



CITIZEN'S CHARTER

ADMISSION AND REGISTRATION SERVICES

New entrants and transferee students shall comply with the admission process set forth by the university.

For New Students, Transferees & Second Coursers

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	FEES	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER				
1. Pre-Registration at the OUR					
1. Present COA, CAT Results and Entry requirements	Issues Pre-registration and Registration Forms	30 sec	- Entry requirement - COA & CAT Result		Registrar /Staff
2. Receives Pre-registration and Registration form		20 sec			
2. Admission Service at the OGCAS					
Log in on client's Log Book and Secure Application for Admission and Personal Data Sheet Forms	Check Entrance credentials Issues Application for Admission and Personal Data Sheet (PDS) Forms and Declaration as a New Student	3 min	Entrance Credentials New Entrants: <input type="checkbox"/> Original Form 138 <input type="checkbox"/> Certificate of Good Moral Character <input type="checkbox"/> Authenticated copy of Birth Certificate <input type="checkbox"/> 1 long ordinary folder <input type="checkbox"/> 1 recent 2x2 ID picture Transferee: <input type="checkbox"/> Honorable Dismissal <input type="checkbox"/> Complete Academic Records <input type="checkbox"/> Certificate of Good Moral Character <input type="checkbox"/> Authenticated copy of Birth Certificate <input type="checkbox"/> 1 long ordinary folder and <input type="checkbox"/> 1 recent 2x2 ID picture		Ma. Eliza O. Bagguatan
3. Pay Testing Fee at the Cashier's Office					
	Receives and Records Testing Fee Receipt; and Issues Examination Schedule/Claiming Stub	2 min	Testing Fee Receipt	P100.00	Phoebe M. Castillo Czarina M. Celestino
4. Take Examination as scheduled at the OGCAS					
	Check Examinee's attendance; and Administer, Check, Score College Admission Test (CAT)	1 hr & 15 min	Examination Schedule Stub		Phoebe M. Castillo Czarina M. Celestino
5. Present College Admission Test					
	Check	5 minutes			Adviser, Program Chair, Dean

<p><u>(CAT) Result and Undergo Entrance Interview at the College</u></p>	<p>Entry Requirements Declaration as a New Student, and Conduct Entrance Interview</p> <p>Undertake Screening and Approval</p> <p>Check College Admission Result</p> <p>GWA – 85</p> <p>CAS - passed</p> <p>Receive Certification of Acceptance (COA)</p> <p>Check Student Data Sheet and Student's Cumulative Record</p> <p>List Subjects to be enrolled</p> <p>Issue Enrolment Form/ College Program / Class Schedule</p>	<p>5 minutes</p> <p>3 minutes</p> <p>5 minutes</p>	<p>Official receipts</p> <p>COA and CAT Results</p> <p>Student Data Sheet and Student's Cumulative Record</p>		
<p><u>6. Registration at the OUR</u></p> <p>a. Submits duly accomplished and approved Registration form</p> <p>b. Receives assessed computer generated Registration form</p>	<p>Issues COA</p> <p>Approves Subjects to be enrolled</p>	<p>2 min</p> <p>10 sec</p>	<p>Assessment form</p>		<p>Registrar /Staff</p>
<p><u>7. Payment at the Cashier's Office</u></p> <p>Present basis of payment</p> <p>Pays/Receives Official Receipts</p>	<p>Receives documents and verifies accounts</p> <p>Receives payment and issues official receipts</p> <p>Updates records</p>	<p>2 minutes</p> <p>2 minutes</p> <p>2minutes</p>	<p>Assessment Form</p>		<p>Cashier</p>
<p><u>8. Securing Library and E-Library IDs at the Library</u></p> <p>A. Secure University</p>					<p>Librarian/Staff</p>

<p>Library ID</p> <p>1. Present OR of Payment</p> <p>2. The student will present properly filled up enrolment and assessment form to the Circulation Officer.</p> <p>3. Enter needed data to the QSU LUMS.</p> <p>4. Save then proceed to validation.</p> <p>5. Sign enrolment form</p> <p>B. E-Library Account Registration</p> <p>1. Student Log-in to the E-library</p> <p>2. Present assessment form.</p> <p>3. Log-in to the I.D process.</p> <p>4. Receives assessment form.</p> <p>5. Fill up registration form for student I.D.</p> <p>6. I.D Process/Print</p> <p>7. Signs Assessment Form (SCHOOL I.D)</p>	<p>Issue University I.D.</p>	<p>1 min.</p> <p>2 min</p> <p>30 sec.</p> <p>30 sec</p> <p>15 sec.</p> <p>5 sec.</p> <p>10 sec.</p> <p>5 sec</p> <p>1 min & 10 sec.</p>	<p>Official Receipt</p> <p>Computer System</p> <p>Enrollment Form</p> <p>Log Book</p> <p>Assessment Form</p> <p>Registration Form</p> <p>University/Library/E-Library IDs</p>		
<p>9. Medical/Dental Unit (Clinic)</p> <p>A. Medical Check-Up</p> <p>1. Fill up the Log-in Book and the Student Health Record Form</p> <p>2. Go to the admitting area/examination area</p>	<p>Give the Student Health Record Form to the Client</p> <p>Review all the forms and Log –in Book if filled-up properly</p> <p>Thoroughly assessed the patient through: -Gross Physical Examination -Health Interview -Observation -Measurement • Vital signs (BP, RR, PR, BT, Ht and Wt., etc.)</p> <p>Get necessary data and document it</p>	<p>3mins</p> <p>5 mins</p>	<p>ID</p> <p>Clinic Visitation Form</p>		<p>Health Aid/Nurse</p>

<p>3. Let the client log at Vital Signs record as per course</p> <p>4. Let the patient fill the Patient Satisfaction Survey and Submit it</p> <p>B. Dental Check-Up</p> <p>1. Filling-up of the patient's card</p> <p>2. Proceed to the treatment room</p> <p>3. Open mouth for oral examination</p> <p>4. Gargle</p> <p>5. Proceed to the receiving area and sign in the patient's logbook</p> <p>6. Proceed to the dental room</p> <p>7. Filling-up of survey form</p>	<p>Sign the Enrolment Form</p> <p>Provide the Patient Satisfaction Survey Form</p> <p>Checking of the patient's card</p> <p>Interview the patient and record all data gathered</p> <p>Preparation of instruments needed</p> <p>Record all carious and missing teeth; record any abnormalities observed in the oral cavity</p> <p>Discuss proper oral hygiene to the patient and give recommendation</p> <p>Record all services in the patient's card and in the logbook</p> <p>Keep patient's card in the file cabinet</p> <p>Examine patient if indicated: - tooth extraction -oral prophylaxis -tooth restoration</p>	<p>30 secs</p> <p>2 mins</p> <p>2 mins</p> <p>1 min</p> <p>30 secs</p> <p>2 mins</p> <p>3 mins</p> <p>30 mins</p> <p>1 min</p>	<p>Enrollment Form</p> <p>Patient Satisfactory Survey Form</p> <p>School D/ Registration Form</p> <p>Patient's Dental Record and Logbook</p> <p>Survey Form</p>		<p>Dental Aid/University Dentist</p>
<p><u>10. Issuance of Class cards at the Registrar's Office</u></p> <p>a. Submits duly accomplished and approved Registration form including</p>		<p>15 sec</p>	<p>Official receipts</p>		

required documents					Registrar /Staff
b. Receives and counts number of class cards issued		45 sec	Class cards		
<u>TOTAL RESPONSE TIME</u>		222 mins & 45 secs			