



CITIZEN'S CHARTER

VISION

To become an ASEAN Premier State University in 2020

MISSION

The Pangasinan State University, through instruction, research, extension and production, commits to develop highly principled, morally upright, innovative and globally competent individuals capable of meeting the needs of industry, public service and civil society.



CORE VALUES

- A**ccountability and Transparency
- C**redibility and Integrity
- C**ompetence and Commitment to Achieve
- E**xcellence in Service Delivery
- S**ocial and Environmental Responsiveness
- S**pirituality

GUIDING PHILOSOPHY

The Pangasinan State University's leadership adheres to the Filipino educational philosophy that education is geared towards better citizenship and livelihood and the United Nation's declaration that **EDUCATION IS FOR ALL** giving **ACCESS** to quality education.

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STRATEGIC GOALS

1. Excellent Student Learning and Career Development
2. Strong Research Culture and Technology Transfer
3. Good Governance
4. Sustainable Social Responsibilities
5. Quality Human Resource Management and Development
6. Efficient Management of Assets and Finances
7. Responsive to Globalization and Diversity
8. Customer-focused

QUALITY POLICY

The Pangasinan State University shall be recognized as an ASEAN premier state university that provides quality education and satisfactory service delivery thru instruction, research, extension and production.

We commit our expertise and resources to produce professionals who meet the expectations of the industry and other interested parties in national and international community.

We shall continuously improve our operations in response to the changing environment and in support of the institution's strategic direction.

PERFORMANCE PLEDGE

We, the officials, faculty members and non-teaching staff of Pangasinan State University, do hereby commit to render quality service to our identified clientele that is reflective of:

PROMPTNESS – We shall render our services within the set time frame to ensure immediate attention and response to filed request for services within reasonable time from 8:00AM to 5:00PM, Mondays to Fridays, and when the exigency of public service requires, even on Saturdays and Sundays with no noon-breaks.

ONENESS in PURPOSE and VISION – As member of one PSU family, we shall draw strength and support from each other as we collectively share in the responsibility of making our services readily available and functionally delivered to ensure the satisfaction of our clientele.

WINNING PERFORMANCE – We shall consistently and conscientiously devote our time, resources and energy with the ultimate goal of providing the most assistance and the winning service delivery to our identified clientele given the limits of our resources and capabilities.

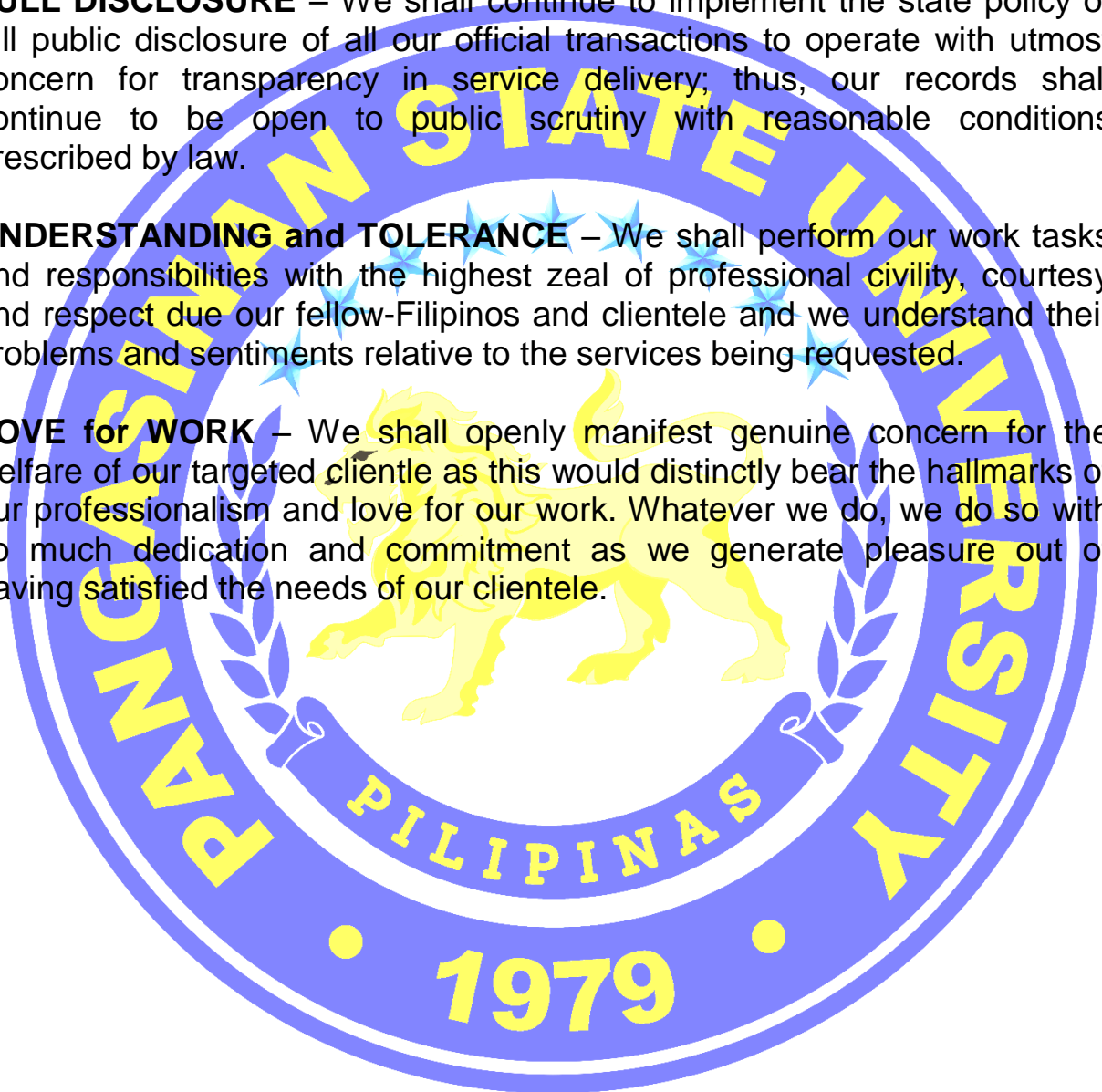
EXCELLENCE – We shall render our services with utmost concern for integrity, good manners, accountability, and productivity as these professional attributed would embody excellence in our work performance and thus, generate the expected welfare effects to our identified clientele.

RESPONSIVENESS – We shall respond to our clientele's comments, suggestions and complaints concerning the quality of our services and initiate corrective actions the soonest time possible through our Public Assistance Unit, whose task is to find ways to serve you better.

FULL DISCLOSURE – We shall continue to implement the state policy of full public disclosure of all our official transactions to operate with utmost concern for transparency in service delivery; thus, our records shall continue to be open to public scrutiny with reasonable conditions prescribed by law.

UNDERSTANDING and TOLERANCE – We shall perform our work tasks and responsibilities with the highest zeal of professional civility, courtesy and respect due our fellow-Filipinos and clientele and we understand their problems and sentiments relative to the services being requested.

LOVE for WORK – We shall openly manifest genuine concern for the welfare of our targeted clientele as this would distinctly bear the hallmarks of our professionalism and love for our work. Whatever we do, we do so with so much dedication and commitment as we generate pleasure out of having satisfied the needs of our clientele.



