

**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		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	FEES	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					