1) month	<ul style="list-style-type: none"> <li>Final Draft of MOA</li> </ul>
5. MOA Signing and Fellowship	Director, OIA and partner institution	Agreed upon venue and schedule	Three(3) to Four (4) hours	<ul style="list-style-type: none"> <li>Final copies of MOA (4) for signature</li> </ul>
End of Transaction				

## PUP GRADUATE SCHOOL

As center of graduate education, the PUP Graduate School is committed to foster excellence in instruction, research, extension, community service, production, industry-academe partnerships, local and international linkages, and stakeholder empowerment.

The PUP Graduate School has avowed functions to provide advanced professional studies leading to doctoral degrees and master's degrees in specialized fields.

### GRADUATE SCHOOL REGISTRAR'S OFFICE

#### ABOUT THE SERVICE

The Graduate School Registrar's Office maintains the students' academic records and implements policies and regulations for admission, ENROLLMENT, load requirements, promotion, retention, graduation, transfer and dismissal of students. The Graduate School Registrar's office facilitates and processes new, returning and transferee applications, course registration; and assists in the administrative processes that support graduate education.

The Registrar's Office serves the students from the time they are admitted and during their entire residency in the Graduate School. Specifically, it provides technical services, such as the preparation and issuance of transcript of records, certifications, clearances, honorable dismissals and diplomas, and evaluates and maintains student records. The office also processes and evaluates records of applicants for comprehensive examination, graduation, and it assists in the graduation exercises.

#### ADMISSION

##### Description of Service:

The Graduate School Admission Office processes and facilitates the applications of bachelor's degree holders (for master's) and master's degree holders (for doctorate) who passed the Graduate School Entrance Examination (GSEE) for ENROLLMENT. The Office verifies and checks the applicants' application documents as to whether the applicant is qualified for admission or not.

**Fees:** P500.00 – Entrance exam fee

Processing Time:  
Application - 5 to 10 minutes

Entrance Examination:  
Master's - 1 hour & 30 minutes  
Doctorate - 30 minutes

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
1. Apply for GS Entrance Examination on-line and select intended program by completing and submitting the online application.	ICTC	2 <sup>nd</sup> Floor, NALLRC Sta. Mesa, Manila	Completely filled-up online application form
2. Print the payment voucher	Applicant	Applicant	
3. Pay fee through PUP Cashier's office	Collecting Officer, Cashier	South Wing, G/ F, Main campus	Applicant's copy of Printed Payment Voucher

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
4. <b>Submit the Official Receipt together with admission requirements to the GS staff for issuance of test permit</b>	GS Staff	GS Bldg. , 2/F M.H. Del Pilar Campus	Admission documents and Official Receipt
5. <b>Be at the assigned testing room at least 30 minutes before the scheduled time printed in your GSEE Permit</b>	Proctor/Test Administrator	GS Bldg. , 2/F M.H. Del Pilar Campus	GS Entrance Exam Permit Black or blue ballpen
6. <b>International students may inquire directly from the Director's Office, ARO</b>	Director, ARO	West Wing, Ground Floor, Rm. 115 Main Campus	Passport, Student Visa/ Study Permit, TRO, TOEFL Certificate or its equivalent, Letter of Recommendation from sponsoring Agencies and/or from an Embassy/ Consular, Education Certificate/ Diploma, Personal History Statement, Certificate of Good Moral Character, Bank Certificate Medical Clearance, 2 pcs. 2x2 photos with white background, and Alien Certificate of Registration

## REGISTRATION

### Description of Service:

The Graduate School Registrar's Office processes and facilitates the ENROLLMENT of freshmen, old students, returning and transferees.

## ENROLLMENT

- ENROLLMENT OF FRESHMEN GRADUATE PROGRAMS

### SCHEDULE OF AVAILABILITY OF SERVICE:

ENROLLMENT period before the start of every semester and summer.

### Fees:

Master's Programs - P200.00 per unit  
Doctoral Programs - P250.00 per unit

### Processing Time:

Interview/advising - 30 minutes  
Tagging of subjects - 15 minutes  
Payment of fees - 15 minutes  
Printing & validation of registration cert. - 10 minutes

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
1. <b>Visit the PUP Website for the result of the Entrance Examination and on-line confirmation of ENROLLMENT</b>	Applicant	www.pup.edu.ph	
2. <b>Download and print the admission record, pre-registration form, enrollment procedures and list of ENROLLMENT requirements.</b>	Applicant	www.pup.edu.ph	
3. <b>Go to the GS Registrar's Office for submission of the original documents and issuance of Approval for ENROLLMENT .</b>	GS Staff	GS Bldg. , G/F M.H. Del Pilar Campus Sta. Mesa, Manila	Required documents as indicated in your confirmation slip
4. <b>Go to the Program Chairperson for interview and advising of subjects to be enrolled.</b>	Program Chair	GS classrooms, GS Bldg. M.H. Del Pilar Campus	Pre-registration form
5. <b>Proceed to the GSMIS or designated room for tagging of the subjects.</b>	IT Personnel	GSMIS Room/ IT Center	Approved pre-registration
6. <b>Proceed to the Fund Management Office (Cashier's Office) for payment of fees</b>	Collecting Officer, Cashier's Office	South Wing, G/ F, Main campus	Approved pre-registration
7. <b>Go back to the GSMIS Room for printing of the Registration Certificate</b>	GSMIS Staff	GSMIS Room GS Bldg. , G/F M.H. Del Pilar Campus	Official Receipt of payment

- ENROLLMENT OF OLD STUDENTS WITH STUDENT INFORMATION SYSTEM (SIS) ACCOUNT

### SCHEDULE OF AVAILABILITY OF SERVICE:

During ENROLLMENT period of every semester and summer.

### Fees:

Master's Programs - P200.00 per unit  
Doctoral Programs - P250.00 per unit

### Processing Time:

Advising/Pre-registration - 10 to 15 min.  
Tagging of subjects - 5 to 10 min.  
Payment of fees - 15 to 30 min.  
Printing of Registration Certificate - 5 to 10 min.  
Validation & issuance of classcards - 3 to 5 min

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
1. <b>Present the Old Registration Card at the GS Registrar's Office for issuance of pre-registration form.</b>	GS Staff	GS Bldg., G/F M.H. Del Pilar Campus	Previous semester's Registration Certificate
2. <b>Go to the Program Chairperson for advising of subjects to be enrolled.</b>	Program Chair	GS classrooms, GS Bldg. M.H. Del Pilar Campus	Pre-registration form
3. <b>Go to the GSMIS Office for tagging of the subjects.</b>	IT Personnel	GSMIS Room 2 <sup>nd</sup> Floor	Approved pre-registration
4. <b>Pay total tuition and miscellaneous fees</b>	Collecting Officer Cashier's office	South Wing, G/ F, Main campus	Approved pre-registration
5. <b>Proceed to the GSMIS Office for printing and validation of Registration Certificate</b>	GSMIS Staff	GSMIS Room GS Bldg., 2/ F M.H. Del Pilar Campus	Official Receipt of payment

- ENROLLMENT of Old Students – MANUAL PROCESSING (non-SIS ACCOUNT)

#### SCHEDULE OF AVAILABILITY OF SERVICE:

During ENROLLMENT period of every semester and summer.

#### Fees:

Master's Programs - P200.00 per unit  
Doctoral Programs - P250.00 per unit

#### Processing Time:

Advising/Pre-registration - 10 to 15 min.  
Issuance of registration cert. - 5 to 10 min.  
Payment of fees - 15 to 30 min.

Validation of Registration  
Cert. & issuance of classcards - 3 to 5 min.

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
1. <b>Present the Old Registration Card at the GS Registrar's Office for issuance of pre-registration form.</b>	GS Staff	GS Bldg., G/F M.H. Del Pilar Campus	Latest Registration Card stamped fully paid by the Accounting Office
2. <b>Proceed to the Program Chairperson for advising of subjects to be enrolled.</b>	Program Chair	GS Bldg. M.H. Del Pilar Campus	Student's Program of Studies & pre-registration form
3. <b>Go back to the GS Registrar's Office for the New Registration Card to be filled up by the student.</b>	GS Staff	GS Bldg., G/F M.H. Del Pilar Campus Sta. Mesa, Manila	Approved pre-registration form
4. <b>Go to the Accounting Office, Student Services Section for assessment of fees.</b>	Accounting Staff	South Wing, G/ F, Main campus	Fully accomplished registration certificate

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
5. <b>Pay your total tuition and miscellaneous fees</b>	Collecting Officer Cashier's office	South Wing, G/ F, Main campus	Assessed copy of registration certificate
6. <b>Proceed to the GS Registrar's Office for validation of the Registration Card and issuance of classcards.</b>	GS Staff	GS Bldg., G/F M.H. Del Pilar Campus Sta. Mesa, Manila	Official receipt of payment Registration certificate (Registrar's copy)

## RE-ADMISSION

### Description of Service

A student returning from a leave of absence may be considered for readmission. The GS Registrar's office processes and facilitates the applications for re-admission of students with SIS or non-SIS accounts.

#### SCHEDULE OF AVAILABILITY OF SERVICE:

During ENROLLMENT period of every semester and summer.

#### Fees:

Re-admission fee - P300.00

Processing Time: 10 to 30 min.

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
1. <b>Go to the GS Registrar's Office for the Application for Readmission and secure Clearance Form</b>	GS Staff	GS Bldg., G/F M.H. Del Pilar Campus	Re-admission letter addressed to the Dean of the GS
2. <b>Go to the Office of the Dean for the approval of the request for readmission</b>	GS Dean	Dean's Office GS Bldg., G/F M.H. Del Pilar Campus	Letter of Intent as returnee student Re-admission letter
3. <b>Go to the GS Registrar's Office for academic evaluation and recommendation &amp; approval for re-admission</b>	GS Registrar	GS Bldg. M.H. Del Pilar Campus Sta. Mesa, Manila	Approved application for re-admission
4. <b>Go to the GS Library and Accounting Office for the signing of clearance</b>	GS Librarian Accounting Staff	GS Library Ground Floor, South Wing	Clearance form
5. <b>Go to the Fund Management Office for payment of re-admission fee</b>	Collecting Officer, Cashier's Office	South Wing, G/ F, Main campus	Signed clearance

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
6. <b>Go to the Program Chair for evaluation and advise on the subjects to be enrolled</b>	Program Chair		Approved application for re-admission and pre-registration form
7. <b>Go back to the GS Registrar's Office for ENROLLMENT.</b>	GS Staff	GS Bldg. M.H. Del Pilar Campus Sta. Mesa, Manila	Application for Re-Admission approved by the: Dean, Program Chair, and GS Registrar; Clearance and OR

## CROSS ENROLLMENT

### Description of Service:

Students are allowed to cross enrol if the remaining subject/s to be taken is/are not offered in the Graduate School. The Registrar will issue a "permit to cross-enrol" at an accredited school upon the Program Chair's endorsement and the Dean's approval.