A. Application for a degree through ETEEAP*

(* Expanded Tertiary Education Equivalency & Accreditation Program)

- Schedule of Availability:

Monday - Friday, 8:00 am - 5:00 pm
- Who may avail of the service:

Filipino who has at least 5 years work experience (HS graduate for BS); (BS graduate for MDM)
- What are the requirements:

1. Application Form

2. Documents to support all the claims in the application form (original copies and 1 photocopy of each document)

3. Arrange all the photocopies of the above documents in a folder or clear book.
- Duration:

(total processing time) 6 hours (Dependent upon the supplementary courses prescribed by the assessors and the degree applied for)

HOW TO AVAIL OF THE SERVICE:

A.1 INQUIRY ABOUT THE PROGRAM

Steps	Applicant/Client Activity	Service Provider/Unit Activity	Duration of Activity during Normal Conditions	Persons In Charge	Fees	Form	Output from the Service Provider
1	Inquires about ETEEAP	Answers, explains And orients the client about ETEEAP	15 minutes	Deputized Coordinator Tel. # (075) 568-2568	none	None	Enlightened and assessed if qualified or not qualified to apply
2	Asks for the ETEEAP Application form	Gives out and guides the applicant in the filling-out of the form	15 minutes	Deputized Coordinator Tel. # (075) 568-2568	none	Application Form	Application Form

A.2 SUBMISSION OF APPLICATION FORM

Steps	Applicant/Client Activity	Service Provider/Unit Activity	Duration of Activity during Normal Conditions	Persons In Charge	Fees	Form	Output from the Service Provider
1	Submits Application Form with corresponding documents	Evaluates initially the application form and documents Schedules the interview	15 minutes	Deputized Coordinator	BPA - P500 BS - 500 MA - 1,000	Application Form	Official receipts of All payments made Schedule of Interview
2	Answers questions of panel of assessors during the interview	Interviews the applicant	30 minutes	Panel of Assessors	Documentary Evaluation BPA - P1,500 BS - 1,500 MA - 1,500	Application Form Assessment print out	Result of interview Official receipts of All payments made
3	Takes examination on skills (if needed)	Conducts the competency-based examination	2 hours	Faculty experts	Skills Assessment Fee BPA - P5,500 BS - 5,500 MA - 8,000	Examination Assessment print out	Results of the Examination taken Official receipts of all payments made

A.3 WORKSITE VISIT

Steps	Applicant/Client Activity	Service Provider/Unit Activity	Duration of Activity during Normal Conditions	Persons In Charge	Fees	Form	Output from the Service Provider
1	Prepares for the worksite visit to be conducted by the panel of assessors; Answers the needs of the assessors during the worksite visit; traveling expenses etc.	Visits the workplace and interviews the head of unit and co-employees of the applicant as to her work attitude and function in the office	1 hour	Panel of Assessors	Dependent upon the distance of the workplace from PSU	Rating Form for the head of unit and co-employees	Rating Form

2	Follows up result of evaluation	Informs the client as to the result of the evaluation if required to enroll supplementary courses or not	10 minutes	Deputized Coordinator Tel. # (075) 568-2568	none	Results of evaluation	Informed of what supplementary courses are required by the panel of assessors
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A.4 ENROLLMENT OF SUPPLEMENTARY COURSES

Steps	Applicant/Client Activity	Service Provider/Unit Activity	Duration of Activity during Normal Conditions	Persons In Charge	Fees	Form	Output from the Service Provider
1	Proceeds to Dean’s office and enrolls required supplementary courses Presents requirements for Evaluation	Evaluates the prescribed supplementary courses	5 minutes	Program Chairman	None	None	Supplementary courses prescribed
2	Secures Course Approval Form	Gives out the Courses approval form	1 minute	Program Chair	None	Course Approval Form	Form Given Out
3	Submits accomplished Course Approval Form	Evaluates the accuracy of entries in the form and approves the supplementary courses to be enrolled	5 minutes	Program Chair	None	Course Approval Form	Study load duly approved by the Program Chairman
4	Submits Course Approval Form for Encoding of Subjects and Schedule	Encodes the subject and corresponding Schedule	30 minutes	Dean’s Staff	None	Assessment of the Panel of Assessors	Registration Print-Out
5	Pays Supplementary Course Fees	Receives payment and issues official receipts	10 minutes	Collecting Officer	Supplementary Course Fees (dependent upon the mode of delivery of the courses)	Registration Print-Out	Official Receipts of payments made
6	Submits Credentials to Registrar	Validates enrollment	3 minutes	Records Clerk	None	Credentials Registration Print Out	Registration print out duly stamped with “Officially enrolled”
7	Applies for a Student ID card	Processes application for ID card and assigns schedule of picture taking	2 minutes	Printing Press staff	P100.00	Data Sheet	Schedule of picture taking is set
8	Claims Student ID Card	Conducts picture taking session	3 minutes	Printing Press staff	None	None	Student ID Card Issue
9	Attends supplementary classes (if required)	Facilitates the classes Conducts classes	Dependent on the courses prescribed	Deputized Coordinator Professor of the supplementary subjects	None	None	Conduct of supplementary courses

A.5 COMPLIANCE WITH GRADUATION REQUIREMENTS

Steps	Applicant/Client Activity	Service Provider/Unit Activity	Duration of Activity during Normal Conditions	Persons In Charge	Fees	Form	Output from the Service Provider
1	Verifies with the dean if he can proceed to thesis or dissertation writing as a requirement Graduate program	Explains the procedure and requirements (2 research outputs presented in regional level and already read by an external reader for dissertation) thesis/dissertation writing as the case maybe	20 minutes	Program Dean	Thesis Fee	Appointments of Adviser	Appointment of Adviser Thesis/Dissertation proposal
	Pays thesis/dissertation fees				Prop - P9,600 Final - 9,600	Assessment print out	Official receipts of all payments made
2	Applies for graduation after the final defense of thesis/dissertation	Gives out Application for Graduation	5 minutes	Registrar's Staff	None	Application for Graduation	Official receipts of all payments made
	Pays the graduation fees		10 minutes	Staff Cashier's Office	BS - P1,100 Graduate - 1,200		



PANGASINAN STATE UNIVERSITY

Lingayen Campus

ENROLMENT FOR FRESHMEN / NEW STUDENTS

Schedule of Availability: Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service: Freshmen (New Students)
What are the requirements:
1. Original Report Card or Form 138-A
2. Certificate of Good Moral Character
3. Two (2) pcs. 2x2 Picture w/ Name Tag
4. Medical Certificate
5. NSO authenticated Birth Certificate
6. Place all of the above documents in a long brown envelope
Duration: 33 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	Duration of Activity	PERSON IN CHARGE	FEES	FORMS	OUTPUT FROM THE SERVICE PROVIDER
1	Present Admission Test Result	Verifies Admission Test Result	1 minute	Program Adviser	None	Admission Requirements	Admission Test Slip Verified
2	Go to the registration section	Encode and check record in the system	10 minutes	Registrar / Staff	None	Pre-Enrolment Form	Subjects Registered in the system
3	Go to the Assessment Section	Assess Fees	10 minutes	Registrar / Staff	None	Official Enrolment Form	Registration with assessment Form printout
4	Pay Fees	Receives payment and issue Official Receipt	2 minutes	Cashier / Staff	See Assessment of Fees in the Registration Form	Registration	Print out of Official Receipt of payments made
5	Submit Required Documents to the Registrar and get class cards	Evaluate and accept documents submitted, issue class cards	5 minutes	Registrar / Staff	None	Registration Form and Class cards	Documents Filed and Class cards issued to students
6	Picture Taking for Student ID and Library Card signing	Picture Taken and signature for library card captured	5 minutes	Staff	None	Library Card	Picture Taken and library card signature captured



PANGASINAN STATE UNIVERSITY

ADMISSION, GUIDANCE AND TESTING OFFICE

APPLICATION FOR ADMISSION EXAM

Schedule of Availability: Monday to Friday, 8:00 AM – 5:00 PM

Who may avail of the service: High School Graduates and Transferees

What are the requirements:

1. Form 138 (For High School Graduates)
2. Copy of Grades (For Transferees)

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	Duration of Activity	PERSON IN CHARGE	FEES	FORMS	OUTPUT FROM THE SERVICE PROVIDER
1	Fill up request slip	Check entries in the request slip	1 minute	Guidance Personnel	None	Request Slip	Verified request
2	Pay fee at the cahier	Receive payment	2 minutes	Cashier	₱ 45.00	None	Issue Official Receipt
3	Present OR to AGT Office	Receive payment	2 minutes	Guidance Personnel	None	None	Issue requested certification



PANGASINAN STATE UNIVERSITY

APPLICATION FOR CERTIFICATION

Schedule of Availability: Monday to Friday, 8:00 AM – 5:00 PM

Who may avail of the service: Students of PSU

What are the requirements: Proof of Enrollment

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	Duration of Activity	PERSON IN CHARGE	FEES	FORMS	OUTPUT FROM THE SERVICE PROVIDER
1	Fill up request slip	Check entries in the request slip	1 minute	Guidance Personnel	None	Request Slip	Verified request
2	Pay fee at the cahier	Receive payment	2 minutes	Cashier	₱ 45.00	None	Issue Official Receipt
3	Present OR to AGT Office	Receive payment	2 minutes	Guidance Personnel	None	None	Issue requested certification



PANGASINAN STATE UNIVERSITY

ENROLMENT FOR FRESHMEN / NEW STUDENTS

Schedule of Availability: Monday to Friday, 8:00 AM – 5:00 PM

Who may avail of the service: Freshmen (New Students)

What are the requirements:

1. Original Report Card or Form 138-A
2. Certificate of Good Moral Character
3. Two (2) pcs. 2x2 Picture w/ Name Tag
4. Medical Certificate
5. NSO authenticated Birth Certificate
6. Place all of the above documents in a long brown envelope

Duration: 33 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	Duration of Activity	PERSON IN CHARGE	FEES	FORMS	OUTPUT FROM THE SERVICE PROVIDER
1	Present Admission Test Result	Verifies Admission Test Result	1 minute	Program Adviser	None	Admission Requirements	Admission Test Slip Verified
2	Go to the registration section	Encode and check record in the system	10 minutes	Registrar / Staff	None	Pre-Enrolment Form	Subjects Registered in the system
3	Go to the Assessment Section	Assess Fees	10 minutes	Registrar / Staff	None	Official Enrolment Form	Registration with assessment Form printout
4	Pay Fees	Receives payment and issue Official Receipt	2 minutes	Cashier / Staff	See Assessment of Fees in the Registration Form	Registration	Print out of Official Receipt of payments made
5	Submit Required Documents to the Registrar and get class cards	Evaluate and accept documents submitted, issue class cards	5 minutes	Registrar / Staff	None	Registration Form and Class cards	Documents Filed and Class cards issued to students
6	Picture Taking for Student ID and Library Card signing	Picture Taken and signature for library card captured	5 minutes	Staff	None	Library Card	Picture Taken and library card signature captured



PANGASINAN STATE UNIVERSITY

ENROLMENT SERVICES FOR TRANSFEREES

Schedule of Availability: Monday to Friday, 8:00 AM – 5:00 PM

Who may avail of the service: Student Transferees

What are the requirements:

1. Transfer Credential from last school attended
2. Certification of Grades from last school attended
3. Medical Certificate
4. Certificate of Good Moral Character from last school attended
5. NSO – authenticated birth certificate
6. Place all of the above documents in a long brown envelope

Duration:

1 hour and 9 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	Duration of Activity	PERSON IN CHARGE	FEES	FORMS	OUTPUT FROM THE SERVICE PROVIDER
1	Present Admission Test Result	Verifies Admission Test Result	1 minute	Program Adviser	None	Admission Test Result Slip	Admission Test Slip Verified
2	Submit OTR for evaluation	Evaluate OTR and Accomplish checklist of subjects to be enrolled	30 minutes	Program Adviser	None	OTR	Subjects Evaluated
3	Secure Pre-Enrolment Form	Issue Pre-Enrolment Form	1 minute	Program Adviser	None	Pre-enrolment Form	Form given out
4	Accomplish and submit Pre-Enrolment Form	Evaluates accuracy of the entries in the Pre-Enrolment Form	5 minutes	Program Adviser	None	Pre-enrolment Form	Approve subjects for enrolment
5	Go to the registration section	Encode and check student record in the system	10 minutes	Registrar / Staff	None	None	Subjects registered in the system



PANGASINAN STATE UNIVERSITY

ENROLMENT SERVICES THROUGH SEMI- AUTOMATED PROCESS (Sophomores, Juniors, & Seniors)

Schedule of Availability: Monday to Friday,
8:00 AM– 5:00 PM

Who may avail of the
service: Sophomores, Juniors,
Seniors

What are the requirements: Student Clearance

Duration: 33 minutes

STEPS	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person in Charge	Fees	Forms	Output from the Service Provider
1	Presents Student's Clearance	Verifies authenticity of signatures in the clearance	5 minutes	Program Adviser	None	Student Clearance	Clearance evaluated
2	Secure Pre-Enrolment Form	Issue Pre-Enrolment Form	1 minute	Program Adviser	None	Pre-Enrolment Form	Form given out
3	Accomplish and submit Pre-Enrolment Form	Evaluates accuracy of the entries in the Pre-Enrolment Form	5 minutes	Program Adviser	None	Pre-Enrolment Form	Approve subjects for enrolment
4	Submit Pre-enrolment Form for Registration	Data entry in the Registrar's System and Assessment of Fees	15 minutes	Registrar / Staff	None	Registration Form	Registration Form Printout
5	Pay Fees	Receives payment and issue Official Receipt	2 minutes	Cashier / Staff	See Assessment of Fees in the Registration Form	Registration Form	Print out of Official Receipt of payments made
6	Get class cards and ID validation	Issue class cards and validate ID	5 minutes	Registrar / Staff	None	Class card	Class card issued to students, id of student validated



PANGASINAN STATE UNIVERSITY

ENROLMENT FOR RETURNING STUDENTS

Schedule of Availability: Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service: Returning students (Old Students)
What are the requirements: Assigned user name and passwords

Duration: 10 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	Duration of Activity	PERSON IN CHARGE	FEES	FORMS	OUTPUT FROM THE SERVICE PROVIDER
1	Open the student portal (https://psu360.campus-erp.com/portal/)	List of subjects to be enrolled	1 minute	Student	None	None	List of schedules and subjects
2	Select the subjects and schedules	Record enrolled subjects and selected schedule in the system and compute fees	1 minutes	Student	None	Softcopy of subjects, schedules and assessed fees	Subjects, schedule and assessed fees registered in the system
3	Pay Fees	Receives payment and issue Official Receipt	3 minutes	Cashier / Staff	See Assessment of Fees in the Registration Form	Official Receipt	Print out of Official Receipt of payments made
4	Claim the certificate of registration	Issue class cards	5 minutes	Registrar / Staff	None	Certificate of registration and class cards	Class cards and certificate of registration issued



PANGASINAN STATE UNIVERSITY

ISSUANCE OF CERTIFICATION, AUTHENTICATION AND VERIFICATION

Schedule of Availability: Monday to Friday, 8:00 AM – 5:00 PM

Who may avail of the service: Students and Graduates

What are the requirements: Duly accomplished clearance

Processing Period 1 working day

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	Duration of Activity	PERSON IN CHARGE	FEES
1.	Fills out and submits Request Form	Receives, checks accuracy of the accomplished form	5 minutes	Front Desk Personnel	None
2.	Pays the Certification and Authentication Fee	Receives and acknowledges payments	3 minutes	Cashier	P 30.00+15.00 Documentary Stamp Tax
3.	Presents OR and claims CAV 1 day	Checks the Official Receipt and release the Certification Authentication Verification	2 hours	Front Desk Personnel	None



