



Republic of the Philippines
QUIRINO STATE UNIVERSITY
Diffun, Quirino

CITIZEN'S CHARTER

ADMISSION AND REGISTRATION SERVICES

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

For Old Students & Shifters

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	FEES	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER				
<u>1. Registration at the OUR</u>					
1. Present duly accomplished clearance and secure Evaluation of Grades/Certification of Grades	Issues Certification of Grades	1 min. & 10 sec.			Registrar /Staff
2. Secure Shifting Form/Validating/Crediting (if applicable)	Issues Shifting/Validating/Crediting Forms	30 sec			
3. Secure Pre-registration and Registration form		30 sec			
<u>2. Evaluation of Grades and Approval of Subjects to be enrolled</u>					
1. Present Evaluation of Grades	Evaluation and verification of Grades	1 min	Certification of Grades		Adviser, Program Chair, Dean
2. Presents duly accomplished shifting/validating/crediting forms (if applicable)	Validating and Crediting of Grades	5 min	Shifting/Validating/ Crediting Forms		
3. Presents subjects to be enrolled	Approval of subjects to be enrolled	1 min	Assessment form		
<u>3. Confirmation of Scholarship Grant at the OGCAS</u>					
<i>(For scholars and those who wish to apply for scholarships ONLY, if not proceed to the next step)</i>			<ul style="list-style-type: none"> · Certificate of Scholarship awarded for the last semester attended · Certified copy of Grades for the latest semester attended · Assessment of Fees · Photocopy of 		Jenalyn M. Sarmiento

<p>1. Log in on client's Log Book; Secure and fill-up Applicant Information Form; and Submit documentary Requirements</p> <p>2. Pays Certification Fee and Receives Certificate of Scholarship</p>	<p>Check and verify documents</p> <p>Receives & Records Official Receipt and Issue Certificate of Scholarship</p>	<p>5 min</p> <p>3 min</p>	<p>School ID Additional Requirements if applicable:</p> <ul style="list-style-type: none"> · Certificate of Indigency and/or other proof of parent's income · Certificate of Incumbency of the parent barangay official attested by the Local Gov't Operations Officer · Birth Certificate · Marriage Certificate of parents 	<p>P30.00</p>	
<p>4. Registration</p> <p>a. Submits duly accomplished and approved Registration form</p> <p>b. Receives assessed computer generated Registration form</p>		<p>2 min</p> <p>10 sec</p>	<p>Assessment Form</p>		<p>Registrar /Staff</p>
<p>5. Payment at the Cashier's Office</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>6. Renewal of University/Library/E-Library ID</p> <p>1.the student will present OR, properly filled up enrollment and assessment forms to the Circulation Officer.</p> <p>2.Revalidate Students' information found in the "Master listof the LUMS". Course, Year and Academic Year.</p> <p>3. Save/Sign students</p>		<p>30 sec.</p> <p>1 min.</p>	<p>Official Receipt</p> <p>Enrollment Form</p> <p>Assessment Form</p> <p>University/Library/ E-Library IDs</p>		<p>Librarian/Staff</p>

enrolment form		20 sec.			
7. Medical/Dental Unit (Clinic)					
A. Medical Check-Up	Give the Student Health Record Form to the Client	3mins	ID		Health Aid/Nurse
1. Fill up the Log-in Book and the Student Health Record Form	Review all the forms and Log –in Book if filled-up properly				
2. Go to the admitting area/examination area	Thoroughly assessed the patient through: -Gross Physical Examination -Health Interview -Observation -Measurement • Vital signs (BP, RR, PR, BT, Ht and Wt., etc.) Get necessary data and document it Sign the Enrolment Form	5 mins	Clinic Visitation Form		
3. Let the client log at Vital Signs record as per course	Provide the Patient Satisfaction Survey Form	30 secs	Enrollment Form		
4. Let the patient fill the Patient Satisfaction Survey and Submit it		2 mins	Patient Satisfactory Survey Form		
B. Dental Check-Up					
1. Filling-up of the patient's card	Checking of the patient's card Interview the patient and record all data gathered				
2. Proceed to the treatment room	Preparation of instruments needed	2 mins	School D/ Registration Form		Dental Aid/University Dentist
3. Open mouth for oral examination	Record all carious and missing teeth; record any abnormalities observed in the oral cavity		Patient's Dental Record and Logbook		
	Discuss proper oral	1 min			

<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>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>3 mins</p> <p>30 mins</p> <p>1 min</p>	<p>Survey Form</p>		
<p><u>8. Issuance of Class cards at the Registrar's Office</u></p> <p>a. Submits duly accomplished and approved Registration form including required documents</p> <p>b. Receives and counts number of class cards issued</p>		<p>15 sec</p> <p>45 sec</p>	<p>Official receipts</p> <p>Class cards</p>		<p>Registrar /Staff</p>
<p><u>TOTAL RESPONSE TIME</u></p>		<p>48 min & 40 sec</p>			