### SCHEDULE OF AVAILABILITY OF SERVICE:

During ENROLLMENT period of every semester and summer.

#### Fees:

No fees required

**Processing Time: 10 to 20 minutes**

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
1. <b>Submit written request/application for Cross ENROLLMENT to the GS Dean's Office</b>	GS Dean	Dean's Office M.H. Del Pilar Campus Sta. Mesa, Manila	Application for cross-enrollment
2. <b>Proceed to the Program Chair for the recommendation of approval of the request and the subjects to be enrolled.</b>	Program Chair		Approved request for cross-enrollment
3. <b>Go back to the Registrar's Office for issuance of Permit to cross-enroll</b>	GS Registrar	GS Bldg. , G/F M.H. Del Pilar Campus Sta. Mesa, Manila	Approved request for cross-enrollment

## ACCREDITATION OF SUBJECT/S TAKEN IN OTHER SCHOOLS

### Description of Service

The GS Registrar's office processes and facilitates the applications for accreditation of subjects taken in other schools/universities.

Equivalent graduate work not exceeding 30% of the total units in the PUP curriculum and earned not more than five (5) years prior to graduation from the PUP Master's/ Doctoral degree program may be accepted by transfer from a graduate school of recognized standing. An accreditation fee for each credited subject will be charged.

### SCHEDULE OF AVAILABILITY OF SERVICE:

Within the semester

#### Fees:

For Master's - P200.00/unit  
For Doctorate - P250.00/unit

**Processing Time:** 5 to 10 minutes

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
1. <b>Submit written request addressed to the Dean for accreditation of subjects taken in other school</b>	GS Staff	Dean's Office	Application letter for accreditation
2. <b>Proceed to the respective Program chair for the recommendation/ approval for accreditation of the subjects taken from another school</b>	Program Chair		<ul style="list-style-type: none"> <li>Accreditation letter</li> <li>Certification of grades or transfer credential from last school attended</li> <li>Subject description from college/university last attended</li> </ul>
3. <b>Go to the GS Dean for the approval of the subject/s for accreditation</b>	GS Dean	GS Bldg. , G/F M.H. Del Pilar Campus Sta. Mesa, Manila	<ul style="list-style-type: none"> <li>Certification of grades or transfer credential from last school attended</li> <li>Subject description from college/university last attended</li> </ul>
4. <b>Go to the Accounting Department, Student Services Section for assessment of fees.</b>	Accounting Staff	Ground Floor, South Wing	Approved request for accreditation
5. <b>Pay the accreditation fee</b>	Collecting Officer, Cashier's Office	South Wing, G/ F, Main campus	Approved request for accreditation with assessment
6. <b>Go back to the GS Registrar's Office for submission of the approved accreditation</b>	GS Staff	GS Bldg. , G/F M.H. Del Pilar Campus Sta. Mesa, Manila	Receipt of payment

## COMPLETION OF GRADES

### Description of Service

A grade of Incomplete (Inc.) is given to a student whose course work is not completed at the time the grade was submitted. An "Incomplete" (Inc.) grade must be completed within a period of one (1) year from the semester/term the Inc. grade was incurred. After a year, the student is required to repeat the course or it remains "Inc." and will earn no credit ("NC").

### SCHEDULE OF AVAILABILITY OF SERVICE:

Within the prescribed period of completion.

#### Fees:

P 50.00 per subject

**Processing Time:** Varies

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
1. <b>Secure Completion form from the GS Office.</b>	GS Staff	GS Bldg., G/F M.H. Del Pilar Campus Sta. Mesa, Manila	Registration certificate
2. <b>Proceed to the Cashier's office for payment of completion fee.</b>	Collecting Officer, Cashier's Office	South Wing, G/ F, Main campus	Completion form
3. <b>Proceed to the Course Professor for completion of the incomplete grade for the subject</b>	Course Professor		Completion form and Receipt of payment
4. <b>Go to the GS Dean for approval of the completion form.</b>	GS Dean	Dean's Office GS Bldg., G/F	<ul style="list-style-type: none"> <li>Completion form signed by the Professor</li> <li>Receipt of payment</li> </ul>
5. <b>Go back to the GS Registrar's Office for submission of the approved completion form.</b>	GS Staff	GS Bldg., G/F M.H. Del Pilar Campus Sta. Mesa, Manila	Receipt of payment

## DROPPING AND CHANGING OF SUBJECT

### Description of Service

#### Changing of Subject

A change of subject, load, or course may be allowed for a valid reason upon prior endorsement of the Program Chair and approval of the Dean.

#### Dropping of Subjects

With the consent of the faculty member and the Dean of the Graduate School, a student may drop a subject/ course anytime before the mid-term examinations by accomplishing the Application for Change of ENROLLMENT (ACE) form and submitting it to the Registrar's Office for record purposes. Unauthorized dropping of subject may result to a grade of 5.0 or Failed.

### SCHEDULE OF AVAILABILITY OF SERVICE:

During ENROLLMENT period of every semester and summer.

#### Fees:

P 50.00 per subject

No fee for dissolved subjects

**Processing Time:** Varies

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
1. <b>Get the ACE form at the GS Registrar's Office.</b>	GS Staff	GS Bldg., G/F M.H. Del Pilar Campus Sta. Mesa, Manila	Certificate of Registration
2. <b>Proceed to the Cashier's office for payment of the ACE form.</b>	Collecting Officer, Cashier's Office	South Wing, G/ F, Main campus	Application for Change of ENROLLMENT (ACE) Form
3. <b>Proceed to the Course Professor for signature indicating the subjects to be changed, dropped or added.</b>	Course Professor	Professor's Room	Application for Change of ENROLLMENT (ACE) Form
4. <b>Go to the GS Dean for approval of the ACE form.</b>	GS Dean	Dean's Office GS Bldg., G/F	ACE form signed by concerned Professor
5. <b>Go back to the GS Office for acknowledgement of the approved ACE form.</b>	GS Staff	GS Bldg., G/F M.H. Del Pilar Campus Sta. Mesa, Manila	Approved ACE form and Official Receipt of payment

## APPLICATION FOR SHIFTING/CHANGE OF CURRICULUM

### Description of Service

#### a. Shifting from one program to another

Transfer to another program/course may be allowed only with the approval of the Dean upon the recommendation of the Program Chair, who shall advise the GS Registrar's Office for proper recording.

### SCHEDULE OF AVAILABILITY OF SERVICE:

Within the semester

**Fees:** P100.00 – shifting fee

**Processing Time:** 20 to 30 min.

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
1. <b>The student should write a letter to the GS Dean through the Program Chairperson for approval.</b>	Student		Letter of Intent (shifting)
2. <b>Proceed to the Program Chair of the present course/ program for release.</b>	Program Chair	GS Bldg., G/F M.H. Del Pilar Campus	Dean's Endorsement
3. <b>Go to the Program Chair of the desired course/ program for acceptance.</b>	Program Chair		Current Program Chair's release note

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
4. <b>If approved, proceed to the Cashier's Office for payment of the Change of curriculum/ shifting fee.</b>	Collecting Officer, Cashier's Office	South Wing, G/ F, Main campus	Order of payment
5. <b>Go back to the GS Registrar's Office for acknowledgement of the approved application for shifting.</b>	GS Staff	GS Bldg., G/F M.H. Del Pilar Campus	Approved application for shifting & Official Receipt of payment

**b. Shifting from thesis to non-thesis program**

Students enrolled under the thesis program are allowed to shift to non-thesis program only with the approval of the Dean and the Program Chair, who shall advise the GS Registrar's Office for proper recording.

**SCHEDULE OF AVAILABILITY OF SERVICE:** Within the semester

**Fees:** P100.00 – shifting fee

**Processing Time:** 20 to 30 min.

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
1. <b>The student should write a letter to the GS Dean through the Program Chairperson for approval.</b>	Student		Student's Program of Studies
2. <b>Proceed to the Program Chair for approval of the request for shifting to non-thesis</b>	Program Chair	GS Bldg., G/F M.H. Del Pilar Campus	Student's Program of Studies
3. <b>If approved, pay the Change of curriculum/ shifting fee.</b>	Collecting Officer, Cashier's Office	South Wing, G/ F, Main campus	Approved letter/order of payment
4. <b>Go back to the GS Registrar's Office for acknowledgement of the approved application for shifting.</b>	GS Staff	GS Bldg., G/F M.H. Del Pilar Campus	Approved application for shifting and Official Receipt of payment

## COMPREHENSIVE EXAMINATION

### Description of Service

The Graduate School Office processes and facilitates the applications for comprehensive examination. It also supervises the administering of comprehensive examination activities.

The student takes a comprehensive examination after completion of his/her course requirements. A student who fails the examination will have to take another examination. A second failure will mean his/her taking the examination again but only after taking the required additional courses of six (6) units.

### SCHEDULE OF AVAILABILITY OF SERVICE:

For (Sept.) 1<sup>st</sup> Semester's exam - July to August  
For (Feb.) 2<sup>nd</sup> Semester's exam - December to January

**Fees:** P 1,300.00 for doctoral  
P 1,000.00 for master's

**Processing Time:**

Application: 5 to 10 min.  
Evaluation: 2 weeks before the exam  
Exam proper: 3 hours/day (2 days)

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
1. <b>Secure an Application form and Program of Studies at the GS Office.</b>	Applicant	GS Bldg., G/F M.H. Del Pilar Campus	
2. <b>Accomplish the form and attach updated program of studies.</b>	Applicant		Application form and program of studies
3. <b>Submit the accomplished application form together with the updated program of studies to the GS Office.</b>	GS Staff	GS Bldg., G/F M.H. Del Pilar Campus	Accomplished form and updated program of studies
4. <b>The GS staff processes &amp; evaluates records of applicants for comprehensive exam and endorses the same to the Chairperson for approval.</b>	GS Registrar	GS Bldg., G/F M.H. Del Pilar Campus	Applicant's scholastic records/ envelope
5. <b>The GS office announces/ posts the list of qualified examinees.</b>	GS Registrar	GS Bldg., G/F M.H. Del Pilar Campus	Evaluated records of applicant
6. <b>Proceed to the Cashier's Office for payment of comprehensive exam fee.</b>	Collecting Officer, Cashier's Office	South Wing, G/ F, Main campus	Payment order
7. <b>Submit the official receipt of payment to the GS Registrar's office.</b>	Applicant	GS Bldg., G/F M.H. Del Pilar Campus	Official receipt of payment

## APPLICATION FOR GRADUATION

### Description of Service

The Graduate School Office processes and facilitates the applications for graduation. The Graduate School staff verifies students' documents and evaluates the scholastic records for completion of curriculum requirements and candidacy toward a certain degree.