PANGASINAN STATE UNIVERSITY

ISSUANCE OF EVALUATION RECORD

Schedule of Availability: Monday to Friday, 8:00 AM – 5:00 PM

Who may avail of the service: Students and Graduates

What are the requirements: Duly accomplished clearance

Processing Period 33 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	Duration of Activity	PERSON IN CHARGE	FEES
1	Gets schedule of evaluation	Schedules the applicant	3 minutes	Front Desk Personnel	None
2	Presents the form	Review the authenticity of Form 137-A (OTR for transferees) and receives the NSO birth certificate	30 minutes	Front Desk Personnel	None



PANGASINAN STATE UNIVERSITY

ISSUANCE OF OFFICIAL CERTIFICATION

Schedule of Availability: Monday to Friday,
8:00 AM – 5:00 PM

Who may avail of the service: Students and Graduates

What are the requirements: Duly accomplished clearance

Processing Period

1 working day

1	Gets clearance from and secures required signatories	Gives out clearance form	3 minutes	Front Desk Personnel	None
2	Presents clearance	Examines the authenticity of signatures	3 minutes	Front Desk Personnel	None
3	Fills out and submits Request Form	Receives, checks accuracy of the form accomplished and schedules release of Official Certification	10 minutes	Front Desk Personnel	None
4	Pays the Certification Fee	Receives and acknowledges payments	3 minutes	Cashier	P30.00
5	Presents OR and claims certification after 1 working day	Checks the Official Receipt and releases the Official Certification	5 hours	Front Desk Personnel	None



PANGASINAN STATE UNIVERSITY

ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS

Schedule of Availability: Monday to Friday, 8:00 AM – 5:00 PM

Who may avail of the service:

Students and Graduates

What are the

Requirements:

Duly accomplished clearance

Processing Period

5 days

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	Duration of Activity	PERSON IN CHARGE	FEES
1	Gets clearance from and secures required signatories	Gives out clearance form	3 minutes	Front Desk Personnel	None
2	Presents clearance	Examines the authenticity of signatures	3 minutes	Front Desk Personnel	None
3	Fills out and submits Request Form	Receives, checks accuracy of the form accomplished and schedules release of OTR	10 minutes	Front Desk Personnel	None
4	Pays the OTR Fee	Receives and acknowledges payments	3 minutes	Cashier	P 200.00 P 15.00 DST
5	Presents OR and claims OTR after 5 working days	Checks the Official Receipt and releases the OTR	5 minutes	Front Desk Personnel	None



PANGASINAN STATE UNIVERSITY

Lingayen Campus

ISSUANCE OF OFFICIAL RERCEIPT DURING ENROLLMENT

Schedule of Availability: Monday to Friday, 8:00 AM – 5:00 PM

Who may avail of the service: Students and Graduates

What are the requirements: 1. Assessment Form, School / Valid IDs

Processing Period: 30 seconds

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	Duration of Activity	PERSON IN CHARGE	FEES
1	Present the Assessment Print Out / ID	Receives and Check Assessed Fees	10 seconds	Cashier's Staff	None
2	Pays the Miscellaneous And Tuition Fee	Receives and Acknowledge Payment	15 seconds	Cashier's Staff	Miscellaneous Fee/ Tuition Fee
3	Receives the Official Receipt	Issues Official Receipt	5 seconds	Cashier's Staff	



PANGASINAN STATE UNIVERSITY

Lingayen Campus

ISSUANCE OF OFFICIAL RECEIPT OTR/CERTIFICATION/ROR/CAV/DIPLOMA, ETC.

Schedule of Availability: Monday to Friday, 8:00 AM – 5:00 PM

Who may avail of the service: Students and Graduates

What are the requirements: School / Valid IDs

Processing Period:

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	Duration of Activity	PERSON IN CHARGE	FEES
1	Get Request Form and Fill up Properly	Issues Request Form	2 seconds	Cashier's Staff	None
2	Present Request Form	Receives and Check the Request Form	5 seconds	Cashier's Staff	None
3	Pays the Necessary fee: <ul style="list-style-type: none">• OTR• DIPLOMA• TRANSFER CREDENTIAL• CERTIFICATION FEE• CAV• ROR• AUTHENTICATION	Receives and Acknowledge payment the issue and official receipt.	5 seconds 5 seconds 5 seconds 5 seconds 5 seconds 5 seconds 5 seconds	Cashier's Staff	Necessary Fee <ul style="list-style-type: none">• OTR 200+15.00=215.00• DIPLOMA 250+15.00 =265.00• TRANSFER CREDENTIAL . . 50+15=65.00• CERTIFICATION FEE . . . 30+15.00=45.00• CAV 30+15.00=45.00• ROR 30+15.00=45.00• AUTHENTICATION 30.00• CTC 30.00



PANGASINAN STATE UNIVERSITY

ISSUANCE OF TRANSFER CREDENTIALS

Schedule of Availability: Monday to Friday, 8:00 AM – 5:00 PM

Who may avail of the service: Students and Graduates

What are the requirements:

Duly accomplished clearance

Processing Period

3 working days

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	Duration of Activity	PERSON IN CHARGE	FEES
1	Gets clearance form and secures required signatories	Gives out the clearance form	2 minutes	Front Desk Personnel	None
2	Presents the clearance	Examines the authenticity of signatories	3 minutes	Front Desk Personnel	None
3	Fills out and submits Request Form	Receives, checks accuracy of the form accomplished and schedules release of Transfer Credentials	30 minutes	Front Desk Personnel	None
4	Pays the Transfer Credential	Receives and acknowledges payments	3 minutes	Cashier	P 50.00
5	Presents OR and claims Transfer Credentials after 3 working days	Checks the Official Receipt and release the honorable dismissal	5 minutes	Front Desk Personnel	None

D. ASSESSMENT OF STUDENT ACCOUNTS

1. Title of Frontline Service: Issuance of Student Account/Assessment

Schedule of Availability: Monday to Friday
8-12:00am-1-5:00pm
Who may avail of the Service: Students/Authorized persons
What are the requirements : Student ID
Duration: 5 minutes

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity under Normal Circumstances	Person In Charge	Fees	Forms	Output from the Service Provider
1	Requests assessment, presents ID	Prints and gives out the assessment form	2 minutes	In-charge , Student Accounts	none	Assessment Form	Computed/ Assessed fees issued

2. Title of Frontline Service: Signing of Clearance

Schedule of Availability: Monday to Friday
8:00-12:00am - 1:00-5:00pm
Who may avail of the Service: Students, Students' parents or relatives
What are the requirements: Student ID
Duration: 5 minutes

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity under Normal Circumstances	Person In Charge	Fees	Forms	Output from the Service Provider
1	Presents Clearance Form and ID Card	Verifies student account	5 minutes	In-charge, student accounts	none	Student Clearance	Account verified and acted upon

Note: Clearance 1 - - - - - OTR, Diploma & TC/HD
Clearance 2 - - - - - For final Exams/Enrolment

3. Title of Frontline Service: Answering Queries on School Fees, Course Total Estimates and Down payment

Schedule of Availability: Monday to Friday
8:00-12:00am - 1:00-5:00pm
Who may avail of the Service: Students, Students' parents or relatives
What are the requirements :
Duration: 10 minutes

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity under Normal Circumstances	Person In Charge	Fees	Forms	Output from the Service Provider
1	Inquires about Fees	Provides correct Information	10 minutes	In-charge, Student accts.	none	Bulletin of Information (by program)	Correct information provided

4. Title of Frontline Service: Issuance of Certificate of Full Payment/Charges for Scholarships/Educational Plan Reimbursement/Refund and Assistance

