

**IV. GUIDANCE AND COUNSELING OFFICE  
FRONTLINE SERVICES**

**1. Guidance & Counseling Frontline Service  
Total Response Time**

**: Provision of Assistance in the Admission Service (College Level)  
: 8 Minutes**

STEP BY STEP PROCEDURE		DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Client	Service Provider				
1. Log-in at the guidance Logbook and secure Admission Form			none		
	2. Provide Admission Form	1 min.	none		Kenneth Amangao (Guidance Counselor)
3. Fill- in the Admission Form and submit to the Guidance Counselor					
	4. Review correctness of entry and interview client/enrollee, affix signature to fully accomplished form, and advice enrollee to proceed to the Office of the Director for Student Services	7 mins.	none	Filled –in administration form	Guidance Counselor
END OF TRANSACTION					

**2. Guidance & Counseling Frontline Service : Provision of Professional Service**

- Emotional/Social/Intellectual/Spiritual Growth Session
- Symposium/Forum
- Film Viewing, etc.

**Total response Time : 5 Minutes**

STEP BY STEP PROCEDURE		DURATION	FEEES	REQUIREMENTS	RESPONSIBLE PERSON
Client	Service Provider				
1. Log in and state purpose of the requested service			none		
	2. Accept the request	1 min	none	Student Identification Card	Guidance Counselor
	3. Schedule time/date for the requested service	4 mins.			Guidance Counselor
	4. Conduct the requested service		none		Guidance Counselor
End of transaction					

**3. Guidance & Counseling Front Line Service : Issuance of Referral Slip/Admission Slip/Appointment Slip/Re-admission slip/excuse slip**  
**Total Response Time : 7 Minutes**

STEP BY STEP PROCEDURE		Duration	Fees	Requirements	Responsible Person
Clients	Service Provider				
Sign in at the log book and State purpose				none	
	1. Interview client and provide the request form	5 mins.	none	none	Guidance Counselor
Fill-in the form					
	2.Check the entry and issue the slip	2 mins	none	none	Guidance Counselor
End of transaction					