### SCHEDULE OF AVAILABILITY OF SERVICE: Before Mid-Year & Year-End Graduation

**Fees:**

**Processing Time:** Varies

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
1. <b>Secure an Application form at the GS Office.</b>	Applicant	GS Bldg., G/F M.H. Del Pilar Campus Sta. Mesa, Manila	Latest registration certificate
2. <b>Accomplish the form and attach updated program of studies.</b>	Applicant		Application form, program of studies

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
3. <b>Submit the accomplished application form together with the updated program of studies to the GS Office.</b>	GS Staff	GS Bldg., G/F M.H. Del Pilar Campus	Accomplished form and updated program of studies
4. <b>The GS Staff retrieves the student-applicants' record/envelope to be forwarded to the evaluator.</b>	GS Registrar	GS Bldg., G/F M.H. Del Pilar Campus	Accomplished form and updated program of studies
5. <b>The GS staff processes &amp; evaluates records of applicants for graduation.</b>	GS Registrar	GS Bldg., G/F M.H. Del Pilar Campus	Applicants' scholastic records/envelope
6. <b>The GS office submits the tentative list of candidates for graduation to the GS Academic Council for approval.</b>	GS Registrar	GS Bldg., M.H. Del Pilar Campus	Evaluated records of applicants
7. <b>The approved tentative list of candidates for graduation is presented at the University Academic Council meeting for approval.</b>	GS Dean	PUP Main Campus	
8. <b>The GS Registrar issues Certificate of Candidacy to candidates who have complied with the academic requirements</b>	GS Registrar	GS Bldg., G/F M.H. Del Pilar Campus	Complete scholastic records, copies of research project & other academic requirements

### PROCESSING OF CREDENTIALS

- Transcript of Records (For Undergraduates)

#### Description of Service

The GS Registrar issues Transcript of Records to non-graduating and graduated students provided that required documents are complied and submitted.

### SCHEDULE OF AVAILABILITY OF SERVICE: Anytime during the semester

#### Fees:

Transcript of Records – P200.00

**Processing Time:** one to two months

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
1. <b>Secure an Application form at the GS Office.</b>	Applicant	GS Bldg., G/F M.H. Del Pilar Campus	
2. <b>Go to the GS Library, Legal, Accounting, and Internal Audit Office for the signing of clearance.</b>	GS Librarian Legal office staff, Accounting staff, Internal Audit staff	<ul style="list-style-type: none"> <li>▪ GS Library</li> <li>▪ PUP Main Campus</li> </ul>	1. Clearance form
3. <b>Present the accomplished clearance form to the Cashier's Office for payment of TOR fee</b>	Collecting Officer, Cashier's Office	South Wing, G/ F, Main campus	Signed Clearance form
4. <b>Go back to the GS Registrar's Office for filing of the request for TOR</b>	Applicant	GS Bldg., G/F M.H. Del Pilar Campus	General Clearance together with the proof of payment for TOR, original TOR (w/ remarks: copy of PUP, orig. NSO-copy of Birth Certificate, 2 (2x2) latest ID pictures (w/ white background)
5. <b>GS staff retrieves applicant's records/envelope for updating/posting of grades and encoding of scholastic records</b>	GS Staff	GS Bldg., G/F M.H. Del Pilar Campus	-do-
6. <b>The GS Registrar verifies/prints student's scholastic records</b>	GS Registrar	GS Bldg., G/F M.H. Del Pilar Campus	
7. <b>The GS Registrar forwards the request for TOR to the Office of the University Registrar for processing</b>	GS Registrar	GS Bldg., G/F M.H. Del Pilar Campus	Student's envelope/ records
8. <b>Claim the requested TOR at the Office of the University Registrar</b>	Applicant	Registrar's Office South Wing, G/F	Claim Stub

- **Honorable Dismissal**

#### Description of Service

The Registrar issues an Honorable Dismissal to a student who voluntarily withdraws from the University for purposes of transferring to another school. Any student applying for an Honorable Dismissal shall be cleared of all accountabilities before a certificate is issued to him/her.

**SCHEDULE OF AVAILABILITY OF SERVICE: Anytime during the semester****Fees:**

Honorable dismissal - P150.00  
Transcript of Records – P200.00

**Processing Time:**

H.D. - one (1) day  
TOR - one to two months

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
1. <b>Get the Gen. Clearance form at the GS Registrar's Office.</b>	GS Registrar Staff	GS Bldg. , G/F M.H. Del Pilar Campus	
2. <b>Go to the GS Library, Legal, Accounting, and Internal Audit Office for the signing of clearance.</b>	GS Librarian Legal office staff, Accounting staff, Internal Audit staff	<ul style="list-style-type: none"> <li>▪ GS Library</li> <li>▪ PUP Main Campus</li> </ul>	2. Clearance form
3. <b>Proceed to the Cashier's Office for the payment of Honorable dismissal</b>	Collecting Officer, Cashier's Office	South Wing, G/ F, Main campus	Accomplished/ signed clearance form
4. <b>Go back to the GS Registrar's Office for the filing of the request for HD and Transcript of Records</b>	Applicant	GS Bldg. , G/F M.H. Del Pilar Campus	Signed clearance form and Official Receipt of payment
5. <b>The GS Registrar issues the Honorable Dismissal to the student.</b>	GS Registrar	GS Bldg. , G/F M.H. Del Pilar Campus	
6. <b>Student submits the HD to the school where he/she will be transferring to for the Registrar's signature</b>	Applicant		Certificate of Honorable Dismissal

- **Certification**

## Description of Service

The Registrar office issues certification of grades and other related certifications to students who are requesting for the said documents.

**SCHEDULE OF AVAILABILITY OF SERVICE: Anytime during the semester****Fees:** P 150.00**Processing Time:** one to two weeks

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
1. Secure an Application/ Clearance form at the GS Office.	Applicant	GS Bldg. , G/F M.H. Del Pilar Campus	
2. Go to the GS Library and Accounting Office for the signing of clearance.	GS Librarian and Accounting staff	GS Library PUP Main Campus	Clearance form
3. Proceed to the Cashier's Office for the payment of Certification fee	Collecting Officer, Cashier's Office	South Wing, G/ F, Main campus	Signed Clearance form
4. Go back to the GS Registrar's Office for filing of the request for Certification	Applicant	GS Bldg. , G/F M.H. Del Pilar Campus	Clearance together with the Official Receipt of payment
5. GS staff retrieves applicant's records/ envelope for updating/ posting of grades and encoding of the certification.	GS Staff	GS Bldg. , G/F M.H. Del Pilar Campus	Clearance together with the Official Receipt of payment
6. The GS staff forwards the encoded certification to the Registrar for verification and signature	GS Registrar	GS Bldg. , G/F M.H. Del Pilar Campus	Clearance, Official Receipt of payment & Scholastic Record
7. Claim the requested certification at the GS Office	Applicant	Registrar's Office South Wing, G/F	Claim Stub



## ACCOUNTING DEPARTMENT STUDENT SERVICES SECTION

### SERVICE/S OFFERED:

#### 1. General Clearance

- Registrar's Office

Issues the General Clearance Form to students who requests school credentials such as:

1. Transcript of Records
2. Diploma
3. Certification of Graduation
4. Red Ribbon Certificates - for students who will go abroad

- Accounting - Student Services Sections

In-Charge - MS. SALOME F. PARIÑAS  
With alternates - MR. ABELANDO HIJE & MR. ALDEN OBUYES

1. Verify accounts of students
2. If students has outstanding balances, we issue statement of accounts for payment at the Cashier's Office
3. If there is no outstanding balance, the In-charge will sign the clearance.

#### 2. Our section is in-charge of all student's concerns about tuition fees & each staff handles students per College such as:

- Assessment of fees
- Adjustment of fees
- Issuance of Certification

### OUR CLIENTS/CUSTOMERS:

1. Students
2. Academic & Administrative Employees
3. Faculty
4. Scholars from different government agencies
5. Scholars/students from locally-funded scholarships

HOW TO AVAIL OF THE SERVICES				
SERVICES	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
1. Signing of General Clearance of students	Student Services Section-Accounting Department	South Wing - Ground Floor	5-10 mins.	• General Clearance
a. Check if the student has outstanding balances.	MS. SALOME F. PARIÑAS			
b. If with balance, issues statement of accounts for payment at the Cashier's Office	alternates -			
c. Signs clearance if there is no outstanding balance.	ABELANDO HIJE/ ALDEN OBUYES			
2. Tagging of tuition & miscellaneous fees in the S.I.S. before enrolment	MARIETTA C. BONA		one day	
3. Assessment of tuition fees during enrolment for old students.	Each staff handles different colleges.		5 mins.	• Registration Card
4. Assessment / tagging of adjustment fees for added / change / dropped subjects.	Each staff handles different colleges.		5 mins.	• ACE Form
5. Assessment / tagging of fees for tutorial subjects / subjects taken with under class size	Each staff handles different colleges.		10 mins.	• Approved request for tutorial, registration card, ACE Form, list of students w/ their signature
6. Issuance of Certification for different scholarship funds.	Each staff handles different colleges.		20 mins.	• Receipt, Registration Card, Scholarship billing
7. Preparation of payment of scholarship grants & refund of tuition fees.	Each staff handles different scholarship funds.		30 mins.	• Registration Cards, Scholarship Agreement, Official Receipt
8. Tagging of dormitory fee, electric & water bills of student leasees of the University Hasmin Hostel	ISABELITA G. PARAISO		One hour per month	• Contract, billing
9. Preparation and tagging of refund for tuition fees of student scholars.	ISABELITA G. PARAISO		10 mins. Per payroll	• Official Receipt, Registration Card, Scholarship billing