Schedule of Availability: Monday to Friday
8:00-12:00am - 1:00-5:00pm
Who may avail of the Service: Scholars/Grantees or parents of scholars/grantees
What are the requirements: Student ID/ Authorization Letter from the student/Purpose for request of certification
Duration: 1 day

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity under Normal Circumstances	Person In Charge	Fees	Forms	Output from the Service Provider
1	Request for Certification	Verifies records and prepares certification	1 day	Accounting Section/ In-charge students accounts	Certification Fee	none	Certification Issued

5. Title of Frontline Service: Filling out of Billing Forms

Schedule of Availability: Monday to Friday
8:00-12:00am - 1:00- 5:00pm
Who may avail of the Service: Scholars/Grantees or parents of scholars/grantees
What are the requirements: Duly Accomplished Scholarship Form B
Duration: 2 days

FOR CHED SCHOLARS

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity under Normal Circumstances	Person In Charge	Fees	Forms	Output from the Service Provider
1	Submits accomplished Form B and the CHED Billing Form	Evaluates Form B and accomplishes CHED Billing Form	5 minutes	In-charge, student accounts	none	Form B	CHED Form B
2	Presents ID and claims billing form after 2 days	Issues filled out billing form	2 minutes	In-charge, student accounts	none	Form B	CHED Billing form properly filled up

FOR OTHER SCHOLARSHIP SPONSORS SUCH AS DOST, CCSP , COWD ETC.

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity under Normal Circumstances	Person In Charge	Fees	Forms	Output from the Service Provider
1	Submits accomplished Form B	Evaluates Form B and prepares Billing	2 days	In-charge student accounts	none	Billing Form	Billing Form Issued

6. Title of Frontline Service: Request for Withdrawal from Enrollment

Schedule of Availability: Monday to Friday
8:00-12:00am - 1:00- 5:00pm

Who may avail of the Service: Students

What are the requirements: Student ID, Official Receipt, Registration Printout

HOW TO AVAIL OF THE SERVICES

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity under Normal Circumstances	Person In Charge	Fees	Forms	Output from the Service Provider
1	Secures Form from RSIS-Reg. Office	Issues form	2 minutes	RSIS Records Staff (Reg. Office)	none	Withdrawal Form	Form Issued
2	Submits duly signed request to the Dean for approval	Takes action: approves or disapproves	3 minutes	College Dean	none	Withdrawal Form	Request for withdrawal of enrolment approved
3	Submits approved request to Assessment for processing of refund, if any	Accepts approved requests	2 minutes	RSIS Records Staff (Reg. Office)	None	Withdrawal Form, Disbursement Voucher	Refund processed
4	Presents Students' ID and claims refund after 3 days	Releases Refund	5 minutes	Cashier(refer to psu code/stud handbook	None	Withdrawal Form, Disbursement Voucher	Refund Released

7. Title of Frontline Service: Request for Special Class

Schedule of Availability: Monday to Friday
8:00-12:00am - 1:00-5:00pm
Who may avail of the Service: Students
What are the requirements: Student ID
Duration: 2 days

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity under Normal Circumstances	Person In Charge	Fees	Forms	Output from the Service Provider
1	Secures Special Class Request Form from Dean's Office	Issues Form	1 minute	Dean's Office Staff	None	Special Class Request Form	Special Class Request Form Issued
2	Submits request form to Area Chairman for assignment of professor and schedule of classes	Assigns professor and schedule class	1 hour	Area Chairman	None	Special Class Request Form	Professor and schedule of class determined
3	Submits Form to Assessment Office for verification of fees	Verifies fees	5 minutes	In-charge student accounts	(see attached schedule of fees)	Special Class Request Form	Fees verified
4	Presents Students' ID and claims verified Special Class request form after 1 hour	Gives the verified request form	5 minutes	In-charge student accounts	None	Special Class Request Form	Special Class request form given
5	Submits form to the Dean for approval	Takes appropriate action; approves or disapproves request	5 minutes	Dean	None	Special Class Request Form	Special Class Request Approved/Disapproved
6	Presents ID and claims approved request	Gives the approved request	2 minutes	Dean's Staff	None	Approved request form	Special Class Request form given

7	Forwards Form from RSIS for signature	Signs Special Class Request Form	2 minutes	RSIS-Registrars' Office	None	Special Class Request Form	Special Class Request form signed
8	Presents ID and claims approved request	Gives approved request	2 minutes	RSIS Staff	None	Special Class Request Form	Special Class request form given
9	Forwards Form to ICT for assignment of class code	Assigns Class Code	5 minutes	Internet Administrator	None	Special Class Request Form	Class code Assigned
10	Enrolls or adds the requested subject following the usual adding/dropping procedure	Fill-up adding form	10 minutes	RSIS-Registrars' Office	None	Accomplished Adding Form	enrolled in spl. Class as per approval

8. Title of Frontline Service: Request for Adding/Dropping of subjects

Schedule of Availability: Monday to Friday
8:00-12:00am - 1:00-5:00pm

Who may avail of the Service: Students

What are the requirements: Student ID, Registration printout

Duration:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity under Normal Circumstances	Person In Charge	Fees	Forms	Output from the Service Provider
1	Secures form from the RSIS	Issues form	2 minutes	RSIS-record staff		Adding /dropping form	Form issued
2	Submits form to the program chairman for evaluation and signature	Signs in the form	2 minutes	Program Chairman	None	Adding/Dropping Form	Form Signed
3	Presents ID and claims Adding/Dropping Form	Gives the form	1 minute	Program Chairman	None	Adding/Dropping Form	Adding/Dropping Form signed
4	Submits form to the Dean for signature	Takes appropriate action of the request	2 minutes	Dean	None	Adding/Dropping Form	Adding/Dropping Form signed

5	Presents ID and claims the adding/dropping forms	Gives the duly signed adding/dropping form	1 minute	Staff of the Dean's Office	None	Adding/Dropping Form	Adding/Dropping Form signed
6	Submits duly approved form to the RSIS-Registrar's Office	Receives and signs 3 copies of the form; gives 1 copy to the student	5 minutes	RSIS records staff	None	Adding/Dropping Form	Signed 3 copies of the form and give 1 copy to the student.

Prepared by:


 HELEN B.
 MABANTA
 Registrar III

E. Library and Audio Visual Services

Schedule of Availability: Monday – Friday, 8:00AM-5:00PM – Undergraduate & Graduate Library

Saturday 8:00AM-5:00PM – Graduate Library

Saturday 8:00AM-5:00PM – OUS Library

Who May Avail of the Services: Students, Faculty and Staff

What are the requirements:

1. Student's - Library Card
2. Faculty and Staff- Borrower's Card

Duration: (total processing time) 38 minutes

E.1 Library Signing of Clearance

HOW TO AVAIL OF THE SERVICES

Steps	Applicant/Client Activity	Service Provider/Unit Activity	Duration of Activity during Normal Conditions	Person In Charge	Fees	Forms	Output from the Service Provider
1	Presentation of the Clearance form & Library Card	Graduate Undergraduate Library	1 minute	Librarian/ Library Assistant	none	Clearance Form	Check valid Library Cards
2		Checking of borrower's account with the list of unreturned books.	2 minutes	Librarian/ Library Assistant	Pay account if any for lost books or overdue account (Pls. refer to attached schedule of Overdue fee)		Unreturned books or overdue accounts are checked
3		Signing of Clearance	1 minute	Librarian	none	Clearance Form	Signed Clearance

E.2 Library Reference Assistance/Guidance

Steps	Applicant/Client Activity	Service Provider/Unit Activity	Duration of Activity during Normal Conditions	Persons In Charge	Fees	Form	Output from the Service Provider
1	Request assistance on the location of materials to be use or to be borrowed	Graduate Undergraduate Library	2 minutes	Librarian and Staff	none	none	Needs Assessed by the Librarian/Staff
2	Using Card Catalog	Graduate Undergraduate Library	1 minute	Librarian and staff	none	none	Call number of the book is identified
3	Copying of the call number	Graduate Undergraduate Library	2 minutes	Librarian and staff	none	none	Book is located from the corresponding shelves
4	Checking of the book in the shelf/shelves	Graduate Undergraduate Library	2 minutes	Librarian and staff	none	none	Book is read/browsed by the client

E.3 Photocopying of Library Materials

Steps	Applicant/Client Activity	Service Provider/Unit Activity	Duration of Activity during Normal Conditions	Persons In Charge	Fees	Form	Output from the Service Provider
1	Select material for photocopying	Graduate Undergraduate Library	2 minutes	Librarian and Staff	none	none	
2	Present materials for photocopying	Graduate Undergraduate Library	1 minute	Librarian and Staff	none	Photocopying slip	Photocopying slip is checked
3	Check out the book for photocopying	Graduate Undergraduate Library	10 minutes	Librarian and Staff	none		Book has been checked out for the students/faculty/ staff

4	Returning the book for photocopying	Graduate Undergraduate Library	1 minute	Librarian and Staff	none		Book is returned to the shelf
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E.4 Activation of Students/Faculty Account in the Library Database

Steps	Applicant/Client Activity	Service Provider/Unit Activity	Duration of Activity during Normal Conditions	Persons In Charge	Fees	Form	Output from the Service Provider
1	Fill up the library application form for database	Graduate Undergraduate Library	3 minutes	Library Staff	none	Library Application form	Encoded profile of library patrons to be used in the library database

E.5 Circulation - Lending Services

Steps	Applicant/Client Activity	Service Provider/Unit Activity	Duration of Activity during Normal Conditions	Persons In Charge	Fees	Form	Output from the Service Provider
1	Client select the material for borrowing	Graduate Undergraduate Library	2 minutes	Library staff	none		Book is checked
2	Present the book and library card/borrower's card	Graduate Undergraduate Library	1 minute	Library staff	none		Book is processed for borrowing
3	Returned the book borrowed	Graduate Undergraduate Library	1 minute	Library staff	none		Card is inserted in the book and placed on the book carrels
4	Present the book to be borrowed for overnight	Graduate Undergraduate Library	1 minute	Library staff	none		Book is processed for overnight

Note: a) Undergraduate students are allowed to borrow books for overnight, to be returned the following day.

b) Graduate students are allowed to borrow books for a week.

E.6 Circulation - Returning of books

Steps	Applicant/Client Activity	Service Provider/Unit Activity	Duration of Activity during Normal Conditions	Persons In Charge	Fees	Form	Output from the Service Provider
1	Present borrowed books for overnight/over week	Graduate Undergraduate Library	1 minute	Library staff	None	None	Books are returned in the shelves
2	Pay penalty of overdue books if any	Graduate Undergraduate Library	1 minute	Library staff	None	None	- Book penalty if overdue - Record fines in the log book

E.7 Computer/Internet Access in the E-Library

Steps	Applicant/Client Activity	Service Provider/Unit Activity	Duration of Activity during Normal Conditions	Persons In Charge	Fees	Form	Output from the Service Provider
1	Students queuing	E - Library		IT In-charge	none	none	IT in-charge overseeing the students activities
2	Faculty and Staff Students log-in in the log book	E - Library	1 minute	IT In-charge	Printing Laser - 4 Pesos DM - 3 Pesos	none	IT in-charge overseeing the students activities
3	Look for vacant PC	E - Library	1 minute	IT In-charge	none	none	IT in-charge overseeing the students activities
4	PC is utilized	E - Library	1 minute	IT In-charge	none	none	IT in-charge overseeing the students activities

FINES AND PENALTIES

1. Failure to return the book on the due date, borrower will be charged a fine of P2.00 for the first hour and P1.00 for every hour thereafter. Sundays and holidays are included in the computation of overdue fines. After three consecutive overdue offenses, suspension of library privileges will be enforced.
2. Lending the library card may subject the owner and the borrower of the card a fine of P20.00 for the first offense and suspension of library privileges for the succeeding offenses.

F. Student Affairs and Welfare Services

Schedule of Availability: Monday - Friday, 8:00AM-5:00PM
 Who May Avail of the Services: Anyone aggrieved or offended by a student/s
 What are the requirements: 1. Student's Identification Card

Duration: (total processing time) 25 minutes

E.1 Filing of Complaint Against A Student

HOW TO AVAIL OF THE SERVICES

Steps	Applicant/Client Activity	Service Provider/Unit Activity	Duration of Activity during Normal Conditions	Person In Charge	Fees	Forms	Output from the Service Provider
1	Student orally reports complaint to the Guidance Office	Guidance Counselor discusses complaint. A narrative report of the incident is recorded and checks on the record of the offender.	20 minutes	Guidance Counselor/ Student Services Coordinator	none	Anecdotal Record Call Slip	Complaint is discussed and clarified
2	Confirms venue, date and time of fact-finding dialogue	Guidance informs complainant of the venue, date and time of dialogue	5 minutes	Guidance Counselor/Student Services Coordinator	none	none	Date, venue and time of fact-finding dialogue is confirmed

E.2 Issuance of Good Moral Character Certificate

Schedule of Availability: Monday - Friday, 8:00AM-5:00PM
 Who May Avail of the Services: Students/Alumni
 What are the requirements: Student's Identification Card

Duration: (total processing time) 20 minutes

Steps	Applicant/Client Activity	Service Provider/Unit Activity	Duration of Activity during Normal Conditions	Persons In Charge	Fees	Form	Output from the Service Provider
1	Applies for a Certificate of Good Moral Character	Guidance Counselor evaluates the request and verifies records of students behavior	5 minutes	Guidance Counselor	none	Request Form	Request evaluated and given due course
2	Pays Certification Fee	Cashiering unit receives and acknowledges	5 minutes	Cashier	P 45.00	Official Receipt	Issuance of the Official Receipt of Payment
3	Submits to the Guidance Office the request form together with the Official Receipt	Guidance office issues Certificate of Good Moral Character (CGMC)	10 minutes	Guidance Counselor	none		Issuance of Certificate of Good Moral Character

E.3 Request for ID Replacement

Schedule of Availability: Monday - Friday, 8:00AM-5:00PM
Who May Avail of the Services: Students
What are the requirements: Written Request

Duration: (total processing time) 15 minutes

Steps	Applicant/Client Activity	Service Provider/Unit Activity	Duration of Activity during Normal Conditions	Persons In Charge	Fees	Form	Output from the Service Provider
1	Student goes to the Office of the Director for SSAA	Interviews and advises the student to pay	5 minutes	SSAA Staff	none	ID - information	Student is guided regarding the procedure
2	Student pays for the replacement fee/re-issue fee	Cashier acknowledges the payment	5 minutes	Cashier	P 100	Official Receipt	Issuance of the Official Receipt of Payment
3	Student submits the ID-information form together with the OR of payment	ID processed	5 minutes	SSAA Staff	none	none	New ID Issued to the Student

E.4 Request for Temporary Exemption from Wearing the School Uniform

Schedule of Availability: Monday - Friday, 8:00AM-5:00PM
Who May Avail of the Services: Students
What are the requirements:
1. Student's Identification Card
2. Excuse Letter