HOW TO AVAIL OF THE SERVICES				
SERVICES	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	DOCUMENTARY REQUIREMENTS
10. Preparation of consolidated enrolment financial report of the different campuses.	ISABELITA G. PARAISO		30 mins.	<ul style="list-style-type: none"> <li>Enrolment Financial Report of the different campuses</li> </ul>
11. Preparation of vouchers for transfer of funds (PDAF) of different government scholarships.	ISABELITA G. PARAISO		10 mins./per fund.	<ul style="list-style-type: none"> <li>SARO</li> </ul>
12. Preparation / issuance of order of payment for different scholarship funds.	Each staff handles different scholarship funds.		5 mins.	<ul style="list-style-type: none"> <li>Vouchers</li> </ul>
13. Issuance of billing of tuition fees for special scholarships such as DOST, DEPED, PAG-IBIG, DOLE, Locally funded scholars, & private funded scholars.	ISABELITA G. PARAISO		5 mins.	<ul style="list-style-type: none"> <li>List of Scholars, Scholarship Agreement/ Contract</li> </ul>
14. Tagging of scholarship financial assistance/ discounts to faculty, employees and their dependents.	ISABELITA G. PARAISO		2 mins.	<ul style="list-style-type: none"> <li>UGPUP/UNAKA form</li> </ul>
15. Prepares & provides grantors balance of fund.	Each staff handles different scholarship funds.		30 mins.	Subsidiary ledger of scholarship funds
16. Encoding of payment for graduation fees such as Transcript of Records, Diploma & Graduation fees	VIRGINIA VALERIO		2 mins.	Cashier validated Statement of Account

STUDENT SERVICES SECTION PERSONNEL IN-CHARGE OF THE DIFFERENT COLLEGES	
NAME OF PERSONNEL	COLLEGE
RICARDO ALVARADO	College of Computer & Information Sciences (CCIS) College of Human Kinetics (CHK) College of Tourism, Hospitality & Transportation Management (CTHTM) Graduate School
MARIETTA C. BONA	College of Accountancy College of Law College of Social Sciences and Development
ANNIE B. OLAIVAR	College of Architecture & Fine Arts College of Engineering
ABELANDO H. HIJE	College of Science Open University - Graduate School
ALDEN OBUYES	College of Education Open University - Bachelors Degree
SANTOS ROSTATA	College of Arts & letters College of Communication College of Public Administration & Governance College of Business Administration

STUDENT SERVICES SECTION PERSONNEL IN-CHARGE OF THE DIFFERENT SCHOLARSHIP FUNDS															
NAME OF PERSONNEL	SCHOLARSHIP FUNDS														
RICARDO ALVARADO	Cong. Rexlon Gatchalian Municipality of Basista U.P. Economics Society														
MARIETTA C. BONA	Cong. Sherwin Tugna San Juan Scholarship Sen. Edgardo Angara Scholarship														
ANNIE B. OLAIVAR	Commission on Higher Education Prof. Antonio Hipolito Cong. Julieta Cortuna														
ABELANDO H. HIJE	OKTA LUIS CO CHI KIAT GO YOUNG YOUNG SUNG KAY LEE AMY FOUNDATION														
ALDEN OBUYES	Cong. David Suarez Vice-Mayor Edgar Erice														
SANTOS ROSTATA	ACPACI Scholarship Sen. Ralph Recto														
SALOME F. PARIÑAS	Q.C. SYDP Scholars Samahang Hagonoy Scholarship														
ISABELITA G. PARAISO	<table border="0"> <tr> <td>Cong. Juan Edgardo Angara</td> <td>Cong. Rafael P. Nantes</td> </tr> <tr> <td>Cong. Luzviminda Ilagan</td> <td>PGMA-Office of External Affairs</td> </tr> <tr> <td>Cong. Emmelyn Aglipay</td> <td>Sen. Juan Zubiri</td> </tr> <tr> <td>Cong. Teddy Casiño</td> <td>Sen. Antonio Trillanes</td> </tr> <tr> <td>Cong. Danilo Suarez</td> <td>D.O.S.T. Scholarship</td> </tr> <tr> <td>Cong. Diosdado Arroyo</td> <td>Biñan Scholars</td> </tr> <tr> <td>Cong. Jesus Remulla</td> <td>Pag-ibig Scholars</td> </tr> </table>	Cong. Juan Edgardo Angara	Cong. Rafael P. Nantes	Cong. Luzviminda Ilagan	PGMA-Office of External Affairs	Cong. Emmelyn Aglipay	Sen. Juan Zubiri	Cong. Teddy Casiño	Sen. Antonio Trillanes	Cong. Danilo Suarez	D.O.S.T. Scholarship	Cong. Diosdado Arroyo	Biñan Scholars	Cong. Jesus Remulla	Pag-ibig Scholars
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Cong. Teddy Casiño	Sen. Antonio Trillanes														
Cong. Danilo Suarez	D.O.S.T. Scholarship														
Cong. Diosdado Arroyo	Biñan Scholars														
Cong. Jesus Remulla	Pag-ibig Scholars														

## MEDICAL AND DENTAL OFFICE (MEDICAL SERVICES)

The Medical Services promote wellness and preservation of health through prevention and treatment of illness / disease to the PUP Community.

**Telephone Number:** (02) 716-7832 to 45 loc. 385 / 312

**Email Address:** helenalmirante\_pup@yahoo.com

### SCHEDULE OF AVAILABILITY OF SERVICES:

- |                        |                 |
|------------------------|-----------------|
| 1. A.Mabini Campus     | 7:30am – 9:00pm |
| 2. M.H.DelPilar Campus | 7:30am – 8:30pm |
| 3. COT Campus          | 7:30am – 8:00pm |
| 4. CEA Campus          | 7:30am – 8:30pm |
| 5. Other Campuses      | 8:00am – 8:00pm |

### SERVICES OFFERED:

1.
  1. Consultation and treatment
  2. First aid treatment of emergency cases
  3. Medical / Dental Assistance
  4. Medical Clearance (Students, Faculty members)
  5. Medical Certificate
  6. X-ray Services

### Name of the Service (A): CONSULTATION AND TREATMENT

#### About the Service:

Providing professional medical advice to an individual regarding health condition and management.

**Fees:** Not applicable

**Total Processing Time:** Varies depending on the severity of illness

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. As the patient comes for consultation, he/she will be asked and assisted by the nurse of his/her chief complaint, vital signs will be taken – blood pressure, temperature, pulse rate, respiratory rate. Priority will be given to persons with disability / special needs.	Nurse on duty: Angelita C. Ramiscal, RN Ma. Celeste D. Espiell, RN Carmencita B. San Juan, RN Maria Flora May S. Porciuncula, RN Maria P. Aromin, RN Alvin O. Cruzado, RN Josephine O. Alfonso, RN Eden T. Tatad, RN	A.Mabini Campus    LHS Campus NDC-CEA Campus COT Campus  M.H. Del Pilar Campus	<ul style="list-style-type: none"> <li>Registration card for Students, ID for Faculty and Employees.</li> </ul>
2. Nurse will refer patient to the physician.	Nurse on duty		

### HOW TO AVAIL OF THE SERVICE

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
3. Physician will ask the patient of his/her medical history and perform thorough physical examination for diagnosis. Treatment shall be discussed with the patient and laboratory examination will be requested if needed.	Physician on duty: Michelle O. Mallari, MD Felicitas A. Bermudez, MD Mary Grace R. Roxas, MD Lucina G. Barayuga, MD Karpal Singh, MD Ma. Liza T. Yanes, MD	A.Mabini Campus   NDC-CEA Campus COT Campus M.H. Del Pilar	<ul style="list-style-type: none"> <li>Vital Signs record</li> </ul>
4. Patient will go back to the nurse for starter dose of medicine. Physician will instruct the nurse to give the starter dose of the medicine.	Nurse on duty		<ul style="list-style-type: none"> <li>Prescription from the physician</li> </ul>
5. Recording of patient in the treatment record.	Nurse on duty		

- End of Transaction-

### Name of the Service (B): FIRST AID TREATMENT

**About the Service:** Medical first aid treatment of emergency cases.

**Fees:** Not applicable

**Total Processing Time:** Varies depending on the severity of illness

### HOW TO AVAIL OF THE SERVICE

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
<b>For emergency cases and for patient who cannot go to clinic</b>	Call 716-7832 to 45 local 312 or 385 Contact their respective medical clinics.	A.Mabini Campus  Medical Clinic in their respective campuses	
1. Physician and Nurse will immediately attend to the emergency needs of the patient.	Physician / Nurse Michelle O. Mallari, MD Felicitas A. Bermudez, MD Mary Grace R. Roxas, MD Angelita C. Ramiscal, RN Ma. Celeste D. Espiell, RN Carmencita B. San Juan, RN Maria Flora May S. Porciuncula, RN Maria P. Aromin, RN Lucina G. Barayuga, MD Alvin O. Cruzado, RN Karpal Singh, MD Josephine O. Alfonso, RN Ma. Liza T. Yanes, MD Eden T. Tatad, RN	A.Mabini Campus       LHS Campus NDC-CEA Campus  COT Campus  M.H. Del Pilar Campus	

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
2. <b>Parents/ Guardian will be notified of the condition and corresponding management of the patient.</b>	Physician on duty: Michelle O. Mallari, MD Felicitas A. Bermudez, MD Mary Grace R. Roxas, MD Lucina G. Barayuga, MD Karpal Singh, MD Ma. Liza T. Yanes, MD	A.Mabini Campus  NDC-CEA Campus COT Campus M.H. Del Pilar	• <b>ID / Registration card</b>
3. <b>Patient will be observed or brought to the nearest hospital thru ambulance if needed.</b>	Physician / Nurse		
4. <b>Patient will be endorsed to the resident doctor on duty of the hospital for further evaluation and management and also to the parents / guardians.</b>	Physician on duty		
5. <b>Physician / Nurse will follow up the condition of the patient.</b>	Physician / Nurse		
- End of Transaction-			

**Name of the Service (C): MEDICAL / DENTAL ASSISTANCE**

**About the Service:**

Medical / Dental services rendered to the different campuses without physician / dentist and other activities of the university like departmental examination, graduation, etc.

Fees: Not applicable  
Total Processing Time:

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. <b>Letter of request should be presented to the Medical Director's office indicating the date, time, place of activity.</b>	Medical Secretary Amado L. Babaran Maria Flora May S. Porciuncula, RN	Medical Director's Office, Ground floor, East wing	• <b>Letter of Request</b>
2. <b>Coordinate with the VP for Branches Office / local government for assistance and funding.</b>	VP for Branches Office / Local Officials	2nd Floor, South Wing, Local Officials	
3. <b>Assigning of staff will be done depending on the availability.</b>	Director / Chief of Offices Helen P. Almirante, MD		

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
4. <b>Request for S.O. of the health staff then activity follows</b>	Vice President for Admin (VP Alberto C. Guillo)  President's Office (Dr. Emanuel C. De Guzman)  Human Resource Management Department (Dir. Adam V. Ramilo)  Vice President for Branches (VP Joseph Mercado)	A. Mabini Campus	
5. <b>Medical assistance rendered.</b>	Health staff		
- End of Transaction-			

**Name of the Service (D): MEDICAL CLEARANCE (STUDENTS)**

**About the Service:**

Screening of incoming freshmen / returning / transferee students.