Duration: (total processing time) 45 minutes

Steps	Applicant/Client Activity	Service Provider/Unit Activity	Duration of Activity during Normal Conditions	Persons In Charge	Fees	Form	Output from the Service Provider
1	Submits the excuse letter on non-wearing of school uniform	Guidance Office evaluates the excuse letter Issues Temporary Exemption Slip	10 minutes	Guidance Counselor	none	Temporary Exemption Slip	Grant of Temporary Exemption
2	Shows temporary exemption slip to teacher/security guard	Teacher/Guard examines the authenticity of the Exemption Slip	3 minutes	Teacher/Guard	none	none	Implementation of Temporary Exemption

E.5 Processing of Application to Avail of Scholarship/Grants

Schedule of Availability: Monday - Friday, 8:00AM-5:00PM
Who May Avail of the Services: Scholars/Grantees
What are the requirements:
1. Application Form of Scholarship
2. Grade Requirements
3. Certification from Scholarship Sponsor
4. ID

Duration: (total processing time) 45 minutes

Steps	Applicant/Client Activity	Service Provider/Unit Activity	Duration of Activity during Normal Conditions	Persons In Charge	Fees	Form	Output from the Service Provider
1	Entrance Scholar - Present card, certification from the school principal indicating that he/she is a valedictorian or salutatorian of recognized public or private secondary institutions with a GPA of not lower than 85 and having at least 100 graduating students. - Submit Certification of Good Moral Character from the school principal or guidance counselor	Student coordinator evaluates the completeness of documents before finally submitting to the Office of the Director of the SSAA	5 minutes	Student Coordinator SSAA Director	none	Form 137	Documents evaluated
2	Secures signature of the Student Coordinator, Campus Dean	Recommends approval or disapproval on the availment	20 minutes	Student Coordinator Dean	none	Form 137	Recommended approval or disapproval of the application
3	Requires signature of SSAA Director to be indorsed to the university President NOTE: For the financial request of the grantees the Office of the SSAA prepares the endorsement letter for the President's approval	Follow-up of applications for approval	5 minutes	SSAA Director	none	Enrolment Form, Statement of Billing	Recommended Financial Aid to the Grantees Verification of financial aid for approval
4	Other Scholarships (Mayor Scholars) Presents MOA coming from the Mayor of their respective municipality witnessed by the student coordinator, Guidance Counselor and the Campus Dean	The SSAA office evaluates the completeness of the documents. Prepare the letter of Request for financial assistance for the President's approval	30 minutes	Student Coordinator Scholarship Coordinator Accountant Campus Dean	none	Enrolment Form, Statement of Billing and Report of Rating	Approval of the Financial Assistance

4	<u>CHED Scholars</u> The list of scholars are identified by the CHED and are forwarded to the university together with the financial assistance			Student Coordinator SSAA Director	none	Enrolment Form, Statement of Billing and Report of Rating	
4	<u>Private Sponsored</u> Apply for the available scholarship	Students Coordinator screens applicants and indorse to the SSAA office					

E.6 Manner of Investigating Offenses of Students

Schedule of Availability: Monday – Friday, 8:00AM-5:00PM
Who May Avail of the Services: Students
What are the requirements: Letter of Complaint
ID

Duration: (total processing time) 90 minutes

Steps	Applicant/Client Activity	Service Provider/Unit Activity	Duration of Activity during Normal Conditions	Persons In Charge	Fees	Form	Output from the Service Provider
1 Fact Gathering	The student believed to be engaged in prohibited activity is called for	Student Disciplinary Tribunal gathers relevant data through interview of the client, his teachers, classmates, etc.	30 minutes	Student Disciplinary Tribunal	none	Personal Data	Valid and Correct Data are gathered
2 Evaluation	The student/client validates, confirms, or denies the complaints against him	SDT evaluates the answers and reasons of the client	40 minutes	Student Disciplinary Tribunal	none		Complaint is discussed and clarified
3 Decision	The client waits for the verdict of the committee	SDT decides on the complaint based on the evidences presented and the defense of the client	10 minutes	Student Disciplinary Tribunal	none		Decision of the case is arrived at

4	The client will be given a copy of the decision	A decision in writing shall be prepared duly signed by the SDT and the Dean	10 minutes	Student Disciplinary Tribunal	none	Letter of Decision	A copy of the decision is finalized
Notice of Decision							

E.7 Dental Check-up and Treatment

Schedule of Availability: Monday - Friday, 8:00AM-5:00PM
Who May Avail of the Services: Students
What are the requirements: ID

Duration: (total processing time) 45 minutes

Steps	Applicant/Client Activity	Service Provider/Unit Activity	Duration of Activity during Normal Conditions	Persons In Charge	Fees	Form	Output from the Service Provider
1	Presents ID and explains purpose/s in going to the clinic. Undergoes interview.	Verifies and identifies dental treatment needs of the patient	5 minutes	Dental Aide	none	none	Verification of patient's identity and dental care needs
2	Accomplishes dental service form (DSF)	Evaluates the entries in the dental service form	10 minutes	Dental Aide	none	none	Establishment of patient's dental record
3	Undergoes oral-dental examination and/or treatment	Conducts oral-dental examination and/or treatment	30 minutes	University Dentist	none	none	Oral-dental examination and/or treatment

E.8 Medical check-up and Treatment

Schedule of Availability: Monday – Friday, 8:00AM-5:00PM
Who May Avail of the Services: Students
What are the requirements: 1. Enrolment printout (for new students)
2. ID (for old students)

Duration: (total processing time) 45 minutes

Steps	Applicant/Client Activity	Service Provider/Unit Activity	Duration of Activity during Normal Conditions	Persons In Charge	Fees	Form	Output from the Service Provider
1	Goes to clinic, presents enrolment printout, signs physical examination log book	Medical Services	3 minutes	University Nurse	none	Physical Exam Logbook Entries	Documentation of Patient
2	Accomplishes medical information sheet (MIS)	Guides patient in accomplishing MIS	20 minutes	University Nurse	none	Medical Information Sheet (MIS)	Documentation of Patient
3	Undergoes measurement of height, weight, BP, respiration, pulse rate, Snellen's visual activity	Conducts accurate measurements	20 minutes	University Nurse	none	none	Vital signs of patient accurately evaluated
4	Submits to physical examination	Conducts physical examination	15 minutes	University Physician	none	none	Physical examination conducted

VISION

Scope of the Code of Discipline

The Code shall apply to all members of the Students Body for offenses committed within and outside the campus of the University.

Discipline. Discipline is inherent in human nature. The internal type of discipline which is not imposed by sanctions but is dictated by the individual's own sense of right and wrong is the best motivation to desirable conduct and behavior. Disciplinary measures are meant to effect better interpersonal relationships in the academic community. However, for the purpose of having common guide that shall govern the acts of students of the PSU and reflect the true image of a Filipino, this code of discipline has been prepared.

General Provisions

- a. A student shall be reprimanded, suspended or expelled for cause after due process of law.
- b. All matters relating to the conduct and discipline of students shall be subject to the jurisdiction of the office Coordinator, Student Services, the Dean and Director Student Services and the President in that order.
- c. The Student Disciplinary Tribunal (college level) shall conduct formal investigation of student cases referred to by the Coordinator of Student Services and other offices. This Tribunal shall be composed of the Guidance Counselor, the Associate Dean of the undergraduate division, the Coordinator of Student Services, a faculty representative and a student representative. Their findings and recommendations shall be forwarded to the Dean, Director Student Services and the University President for disciplinary action.
- d. The decision on student disciplinary cases shall reside in the University President.

The decision on student disciplinary cases shall reside in the University President.