Fees: Not applicable  
Total Processing Time: Varies - without findings (5-10 minutes)  
with findings (10-20 minutes)

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. <b>Proceed to the medical clinic and present to the nurse the chest x-ray result with film within 3 months and SAR Form I / Re-admission form.</b>	Nurse on duty: Angelita C. Ramiscal, RN Ma. Celeste Dl. Espiell, RN Carmencita B. San Juan, RN Maria Flora May S. Porciuncula, RN Maria P. Aromin, RN Alvin O. Cruzado, RN Josephine O. Alfonso, RN Eden T. Tatad, RN	A.Mabini Campus  LHS Campus NDC-CEA Campus COT Campus M.H. Del Pilar Campus	• <b>Chest X-ray, SAR Form for incoming freshmen / Re-admission Form for returning, and transferees.</b>
2. <b>Nurse will refer to the respective physician in charge for proper assessment and evaluation:</b>  a. <b>For those without findings, medical clearance will be issued.</b>  b. <b>For those with findings, referral to specialist for further evaluation will be done to secure medical certificate before the issuance of medical clearance.</b>	Physician / Nurse Michelle O. Mallari, MD Felicitas A. Bermudez, MD Mary Grace R. Roxas, MD Angelita C. Ramiscal, RN Ma. Celeste Dl. Espiel, RN Carmencita B. San Juan, RN Maria Flora May S. Porciuncula, RN Maria P. Aromin, RN Lucina G. Barayuga, MD Alvin O. Cruzado, RN KarpalSingh,MD Josephine O. Alfonso, RN Ma. Liza T. Yanes, MD Eden T. Tatad, RN	A.Mabini Campus  LHS Campus NDC-CEA Campus COT Campus M.H. Del Pilar Campus	• <b>Medical Record</b>  • <b>Medical Certificate</b>

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
3. Proceed for tagging.	Nurse on duty: Angelita C. Ramiscal, RN Ma. Celeste D. Espiel, RN Carmencita B. San Juan, RN Maria Flora May S. Porciuncula, RN Maria P. Aromin, RN Alvin O. Cruzado, RN Josephine O. Alfonso, RN Eden T. Tatad, RN	A.Mabini Campus      LHS Campus NDC-CEA Campus COT Campus M.H. Del Pilar Campus	
- End of Transaction-			

### Name of the Service (D): MEDICAL EXAMINATION (FACULTY MEMBERS)

#### About the Service:

Annual medical clearance of faculty members updating their medical condition with required laboratory results.

Fees: None

Total Processing Time: 20-30 minutes

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Secure the required laboratory request from the nurse.	Nurse on duty: Angelita C. Ramiscal, RN Ma. Celeste D. Espiel, RN Carmencita B. San Juan, RN Maria Flora May S. Porciuncula, RN Maria P. Aromin, RN Alvin O. Cruzado, RN Josephine O. Alfonso, RN Eden T. Tatad, RN	A.Mabini Campus      LHS Campus NDC-CEA Campus COT Campus M.H. Del Pilar Campus	• Laboratory request
2. Present the recent laboratory results to the nurse on duty.	Nurse on duty		• Laboratory result
3. The nurse will get the vital signs and write it in his/her health record.	Nurse on duty		• Medical Record
4. Refer to the physician for assessment, evaluation, treatment and signing of the faculty clearance.	Physician on duty: Michelle O. Mallari, MD Felicitas A. Bermudez, MD Mary Grace R. Roxas, MD Lucina G. Barayuga, MD Karpal Singh, MD Ma. Liza T. Yanes, MD	A.Mabini Campus      NDC-CEA Campus COT Campus M.H. Del Pilar Campus	• Medical record / faculty clearance form
- End of Transaction-			

### Name of the Service (E): MEDICAL CERTIFICATE

#### About the Service:

Issuance of the medical certificate for excuse slips due to health problems; on-the-job training / practicum / educational tour, etc. after assessment, evaluation and physical examination of the physician.

Fees: Not applicable

Total Processing Time: 5 -10 minutes

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
<b>For on-the job training/practicum/ educational tour, etc.</b>			
1. Secure laboratory request from the nurse.	Nurse on duty: Angelita C. Ramiscal, RN Ma. Celeste D. Espiel, RN Carmencita B. San Juan, RN Maria Flora May S. Porciuncula, RN Maria P. Aromin, RN Alvin O. Cruzado, RN Josephine O. Alfonso, RN Eden T. Tatad, RN	A.Mabini Campus      LHS Campus NDC-CEA Campus COT Campus M.H. Del Pilar Campus	• Laboratory request
2. Present to the nurse the medical requirement.	Nurse on duty		• Laboratory results
3. Vital signs will be taken by the nurse and refer to the physician.	Physician / Nurse Michelle O. Mallari, MD Felicitas A. Bermudez, MD Mary Grace R. Roxas, MD Angelita C. Ramiscal, RN Ma. Celeste D. Espiel, RN Carmencita B. San Juan, RN Maria Flora May S. Porciuncula, RN Maria P. Aromin, RN Lucina G. Barayuga, MD Alvin O. Cruzado, RN Karpal Singh, MD Josephine O. Alfonso, RN Ma. Liza T. Yanes, MD Eden T. Tatad, RN	A.Mabini Campus      LHS Campus NDC-CEA Campus COT Campus M.H. Del Pilar Campus	Medical Record
4. Physician will examine and evaluate the students prior to the issuance of medical certificate.	Physician on duty		• Medical Record
5. Students then will proceed to the nurse for recording purposes.	Nurse on duty		• Medical Record
<b>For excuse slips</b>			
1. Present medical certificate from attending physician if available.	Nurse on duty		• Medical Certificate

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
2. In the absence of the medical certificate, the nurse will refer to the treatment record.	Nurse on duty		• Treatment Record
3. Issuance of medical certificate will be issued to patient with record.			
4. Students then will proceed to the nurse for recording purposes.	Nurse on duty		
- End of Transaction-			

### Name of the Service (F): X-RAY SERVICES

#### About the Service:

Provide chest x-ray services to incoming freshmen, transferees and returning students.

Fees: Amount depends on the Resource Generating Office  
Time:

Total Processing

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Have your chest x-ray at the mobile x-ray units.	X-ray provider	Ground floor, East Wing, front of Medical Clinic	• SAR form I
2. Release of chest x-ray and film will be issued on the following day.	X-ray provider	Ground floor, East Wing, front of Medical Clinic	• Claim Stub
3. All x-rays taken in the morning, results will be released at 9am the following day; and x-rays taken in the afternoon, results will be released at 2pm the following day.	X-ray provider	Ground floor, East Wing, front of Medical Clinic	• Claim Stub
- End of Transaction-			

## MEDICAL AND DENTAL OFFICE (DENTAL SERVICES)

The Dental Clinic renders services to patient who come for consultation and treatment concerning their dental problems. It also informs and promote healthy environment by making patients aware on how to maintain a healthy oral cavity.

**Telephone Number:** (02) 716-7832 to 45 loc. 311  
**Email Address:** helenalmirante\_pup@yahoo.com

### SERVICES OFFERED:

1. Consultation and Treatment
2. Oral Prophylaxis
3. Cavity Filling
4. Tooth Extraction
5. Dental Clearance

### Name of the Service (A): CONSULTATION AND TREATMENT

#### About the Service:

Giving dental advice to an individual regarding oral health status and management.

Fees: Not applicable  
Total Processing Time: 15 minutes

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. As patient walks into the dental Clinic, he/she will be assisted and asked of her complaint by the dental aide.	Dental Aide Ricardo D. Carpio Cherry Grace B. Pigon Wilfredo B. Malabanan Elaine Rowena R. Requidan	Dental Clinic A.Mabini Campus COC Campus M.H. Del Pilar Campus	• Patients should be a bonifide Students, Employees and Faculty members.
2. The patient will be referred to the dentist for evaluation and treatment.	Dentist Maria Rachael B. Jamandre, DMD Randy L. Garcia, DMD Chona M. Garcia, DMD	Dental Clinic A.Mabini Campus M.H. Del Pilar Campus	• Registration card, ID card
3. After thorough examination and evaluation, the dentist will give his/her advice for diagnosis and treatment to be done.	Dentist	Dental Clinic	
4. For Medicines: The dentist will dispense the medicine needed or will instruct the dental aide of the medicines to be given.	Dentist / Dental Aide	Dental Clinic	
5. For Prescription: If the patient is allergic or needs other kind of medicine then, the dentist will make prescription of the needed medicine.	Dentist	Dental Clinic	

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
6. For Referral for Dental X-ray: After examination and the dentist find it necessary for dental x-ray, then the dentist will make referral for dental x-ray.	Dentist / Dental X-ray	Dental X-ray	
7. For Referral to other Dentist: After examination and evaluation, and the dentist find it necessary to refer to dental specialist then, the dentist will make the necessary referral.	Dentist / Dental Specialist	Other Dental Clinic or Hospital	
8. After consultation, the patient will log his/her name, year and college for Students; name and office / department for employees and faculty members for record purposes.	Dentist / Dental Aide	Dental Clinic	
- End of Transaction-			

#### Name of the Service (B): ORAL PROPHYLAXIS

##### About the Service:

Oral Prophylaxis is cleaning in layman's term, done with the use of ultrasonic scaler wherein plaque, tartar and other food debris are removed from the surface of the tooth.

Fees: Not applicable

Total Processing Time: Varies depending on the severity of case

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Patient seeking for oral prophylaxis will be requesting schedule from the dental staff.	Dentist / Dental Aide Maria Rachael B. Jamandre, DMD Randy L. Garcia, DMD Ricardo D. Carpio Cherry Grace B. Pigon Wilfredo B. Malabanan Chona M. Garcia, DMD Elaine Rowena R. Requidan	Dental Clinic A.Mabini Campus  COC Campus M.H. Del Pilar Campus	• Registration card and ID for Students, ID for Employees and Faculty members.
2. On their scheduled date, the dentist will examine the patient and performs the procedure. For High School patients, consent form will be issued for their parent's approval before treatment.	Dentist	Dental Clinic	

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
3. After the procedure, the patient will log his/her name.	Dentist / Dental Aide		
- End of Transaction-			

#### Name of the Service (C): CAVITY FILLING

##### About the Service:

Restoration of carious tooth/teeth through temporary or permanent filling.

Fees: Not applicable

Total Processing Time: Varies depending on the severity of case

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Patients for cavity filling will be assisted and refer to the dentist by the dental aide.	Dental Aide Ricardo D. Carpio Cherry Grace B. Pigon Wilfredo B. Malabanan Elaine Rowena R. Requidan	Dental Clinic A.Mabini Campus COC Campus M.H. Del Pilar Campus	• Registration on case of Students, ID for Employees and Faculty members.
2. The dentist will examine and evaluate the complaint and make the necessary assessment. The dentist will suggest the mode of treatment for their approval.	Dentist Maria Rachael B. Jamandre, DMD Randy L. Garcia, DMD Chona M. Garcia, DMD	Dental Clinic A.Mabini Campus  M.H. Del Pilar Campus	• Consent for high school students
3. Cavity filling will be performed by the dentist, depending on the severity of the carries. Dentist will evaluate if it is for permanent or temporary filling. Patients with temporary filling will be advised to observe and come back after 2 weeks for further treatment. High School students are required to secure consent form for their parent's approval.	Dentist	Dental Clinic	
- End of Transaction-			

#### Name of the Service (D): DENTAL EXTRACTION

About the Service: Removal of decayed tooth / teeth.

Fees: Not applicable

Total Processing Time: Varies depending on the severity of case

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Extraction of tooth /teeth is schedule during free time of the patient.	Dental Aide Ricardo D. Carpio Cherry Grace B. Pigon Wilfredo B. Malabanan Elaine Rowena R. Requidan	Dental Clinic A.Mabini Campus  COC Campus M.H. Del Pilar Campus	<ul style="list-style-type: none"> <li>Registration on case of Students, ID for Employees and Faculty members.</li> </ul>
2. Dentist will do further examination and evaluation before performing the procedure.	Dentist Maria Rachael B. Jamandre, DMD Randy L. Garcia, DMD Chona M. Garcia, DMD	Dental Clinic A.Mabini Campus  M.H. Del Pilar Campus	<ul style="list-style-type: none"> <li>Consent form from LHS Students and should be accompanied by their guardian.</li> </ul>
3. Patients who are hypertensive or with other ailments will be referred to the medical clinic or to their respective doctors for approval. High School Students shall be accompanied by their parents during the extraction procedure.	Dentist / Physician	Dental Clinic / Medical Clinic	
4. After the extraction, the patient will be given the needed medicine by the dental aide upon instruction, then log his/her name for record purposes.	Dentist / Dental Aide	Dental Clinic	
- End of Transaction-			

#### Name of the Service (E): DENTAL CLEARANCE

##### About the Service:

Dental Clearance is issued to incoming 1st year students and faculty members for further examination and evaluation of their complaint.

Fees: Not applicable

Total Processing Time: 15 minutes

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Incoming 1 <sup>st</sup> year LHS students, faculty members are required to visit the dental clinic for their dental clearance.	Dentist / Dental Aide Maria Rachael B. Jamandre, DMD Randy L. Garcia, DMD Ricardo D. Carpio Cherry Grace B. Pigon Wilfredo B. Malabanan Chona M. Garcia, DMD Elaine Rowena R. Requidan	Dental Clinic A.Mabini Campus  COC Campus M.H. Del Pilar Campus	<ul style="list-style-type: none"> <li>Registration on case of Students, ID for Employees and Faculty members.</li> </ul>
2. The dentist will examine and evaluate the oral conditions of incoming 1 <sup>st</sup> year LHS students and faculty members and make their dental records and update the existing records respectively. The dentist will give the necessary advice regarding their oral condition.	Dentist	Dental Clinic	
- End of Transaction-			

## SECURITY AND SAFETY OFFICE

The Security and Safety Office provides protection to the stakeholders such as students, faculty, employees, officials, guests, visitors and properties and maintains peace and order inside the campus.

**Telephone Number:** (02) 716-8981, 7167832-45 loc. 320/330

**Email Address:** security@pup.edu.ph

### SERVICES OFFERED:

- Information / Assistance to the Whereabouts of Offices and Persons
- Security Protection
- Complaints and Disputes Against Individual / Groups within the Campus
- Quick Security Response Team
- Security Pass Entry
- Coordination with outside forces

#### Name of the Service (A): INFORMATION / ASSISTANCE TO THE WHEREABOUTS OF OFFICES OR PERSONS

##### About the Service:

Provide security to various units / colleges requesting for such services for smooth flow and to avoid delay in locating the offices / persons in the University.

Fees: Not applicable

Total Processing Time:

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Ask the security guards and or security office for the type of services needed.	Safety and Security Office  Evangeline Costales – Guard on Duty Loc. 330 Maria Pablo – Guard on Duty Local 320	PUP Main Campus, Ground Floor, North Wing Main Gate  PUP Main Campus, Ground Floor, North Wing	<ul style="list-style-type: none"> <li>Student ID</li> <li>Faculty ID</li> <li>Adm. Staff ID</li> </ul>
- End of Transaction-			

#### Name of the Service (B): SECURITY PROTECTION

##### About the Service:

Provides special security protection for individual who have a personal threats against him/her while inside the campus.

Fees: Not applicable

Total Processing Time



HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. <b>Write letter of request for protection.</b>	Safety and Security Office Prof. Val Espina – Chief Miguel Obuyes, Jr. – Assistant Chief Manuel Nerida – Operation Officer	PUP Main Campus, Ground Floor, North Wing	• <b>Letter of Request / Police Report/ Blotter</b>
2. <b>Personal appearance of the requesting party.</b>	Safety and Security Office	PUP Main Campus, Ground Floor, North Wing	
- End of Transaction-			

### Name of the Service (C): COMPLAINTS / DISPUTES OF STAKEHOLDERS

#### About the Service:

Provides outright action to the complaint and make appropriate recommendation / disposition.

Fees: Not applicable

Total Processing Time

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. <b>Personal appearance of the complainant</b>	Safety and Security Office Prof. Val Espina – Chief Miguel Obuyes, Jr. – Assistant Chief	PUP Main Campus, N100, Ground Floor, North Wing	• <b>Letter of Request</b>
- End of Transaction-			

### Name of the Service (D): QUICK SECURITY RESPONSE TEAM

#### About the Service:

The security guards inside the campus have their post duties and responsibilities. There are areas within the campus that cannot be noticed during a particular time. If and when there is unusual / untoward incident that happens a Quick Security Response Team are on guard.

Fees: Not applicable

Total Processing Time

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. <b>Report the name of the informant, the incident, and location of the incident to the ff. numbers:</b>  <b>Direct Line: 7168981</b> <b>Trunkline: 716-7832 to 45</b> <b>Local: 320 or 330</b>	Safety and Security Office Prof. Val Espina – Chief Security Guards on Duty: Lemuel Gaviola Rodolfo Pablo Pedro Ranilo Alfredo Dicang	PUP Main Campus, Ground Floor, North Wing	• <b>Student ID</b> • <b>Faculty ID</b> • <b>Adm. Staff ID</b>
- End of Transaction-			

### Name of the Service (E):

### SECURITY PASS / CLEARANCE: ENTRY DURING SUNDAYS OR HOLIDAYS IN THE UNIVERSITY; SECURITY CLEARANCE OF MATERIALS / EQUIPMENT AND OTHER PROPERTIES

#### About the Service:

Avail of the smooth flows of entry / exit of persons during Sundays and Holidays.

Fees: Not applicable

Total Processing Time

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. <b>Submit Letter of Request for Entry (if persons / organizations)</b>	Engr. Antonio Velasco Director, PUP Mabini Campus	East Wing, Ground Floor, PUP Mabini Campus	• <b>Approved Letter of Request</b>
2. <b>If approved, proceed to Safety and Security Office</b>	Safety and Security Office Prof. Val Espina	North Wing, Ground Floor, PUP Mabini Campus	• <b>Approved letter of request for entry</b>
3. <b>Letter of request for pull-out of properties from the University</b>	Virgilio T. Mauricio Chief, Property Office  or Prof. Joseph Lardizabal Chief, Resource Generating Office (if stall holder)	Property Office at the back of High School Bldg.  RGO – East Wing, 2 <sup>nd</sup> Floor, PUP Mabini Campus	• <b>Letter of Request to Pull-out signed by Property officer</b>
4. <b>If approved proceed to Safety and Security Office</b>	Safety and Security Office	North Wing, Ground Floor, PUP Mabini Campus	• <b>Approved letter of request for Pull-out</b>
- End of Transaction-			

### Name of the Service (F): COORDINATION WITH THE OUTSIDE FORCES

About the Service: Seeking assistance from the proper authority.

Fees: Not applicable

Total Processing Time

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. <b>Personal appearance of the requesting party</b>	Safety and Security Office / Prof. Val Espina	PUP Main Campus, Ground Floor, North Wing	
2. <b>Coordinate with PNP and other Law Enforcement Agencies</b>			
- End of Transaction-			

## UNIVERSITY CANTEEN

The PUP University Canteen provides quality and nutritious food at reasonable price. Provide prompt and courteous service and with clean and comfortable place to eat.

The University Canteen has the following permits:

- Sanitation clearance/permit from the local health department
- Health certificate of canteen personnel/staff from the city health office

All canteen personnel are required to wear clean and proper uniform (red polo shirt/blouse, colored pants/skirt, hairnet, aprons, and appropriate footwear) at all times.

For Inquiries and Complaints:

### PUP Canteen Services

716-7832 to 45 local 348 or 315

### Josephine N. Flores

Canteen Chief

Mobile # 0915-5099445

### Alwyn D. Montaña

Food Supervisor

Mobile # 0906-5050207

## RULES AND REGULATIONS:

1. Self-service
2. Smoking is prohibited
3. Report every injury immediately
4. Students are not allowed to loiter or standby
5. Destroy used cups
6. Writing on the table, on the wall and any form of vandalism will be subject to disciplinary action
7. Report any discourtesy by the canteen staff

## SERVICES OFFERED:

1. Canteen Services
2. Catering Services
3. Snack Center at 4th Floor
4. Snack Center at Sampaguita Canteen
5. Rolling Store
6. Dimsum & Dumpling Stand
7. Short Orders

### Name of the Service (A): CANTEEN SERVICES

About the Service:

The University Canteen is self-service. It sells variety of nutrient-rich foods and beverages.

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. Customers have to fall in line to buy their food.	University Canteen	Ground Floor Sampaguita Bldg.	• Not Applicable

### HOW TO AVAIL OF THE SERVICE

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
2. Pay directly to the Cashier.	Emma Sanchez Cash Register Operator	Ground Floor Sampaguita Bldg.	• Not Applicable
3. The Cashier will issue receipt for food ordered.	Emma Sanchez Cash Register Operator	Ground Floor Sampaguita Bldg.	• Not Applicable
- End of Transaction-			

### Name of the Service (B): CATERING SERVICES

About the Service:

The University Canteen accepts bulk orders and delivers it on time.

### HOW TO AVAIL OF THE SERVICE

STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
For Function of the University: 1A. Request approval of the President	Office of the President ES Malaya Ygot	2 <sup>nd</sup> floor south wing	• Letter of request: Indicate the no of persons w/ names, date and time, venue
For personal and outsider: 1B. Go to University Canteen & fill-out order slip/contract	Josephine Flores AlwynMontaña	Ground Floor SampaguitaBldg	
2. Go to the University canteen for menu and price lists	Josephine Flores AlwynMontaña Cook/Waiters assigned	Ground Floor Sampaguita Bldg.	• Approval of the President • Order slip/contract signed by customer
3. Preparation/ delivery of food ordered	Josephine Flores AlwynMontaña	Ground Floor Sampaguita Bldg.	• Received form
4. Billing of food ordered			• Received form signed by the customer • -Statement of accounts
- End of Transaction-			

### Name of the Service (C): SNACK CENTER AT 4<sup>TH</sup> FLOOR CANTEEN

### Name of the Service (D): SNACK CENTER AT SAMPAGUITA CANTEEN

### Name of the Service (E): ROLLING STORE

### Name of the Service (F): DIMSUM & DUMPLING CORNER

About the Services: Sells variety of nutrient-rich foods and beverages.

## How to Avail of the Service

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. <b>Customers have to fall in line to buy their food.</b>	Snack Center at 4 <sup>th</sup> Floor Ferdinand Pagaduan Lilibeth Santiago	4 <sup>th</sup> Floor Main Bldg. East Wing	
2. <b>Pay directly to the In-charge</b>	Snack Center at Sampaguita Bldg. Fidela Santos  Rolling Store Thelma Montaña Melinda Gutierrez  Dimsum& Dumpling Stand Myrna Manlapas Annaliza Sanchez	Ground Floor Sampaguita Bldg.	
- End of Transaction-			

## Name of the Service (G): SHORT ORDERS

## About the Service:

Short Orders of Pancit:

1. Bihon
2. Canton
3. Miki-Bihon
4. Sotanghon
5. Lomi Soup
6. Miki Guisado

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. <b>Order by phone or go to University Canteen.</b>	University Canteen Alwyn Montaña Luz Dizon	Ground Floor Sampaguita Bldg.	
2. <b>Pay directly to the Cashier</b>	University Canteen Emma Sanchez	Ground Floor Sampaguita Bldg.	
3. <b>Free delivery</b>			
- End of Transaction-			

## PRICE LIST

BREAKFAST	Price	LUNCH	Price
Pinangat na Isda	25.00	Beef	
Tocino	25.00	Crispy Chicken	40.00
Longanisa	22.00	Breaded Porkchop	40.00
Tortang Talong	20.00	Inihaw na Liempo	40.00
Steam Okra w/ Bagoong	20.00	Sinigang sa Miso	40.00
Hotdog	15.00	Pesang Bangus	40.00
Salted Egg	15.00	Inihaw na Tilapia	35.00
Scrambled Egg	12.00	Fried Daing na Bangus	35.00
Dilis with Tomato	12.00	Pork dish	30.00
Tinapa	12.00	Chicken dish	30.00
Daing	12.00	Fried Tilapia	30.00
Tuyo	12.00	Fried Galunggong	27.00
Fried Talong with Bagoong	12.00	Fresh Lumpia	25.00
Fried Rice	8.00	Vegetable dish	20.00
7.00 Lumpiang Shanghai		20.00	Plain Rice
Fried Egg	6.00	TortangDilis/Dulong	20.00
		Pork BBQ	15.00
<b>SNACKS</b>	<b>Price</b>	<b>DESSERT</b>	<b>Price</b>
Mami with Siomai	25.00	Halo-halo	25.00
Chicken Mami with Egg	25.00	Buco Pandan Salad	20.00
Spaghetti/Pancit/Palabok	25.00	Macaroni Salad	20.00
Champorado	12.00	GuinataangMais	20.00
Plain Lugaw	12.00	Guinataang Mongo	20.00
Guinataang Bilo-bilo	20.00	Maja Blanca	15.00
		Leche Flan	12.00
		Banana Con Hielo	12.00
		Palitaw	12.00
<b>SANDWICHES</b>	<b>Price</b>	<b>BEVERAGES</b>	<b>Price</b>
Chicken/Tuna/Burger	25.00	Softdrinks in cans	22.00
Cheese Pimiento	20.00	Bottled Water	10.00 & 15.00
Hotdog	20.00	Pepsi (cups)	12.00
Siopao	20.00	BucoPandan Juice	12.00
Egg	20.00	Sago-Gulaman	12.00
Toast Bread – 1 pair	8.00	Assorted Juices	12.00
<b>SHORT ORDER:</b>	<b>Price</b>	<b>BUDGET MEAL</b>	<b>Price</b>
SotanghonGuisado	60.00	Chicken with Rice	37.00
Lomi Soup	50.00	Pork with Rice	37.00
Bihon/Canton/Miki-Bihon	45.00	Vegetable with Rice	27.00

## INSTITUTE FOR DATA AND STATISTICAL ANALYSIS

The Institute for Data and Statistical Analysis (IDSA) has been created to respond to the need for a responsible data processing and analysis of faculty and institutional researches, undergraduate and graduate theses and dissertations, and researches of non-PUP clients.

**Fees:**

- **For Thesis and Dissertation**

Depending on the size and scope of a particular research project, the rates for statistical consultancy (i.e., advice on appropriate methods for analyzing data, generation of statistical tables, graphs and statistical summary measures, and initial statistical analysis) extended to PUP students and faculty members are as follows:

- Undergraduate thesis/Feasibility Study: PhP500.00 - PhP1,000.00
- Master's Thesis: PhP1,500.00 - PhP2,000.00
- Dissertation: PhP2,500.00 - PhP3,000.00

- **For Researches Conducted by Individuals/Institutions Outside PUP**

Those researches conducted by individuals or institutions outside of PUP, consultancy services are charged as follows:

- Undergraduate Thesis/Feasibility Study: PhP1,000.00 - PhP1,500.00
- Master's Thesis: PhP2,000.00 - PhP2,500.00
- Dissertation: PhP3,000.00 - PhP3,500.00

**Processing Time:** From one (1) to two (2) months.

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTARY REQUIREMENTS
1. <b>Fill up request form for statistical analysis</b>	Chief, Statistical Consultancy Section	IDSA Office, 3 <sup>rd</sup> floor, South Wing, Academic Building	Completely filled-up request form
2. <b>Discuss the statistical analysis requirements with the IDSA officer</b>	Chief, Statistical Consultancy Section	IDSA Office, 3 <sup>rd</sup> floor, South Wing, Academic Building	Record of statistical requirements/Minutes of the discussion
3. <b>Pay the appropriate fee</b>	Collecting Officer, Main Campus	Cashier's Office, Ground floor, South Wing, Academic Building	Billing Statement from Accounting Office
4. <b>Claim the results of statistical analysis and Certification from IDSA</b>	Chief, Statistical Consultancy Section	IDSA Office, 3 <sup>rd</sup> floor, South Wing, Academic Building	Official receipt

## NINOY AQUINO LIBRARY AND LEARNING RESOURCES CENTER (NALLRC)

The heart of the university, the Ninoy Aquino Library and Learning Resources Center is one of the major service centers of the Polytechnic University of the Philippines. As such, it strives to meet the academic and related needs of its clientele through the provision of adequate and efficient library and information services.

The NALLRC serves as the University's gateway to the global information society, and provides various services and development of programs to its clientele.

For donation of books and other library resources and other information and assistance, please see any of the NALLRC personnel or contact telephone numbers:

**Direct Line:** (02) 338-7416  
**Trunk Line:** (02) 716-7832 to 45

**DR. DIVINA T. PASUMBAL**  
 Office of the NALLRC Director  
 338-7413 or local 246, 249

**MS. ISMAILA S. BONDOC**  
 Chief, Multimedia Services  
 Local 250

**MS. LETICIA M. EMPEMANO**  
 Chief, Readers Services  
 Local 247

**MS. AVELINA N. LUPAS**  
 Chief, Satellite Libraries  
 Local 240

**MS. ISMAELITA R. NARCISO**  
 Chief, Special Services (02) 716-0106

**MS. MARCELA R. FIGURA**  
 Chief, Technical Services  
 Local 248

### SERVICE HOURS:

The Library is open from Monday to Saturday, 8:00 AM to 8:00 PM. It is closed during Sundays and holidays. Service stops fifteen (15) minutes before the regular closing time to enable the staff members to check records and the collections in preparation for the next day's routine. Changes in service hours are posted in advance at the entrance of the NALLRC.

### ISSUANCE OF LIBRARY CLEARANCE

**Description of Service:**

The following are required to secure clearance from the NALLRC:

- Faculty and administrative personnel who are applying for sick/vacation/sabbatical leaves, resignation or retirement.
- Students who are applying for graduation, honorable dismissal, returning students and the likes

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
1. <b>For faculty and administrative Personnel:</b> Proceed to the Office of the Director	Me. Emelinda A. Millena (Counter Signature)  Dr. Divina T. Pasumbal (Director)	PUP Main Campus, 3 <sup>rd</sup> Floor, Center Wing, NALLRC	• <b>Valid Employment Identification Card issued by PUP</b>

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
<b>2. For Students:</b> <ul style="list-style-type: none"> <li>• <b>Main Campus</b></li> </ul>	Ms. Alicia P. Tadina	PUP Main Campus, 3rd Floor, Left Wing,, NALLRC.	<ul style="list-style-type: none"> <li>• <b>Valid Student Identification Card or I Library Card issued by PUP</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>College of Law</b></li> </ul>	Ms. Emily A. Mendoza	PUP Main Campus, Ground Floor, Left Wing, NALLRC	<ul style="list-style-type: none"> <li>• <b>Valid Student Identification Card or I Library Card issued by PUP</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>Laboratory High School</b></li> </ul>	Ms. Bless A. Mendoza	PUP Main Campus, LHS Building	<ul style="list-style-type: none"> <li>• <b>Valid Student Identification Card or I Library Card issued by PUP</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>College of Communication</b></li> </ul>	Ms. Cherry D. Landicho	PUP College of Communication	<ul style="list-style-type: none"> <li>• <b>Valid Student Identification Card or I Library Card issued by PUP</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>College of Engineering and Architecture</b></li> </ul>	Ms. Sonia O. Amigable	PUP CEA Building	<ul style="list-style-type: none"> <li>• <b>Valid Student Identification Card or I Library Card issued by PUP</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>CTHTM</b></li> <li>• <b>Graduate School</b></li> </ul>	Ms. Leonida B. Llover Ms. Avelina N. Lupas	2F, M,H Del Pilar Campus, Sta. Mesa, Manila	<ul style="list-style-type: none"> <li>• <b>Valid Student Identification Card or I Library Card issued by PUP</b></li> </ul>
- End of Transaction-			

**ISSUANCE OF REFERRAL LETTER**

**Description of Service:**

Students and faculty members who shall be in need of materials not found in the NALLRC shall be referred to other libraries.

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
<b>1. Proceed to the Technical Services for Proper Scheduling;</b>	Ms. Marcela R. Figura	3F Center Wing, NALLRC Bldg., Mabini Campus, Sta. Mesa, Manila	<ul style="list-style-type: none"> <li>• <b>Valid Student/ Employee Identification Card or Library Card issued by PUP</b></li> </ul>
<b>2. Claim the Referral Letter duly signed by the Director of NALLRC on the following day</b>	Ms. Emelinda A. Millena	3F Center Wing, NALLRC Bldg., Mabini Campus, Sta. Mesa, Manila	<ul style="list-style-type: none"> <li>• <b>Valid Student/ Employee Identification Card or Library Card issued by PUP</b></li> </ul>
- End of Transaction-			

**AVAILING THE USE OF MULTI-MEDIA SERVICES**

**Description of Service:**

The Ninoy Aquino Library and Learning Resources Center provides the PUP community with facilities and function rooms such as Bulwagang Balagtas, Bonifacio Hall, and equipped with audio-visual services and resources to meet their media instruction, research, and various activity needs.

HOW TO AVAIL OF THE SERVICE			
STEP/S TO FOLLOW	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DOCUMENTS REQUIRED
<b>1. Present a Letter of Request addressed to the NALLRC Director by the Applicant duly endorsed by concerned Dean and/or Chairperson, Adviser</b>	Dr. Divina Pasumbal Director, NALLRC	3F, Center Wing, NALLRC Building, Mabini Campus, Sta. Mesa, Manila	<ul style="list-style-type: none"> <li>• <b>Letter of Request</b></li> </ul>
<b>2. With the Letter of Request duly noted by the NALLRC Director, proceed to the Multimedia Services Office to fill up Application/Agreement Form for booking and schedule of payment.</b>	Ms. Ismaila S. Bondoc Chief, Multimedia Services	3F, Right Wing, NALLRC Bldg., Mabini Campus, Sta. Mesa, Manila	<ul style="list-style-type: none"> <li>• <b>Letter of Request</b></li> <li>• <b>Application / Agreement Form</b></li> </ul>
<b>3. Proceed to the Office of Mabini Campus Director and the Office of the Vice President for Administration for approval</b>	Engr. Antonio Y. Velasco Director, Mabini Campus Prof. Alberto C. Guillo VP for Administration	2F, South Wing, Main Bldg., Mabini Campus, Sta. Mesa, Manila	
<b>4. Proceed to the Accounting Department to secure for Order of Payment</b>	Staff/Personnel, Accounting Department	Ground Floor South Wing Main Bldg. Mabini Campus, Sta. Mesa, Manila	<ul style="list-style-type: none"> <li>• <b>Order of payment</b></li> </ul>
<b>5. The applicant shall pay the corresponding fee at the Cashier's Office</b>	Staff/Personnel, Cashier's Office		
<b>6. Present the accomplished Application/Agreement Form, Order of Payment and Official Receipt to the Multimedia Services Office for confirmation.</b>	Ms. Ismaila S. Bondoc Chief, Multimedia Services	3F, Right Wing, NALLRC Bldg., Mabini Campus, Sta. Mesa, Manila	<ul style="list-style-type: none"> <li>• <b>Order of Payment/ Official Receipt</b></li> </ul>
<b>7. Provide the NALLRC Security guard a copy of the activity/ program.</b>	Security guard on duty	NALLRC Building, Mabini Campus	<ul style="list-style-type: none"> <li>• <b>Program</b></li> </ul>
- End of Transaction-			

**Specific Policies:**

Priorities for the use of the service facilities shall be as follows:

- University-sponsored program and activities;
- Educational and cultural activities sponsored by students, faculty and/or administrative personnel.
- Review classes, commercial film showing, political and other activities sponsored by students, faculty and/or administrative personnel.

Activities requiring the use of the service facilities for more than five (5) Days (except sports and hostel facilities) shall not be allowed. Days and hours of service shall be from Monday to Saturday, from 8 a.m. to 8 p.m.

**General Rule:**

As a general rule, Multimedia Services is intended for the following uses only:

VENUES	SPECIFIC USES	RENTAL PER HOUR	
		With Aircondition	Without Aircondition
Bulwagang Balagtas	Convocations, Graduation Rites, Cultural presentations (except Concerts), Film showing	Php 3,000.00	Php 2,000.00
Bonifacio Hall	Conferences, Seminars, Convocations, Forum	Php 1,000.00	Php 800.00
NALLRC Board Room	Small group meetings and other University functions		

**Schedule of Fees for Equipment:**

EQUIPMENT	RENTAL RATE PER HOUR	
	Students/PUP Constituents	Outsiders/Visitors
Karaoke	Php 50.00	Php 100.00
Microphone	Php 10.00	Php 50.00
Television set	Php 100.00	Php 200.00
LCD projector	Php 500.00	Php 1,000.00
Sound system	Php 50.00	Php 100.00

EXEMPTED FROM THE FEES	NOT EXEMPTED FROM THE FEES
<ul style="list-style-type: none"> <li>University, faculty or Administration-sponsored programs and activities concerning PUP academic, administrative, cultural, and sports activities which are not fund raising projects.</li> <li>Student-sponsored programs and activities which are part of the academic requirements and are not fund-raising projects</li> </ul>	<p>PUP sponsored programs which include outsiders (faculty/students/persons from other institutions) requiring registration fees from their participants</p>

- Basic fee for the use of other equipment or facilities which are not mentioned in the guidelines above shall be provided thru the issuance of supplementary guidelines.
- The fees specified herein are subject to change as may be required by circumstances and notice thereof shall be circulated thru the issuance of amended guidelines.

**Requirement/s:** Valid Identification Card and/or Current Registration Card with 1 x 1 ID picture

**SERVICE HOURS:**


Monday to Saturday, 8:00 a.m. to 8:00 p.m.  
(Closed during Sundays and Holidays)

Service stops fifteen (15) minutes before the regular closing time to enable the staff members to check records and the collections in preparation for the next day's routine. Changes in service hours are posted in advance at the entrance of the NALLRC.

# APPENDIX

## Sample Feedback Form for Admissions Services Office

Control No. \_\_\_\_\_



Republic of the Philippines  
Polytechnic University of the Philippines  
Admission Services

### CLIENT SATISFACTION SURVEY

#### FEEDBACK FORM

NAME (optional): \_\_\_\_\_

Student   
  Faculty   
  Employee   
  Outside Client

Sex:  Male     Female    Date of Visit: \_\_\_\_\_

**Purpose of Visit:**

<input type="checkbox"/> Admission Services	<input type="checkbox"/> Evaluation of Records
<input type="checkbox"/> Processing of request/s	<input type="checkbox"/> Inquiry/ies
<input type="checkbox"/> Orientation Services	<input type="checkbox"/> Others: (pls. specify) _____
<input type="checkbox"/> Issuance of Certification	_____

Who attended to your need/s? \_\_\_\_\_  
Name of Official/s / Staff/s

**How would you rate the service/s provided to you by the Office?**

5 - Outstanding   4 - Very Satisfactory   3 - Satisfactory   2 - Fair   1 - Poor

Please encircle the number corresponding to your rating.

	<i>Rating</i>				
<b>Quality of Service</b>	5	4	3	2	1
<b>Timeliness of Service</b>	5	4	3	2	1
<b>Courtesy of Staff</b>	5	4	3	2	1

**Comments/Suggestions/Recommendations:**

\_\_\_\_\_


\_\_\_\_\_

\_\_\_\_\_

**Directions:** Please place the filled-out Feedback Form inside the designated drop box. Thank you for taking the time to fill out this form. If you have any additional comments or concerns, please email us at: [idsa@pup.edu.ph](mailto:idsa@pup.edu.ph) or call us at: 716-7832 to 45 loc. 730

## Sample Feedback Form for the Office of the University Registrar

Control No. \_\_\_\_\_



Republic of the Philippines  
Polytechnic University of the Philippines  
Office of the University Registrar

### CLIENT SATISFACTION SURVEY

#### FEEDBACK FORM

NAME (optional): \_\_\_\_\_

Student   
  Faculty   
  Employee   
  Outside Client

Sex:  Male     Female    Date of Visit: \_\_\_\_\_

**Purpose of Visit:**

<input type="checkbox"/> Signing of Documents (TOR, Diploma, etc.)
<input type="checkbox"/> Approval of Petition / Tutorial Subjects
<input type="checkbox"/> Accreditation of Subjects
<input type="checkbox"/> Authentication of Records
<input type="checkbox"/> Approval / Signing of ACE Forms / Completion Form
<input type="checkbox"/> Processing of Document/s / request/s
<input type="checkbox"/> Inquiry / ies
<input type="checkbox"/> Others: (pls. specify) _____

Who attended to your need/s? \_\_\_\_\_  
Name of Official/s / Staff/s

**How would you rate the service/s provided to you by the Office?**

5 - Outstanding   4 - Very Satisfactory   3 - Satisfactory   2 - Fair   1 - Poor

Please encircle the number corresponding to your rating.

	<i>Rating</i>				
<b>Quality of Service</b>	5	4	3	2	1
<b>Timeliness of Service</b>	5	4	3	2	1
<b>Courtesy of Staff</b>	5	4	3	2	1

**Comments/Suggestions/Recommendations:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Directions:** Please place the filled-out Feedback Form inside the designated drop box. Thank you for taking the time to fill out this form. If you have any additional comments or concerns, please email us at: [idsa@pup.edu.ph](mailto:idsa@pup.edu.ph) or call us at: 716-7832 to 45 loc. 730