Student Offenses and their Corresponding Penalties

Section 1. The following are grave offenses:

- a. Showing objectionable films and or participation in show, literacy and musical programs contrary to the directives of the State. As mentioned below the following shall be punishable by Expulsion from the University:
 - Inciting to subversion, insurrection or rebellion against the State;
 - Undermining faith and confidence of the people in the government;
 - Glorifying criminals or condoning crimes;
 - Acts serving no other purpose but satisfying the market for sex and violence;
 - Offending any race or religion;
 - Tending to abet the traffic in an use of prohibited drugs; and

- Other similar acts contrary to law.
- b. Extortion, intimidation/harassment Expulsion from the University
- c. Any act of subversion and/or affiliation or participation with the subversion movement Expulsion from the University
- d. Participation in illegal; national and institutional strike, rallies and demonstration Expulsion from the University
- e. Act of bribery to corrupt standard of instructions Expulsion from the University
- f. Gross Immorality
- Illicit relations
 - Acts of lasciviousness and other indecent acts like necking, kissing, embracing, indecent act of intimacy in public places or inside the University campus Expulsion from the University
- g. Forging signature, falsifying public documents, impersonating or giving fictitious names, misrepresentation of facts:
- 1st offense Suspension for one semester
 - 2nd offense Expulsion from the University
- h. Robbery or Frustrated Robbery
- i. Posting notices, signs, manifesto, etc. in unauthorized places, without permission from the College Dean or his duly designated representative shall be punishable as follows:
- 1st Commission Suspension for one week
 - 2nd Commission Suspension for one semester
 - 3rd Commission Expulsion from the University
- j. Vandalism or destruction of public property, such as tearing of pages of library books, magazines, destruction of public buildings and furniture, etc. shall be punishable as follows:
- 1st Commission Suspension for one week
 - 2nd Commission Expulsion from the University
- k. In possession, consumption of dangerous/prohibited drugs and/or paraphernalia Expulsion from the University
- l. Hazing, which is any act that injures, degrades or tends to injure, degrade or disgrace any fellow student or person attending the University. Hazing in initiations, admission to fraternities, sororities and other student organizations shall be prohibited Expulsion from the University

m. Removing and/or marring legally posted signs and notices, marring public buildings and furniture shall be punishable as follows:

1 st Commission	Suspension for one semester
2 nd Commission	Expulsion from the University

The following are considered less grave offenses:

- a. Any indication of drunkenness and/or in possession of hard liquor.
- | | |
|-------------------------|---|
| 1 st Offense | Warning, referral to Guidance Counselor |
| 2 nd Offense | Suspension for one month |
| 3 rd Offense | Suspension for one semester |
- b. Defamation committed against any student, teacher or University official and employee
- | | |
|-------------------------|-------------------------------|
| 1 st Offense | Suspension for one month |
| 2 nd Offense | Suspension for one semester |
| 3 rd Offense | Expulsion from the University |
- c. Fighting or resorting to physical force or violence to settle disputes, provided that the party who acted in self-defense shall be exempted from the punishment mentioned hereunder.

Slight Physical Injuries**

1 st Offense	Suspension for one month
2 nd Offense	Suspension for one semester
3 rd Offense	Expulsion from the University

Serious Physical Injuries**

1 st Offense	Suspension for one semester
2 nd Offense	Expulsion from the University

- d. Engaging in any form of gambling within the college/University campus
- | | |
|-------------------------|-----------------------------|
| 1 st Offense | Suspension for one month |
| 2 nd Offense | Suspension for one semester |
| 3 rd Offense | Suspension for one year |
- e. Theft of property of the University or property in the possession of or owned by member of the University

***Attempted or frustrated theft**

1 st Offense	Warning
2 nd Offense	Report to Guidance Counselor

Consummated Theft-Restitution of stolen good

Suspension for a period depending on the worth of the good stolen

f. Cheating in examination and quizzes

- | | |
|----------------------------|---|
| 1 st Commission | Automatic grade of "5.0" in the particular test where cheating occurred |
| 2 nd Commission | Automatic grade of "5.0" if done on the same subject |

g. Attending class without wearing proper uniform, tardiness, leaving the class without due permission and/or reporting to class without ID properly worn shall be punishable by a mark of unexcused absence.

h. Picking of fruits and flowers, cutting of trees, shooting slinging, catching or killing birds within the entire college campus without due permission shall be punishable as follows:

- | | |
|----------------------------|-----------------------------|
| 1 st Commission | P50.00 fine |
| 2 nd Commission | P100.00 fine |
| 3 rd Commission | Suspension for one semester |

i. Smoking in classrooms and in other unauthorized places shall be punishable as follows:

- | | |
|----------------------------|-----------------------------|
| 1 st Commission | Suspension for one week |
| 2 nd Commission | Suspension for two weeks |
| 3 rd Commission | Suspension for one semester |

j. Violation of legally posted signs, such as "No Trespassing", "keep off the grass", "Off Limits", etc. shall be punishable as follows:

- | | |
|----------------------------|------------------------------|
| 1 st Commission | Suspension for one week |
| 2 nd Commission | Suspension for two weeks |
| 3 rd Commission | Suspension for one semester |
| 4 th Commission | Suspension for two semesters |

k. Littering of scattering trash in public places shall be punishable as follows:

- | | |
|----------------------------|---|
| 1 st Commission | To pick up littering things for one week or until he catches another violator |
| 2 nd Commission | Suspension for one week |
| 3 rd Commission | Suspension for two weeks |

l. Any violation of any of the rules and regulations in the dormitories and/or pertinent provisions of this code shall be punishable by evictions from the University lodging places an suspension for one week in addition to any punishment called for in the Code regarding violations.

m. Uttering degrading or derogatory remarks by student against another student

- | | |
|-------------------------|-----------------------------|
| 1 st Offense | Suspension for one week |
| 2 nd Offense | Suspension for two weeks |
| 3 rd Offense | Suspension for one semester |

Manner of Investigation

The investigation, which essentially fact-finding shall be conducted accordingly.

The Campus Dean or his authorized representatives or duly designated committee shall observe the following steps or process in summary investigation.

- a. **Fact-Gathering.** Pertinent evidences in support of the projected action against a student who is believed to have engaged in any of the prohibited activities should be gathered.
- b. **Evaluation.** The evidence gathered, relative to the innocence or guilt of the student concerned, should be carefully collated, evaluated and analyzed, preparatory to the formulation or promulgation of the decision of the case.
- c. **Decision.** The decision based on the evidence, i.e. that the presumption in the respondents' favor are disputed or overruled by the evidence; provided, however, that where there is doubt regarding the guilt, the respondent may be called for the purpose of confronting him with the evidence against him to explain his side, if possible, after which a decision on the case may be rendered.
- d. **Notice of Decision.** The respondent shall be served a copy of the decision in writing which shall be signed by the Campus Dean or duly authorized representative, the decision on each case shall be final and executor.
- n. Assaulting or insulting as well as flagrant indecency in language directly against any member of the faculty and staff, visitors and any person/agency in authority.

1 st Offense	Suspension for one week
2 nd Offense	Suspension for two weeks
3 rd Offense	Suspension for one semester

Board of Discipline

Section 1. Punishment for all offenses not listed herein otherwise defined in laws, decrees, and ordinances, shall be determine by the Board of Discipline composed of the Campus Dean as Chairman of the Board and the Associate Dean and Coordinator of the Student Services and the CSC Advisers as members.

FEEDBACK FORM

So that we can serve you better, please let us know about your comments and suggestions, complaints and/or compliments regarding the quality of the service that you received from us. Just check the appropriate space below:

COMPLAINT

☐

COMPLIMENT

☐

SUGGESTION

☐

Please identify the Official / Employee / Office concerned:

Brief narration concerning the incident:

[You may also use the back portion of this sheet or another sheet]

What would you recommend to improve the service from us?

Name (optional)

Course/Year:

If not student, give address:

Contact Numbers

Telephone:

Cellular Phone:

Email Address:

Signature:

Date:
