

**I. REGISTRAR'S OFFICE
FRONTLINE SERVICES**

1. REGISTRAR'S FRONTLINE SERVICES : **ENROLMENT OF FRESHMEN STUDENTS**
TOTAL RESPONSE TIME : **30 MINUTES**

STEP BY STEP PROCEDURE		DURATION	REQUIREMENTS	FEE	PERSON RESPONSIBLE	LOCATION
CLIENT	SERVICE PROVIDER					
1. Proceed to the Office of the Student Services and Guidance and Counseling Office for Admission					Office of the Student Services Director - PROF. JAYBEE B. OMAWENG, MAEd. Guidance Counselor - KENNETH AMANGAO	Office of the Student Services Guidance Office
2. Secure, fill-up and submit registration form.	3. Assess and evaluate the subjects entered in the form	15 mins	Admission and Registration Form	n/a	Department Coordinator (Conner Campus) GS – PROF. MARIA IONICA NAZ TED – PROF. JUANA S. ANGAGAN IT – PROF. AURINA L. AMORSOLO ICT – PROF. MAY-ANN H. GALANDE AGRI – LORNA CARAANG BA – PROF. RANDY A. CABILATAZAN HRM – LEANDRO ALLA CE – PROF. BRENT C. BEGAY	Office of the Department Coordinator
4. Proceed to the Cashier's Office					Collecting Officer - MS. MILAGROS COLLADO	Cashier's Office

					- MS. JACINTA BAYAUUA	
5. Present accomplished and approved registration form to the registrar	6. Collects and reviews enrollment requirements 7. issue student number	10 mins	Admission and Registration Form HS CARD/Form 138 Good Moral Character Authenticated (NSO) copy of Certificate of Live Birth 3 pc. 1.5 x 2 ID picture	n/a	Registrar - WARNER FOLLO (Assistant)	Office of the Registrar
8. Submit Registration Form to the Registrar	9. Receive and approves registration form and issue class cards.	5 mins	Registration form and official receipt		Registrar - JEHERSON B. YTURZAETA - WARNER P. FOLLO (Assistant) - PHILIP CONSTANTINE L. MANDAC (College Registrar)	Office of the Registrar
END OF TRANSACTION						
Note: Proceed to Printing Service for ID, Garments Department for Uniform and NSTP office for enlistment						

2.FRONTLINE SERVICES : ENROLMENT OF OLD STUDENTS
TOTAL RESPONSE TIME : 20 MINUTES

STEPS/ PROCESS		DURATION	REQUIREMENTS	FEE	PERSON RESPONSIBLE	LOCATION
CLIENT	SERVICE PROVIDER					
1. Proceed to the Office of Student Services for Admission.					Director, Office of the Student Services - PROF. JAYBEE B. OMAWENG, MAEd. Guidance Counselor - KENNETH M. AMANGAO	Office of the Student Services Guidance Office
2. Secure, fill-up and submit registration form.	3. Assess and evaluate the subjects entered in the form	15 mins	Admission and Registration Form		Department Coordinator (Conner Campus) GS – PROF. MA. AINOCA NAZ TED – PROF. JUANA S. ANGAGAN IT – PROF. AURINA L. AMORSOLO ICT – PROF. MAY-ANN H. GALANDE AGRI – LORNA CARAANG BA – PROF. RANDY A. CABILATAZAN HRM – LEANDRO ALLA CE – PROF. BRENT C. BEGAY	Office of the Department Coordinator
4. Proceed to the Cashier's Office	5. Assess and collects fees				Collecting Officer MS. MILAGROS S. COLLADO MS. JACINTA B. BAYAUA	Cashier's Office
6. Submit Registration Form to the Registrar	7. Receive and approves registration form and issue	5 mins			Registrar - JEHERSON B. YTURZAETA - WARNER P. FOLLO (Assistant)	Office of the Registrar

	class cards.				- PHILIP CONSTANTINE L. MANDAC (College Registrar)	
END OF TRANSACTION						

3.REGISTRAR'S FRONTLINE SERVICES : ENROLMENT OF TRANSFER STUDENTS
TOTAL RESPONSE TIME : 20 MINUTES

STEPS/ PROCESS		DURATION	REQUIREMENTS	FEE	PERSON RESPONSIBLE	LOCATION
CLIENT	SERVICE PROVIDER					
1. Proceed to the Office of the Student Services					Office of the Student Services Director - PROF. JAYBEE B. OMAWENG, MAEd. Guidance Counselor - KENNETH M. AMANGAO	Office of the Student Services Guidance Office
2. Secure, fill-up and submit registration form.	3. Assess and evaluate the subjects entered in the form	15 mins	Admission and Registration Form		Department Coordinator(Conner Campus) GS – PROF. MA. AINOCA NAZ TED – PROF. JUANA S. ANGAGAN IT – PROF. AURINA L. AMORSOLO ICT – PROF. MAY-ANN H. GALANDE AGRI – LORNA CARAANG BA – PROF. RANDY A. CABILATAZAN HRM – LEANDRO ALLA CE – PROF. BRENT C. BEGAY	Office of the Department Coordinator
4. Proceed to the Cashier's Office	5. Assess and Collects Fees				Collecting Officer - MS. MILAGROS S. COLLADO	Cashier's Office

					- MS. JACINTA B. BAYAUA	
6. Submit Registration Form to the Registrar	7. Receive and approve registration form and issue class cards.	5 mins	Certification of Grades Transfer Credentials Good Moral Character Xerox Live birth 1 pc. 1 x 1 ID picture		Registrar - JEHERSON B. YTURZAETA - WARNER P. FOLLO - PHILIP CONSTANTINE L. MANDAC (College Registrar)	Office of the Registrar
END OF TRANSACTION						
Note: Proceed to Printing Service for ID, Garments Department for Uniform and NSTP office for enlistment						

4.REGISTRAR'S FRONTLINE SERVICES : ISSUANCE OF HONORABLE DISMISSAL
TOTAL RESPONSE TIME : 18 MINUTES

STEPS/ PROCESS		DURATION	REQUIREMENTS	FEE	PERSON RESPONSIBLE	LOCATION
CLIENT	SERVICE PROVIDER					
1. Sign in logbook		1 min				
2. Fill-up and submit duly accomplished application and clearance form	3. Accept and review duly accomplished application form; advise to pay corresponding fee	2 mins	Duly accomplished application and clearance form		Registrar's Assistant - Jeherson B. Yturzaeta - Warner Follo	Office of the Registrar
4. Proceed to the Cashier's Office					Collecting Officer - Ms. Milagros Collado - Ms. Jacinta B. Bayaua	Cashier's Office
5. Present Official Receipt to the Registrar's Office	6. Accomplish and issues the Honorable Dismissal	15 mins	Official Receipt		Registrar's Assistant - Jeherson B. Yturzaeta - Warner P. Follo College Registrar - Philip Constantine L. Mandac	Office of the Registrar
End of Transaction						

6. REGISTRAR'S FRONTLINE SERVICES : ISSUANCE OF TRUE COPY OF GRADES
: ISSUANCE OF CERTIFICATION OF GRADES

TOTAL REPOSE TIME : 18 MINUTES PER TRANSACTION

STEPS/ PROCESS		DURATION	REQUIREMENTS	FEE	PERSON RESPONSIBLE	LOCATION
CLIENT	SERVICE PROVIDER					
1. Sign in logbook		1 min				
2. Fill-up and submit duly accomplished application form	3. Accept and review duly accomplished application form; advise to pay corresponding fee	2 mins	Duly accomplished application form		Registrar's Assistant - Warner Follo - Jeherson Yturzaeta	Office of the Registrar
4. Proceed to the Cashier's Office			Copy of Grades--- ----- Certification of Grades-----	50.00/Package 25.00	Collecting Officer - MS. Milagros S. Collado - MS. Jacinta B. Bayaua	Cashier's Office
5. Present Official Receipt to the Registrar's Office	6. Accomplish and issues the true copy of grades	15 mins	Official Receipt		Jeherson B. Yturzaeta Warner P. Follo Philip Constantine L. Mandac (College Registrar)	Office of the Registrar
END OF TRANSACTION						

7. REGISTRAR'S FRONTLINE SERVICES : ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS

TOTAL RESPONSE TIME : 7 days and 29 minutes

STEPS/ PROCESS		DURATION	REQUIREMENTS	FEE	PERSON RESPONSIBLE	LOCATION
CLIENT	SERVICE PROVIDER					
1. Sign in logbook		3 mins				
2. Fill-up and submit duly accomplished application form 3. Presents duly accomplished clearance	4. Accept and review duly accomplished application form and clearance	5 mins	Application Form and Clearance		Registrar's Assistant - Jeherson B. Yturzaeta - Warner P. Follo	Office of the Registrar
	5. Determines number of pages to be issued and advise to pay the fee	15 mins			Registrar's Assistant - Jeherson B. Yturzaeta - Warner P. Follo	Office of the Registrar
6. Proceed to the Cashier's Office				50.00/Page		
7. Present Official Receipt to the Registrar's Office	8. Issues the claim stab	3 mins	Official Receipt		Registrar's Assistant - Jeherson B. Yturzaeta - Warner P. Follo College Registrar - Philip Constantine L. Mandac	Office of the Registrar
	9. Prepares and accomplish the Transcript of Records	7 days				
10. Presents claim stab	11. Issues the Official Transcript of Records	3 mins	Claim stab		Registrar's Assistant - Jeherson B. Yturzaeta - Warner P. Follo	Office of the Registrar

					College Registrar - Philip Constantine L. Mandac	
END OF TRANSACTION						

'8. FRONTLINE SERVICES : VERIFICATION OF ACADEMIC STATUS
TOTAL RESPONSE TIME : 18 MINUTES

STEPS/ PROCESS		DURATION	REQUIREMENTS	FEE	PERSON RESPONSIBLE	LOCATION
CLIENT	SERVICE PROVIDER					
1. Sign in logbook		1 min				
2. Fill-up and submit duly accomplished application form	3. Accept and review duly accomplished application form	2 mins	Duly accomplished application form		Registrar's Assistant - Jeherson B. Yturzaeta - Warner Follo	Office of the Registrar
	4. Accomplish and issues the summary of academic records	15 mins			Registrar's Assistant - Jeherson B. Yturzaeta - Warner P. Follo College Registrar - Philip Constantine L. Mandac	Office of the Registrar
END OF TRANSACTION						

'9. FRONTLINE SERVICES : CHANGE OF NAME OF TRANSCRIPT OF RECORDS and DIPLOMA
TOTAL RESPONSE TIME : 21 MINUTES

STEPS/ PROCESS		DURATION	REQUIREMENTS	FEE	PERSON RESPONSIBLE	LOCATION
CLIENT	SERVICE PROVIDER					
1. Sign in logbook		1 min				
2. Fill-up and submit duly accomplished application form	3. Accept and review duly accomplished application form; advise to pay corresponding fee	5 mins	Duly accomplished application form, affidavit, NSO authenticated copy of Birth Certificate Affidavit		Registrar's Assistant - Jeherson B. Yturzaeta - Warner P. Follo	Office of the Registrar
4. Proceed to the Cashier's Office						
5. Present Official Receipt to the Registrar's Office	6. Accomplish and issues the Transcript of Records	15 mins	Official Receipt		Registrar's Assistant - Jeherson B. Yturzaeta - Warner P. Follo College Registrar - Philip Constantine L. Mandac	Office of the Registrar
END OF TRANSACTION						

'10. FRONTLINE SERVICES : ISSUANCE OF FORM 137-A
TOTAL RESPONSE TIME : 18 MINUTES

STEPS/ PROCESS		DURATION	REQUIREMENTS	FEE	PERSON RESPONSIBLE	LOCATION
CLIENT	SERVICE PROVIDER					
1. Sign in logbook		1 mins				
2. Fill-up and submit duly accomplished application form	3. Accept and review duly accomplished application form;	3 mins	Duly accomplished application form		Registrar's Assistant - Jeherson B. Yturzaeta - Warner P. Follo	Office of the Registrar
4. Proceed to the Cashier's Office					Collecting Officer - Ms. Milagros S. Collado - Ms. Jacinta B. Bayaua	Cashier's Office
	5. Accomplish and issues the Laboratory High School Permanent Record	15 mins	Official Receipt		Registrar's Assistant - Jeherson B. Yturzaeta - Warner P. Follo College Registrar - Philip Constantine L. Mandac	Office of the Registrar
END OF TRANSACTION						

11.FRONTLINE SERVICES : ISSUANCE OF DIPLOMA
TOTAL RESPONSE TIME : 10 DAYS AND 14 MINUTES

STEPS/ PROCESS		DURATION	REQUIREMENTS	FEE	PERSON RESPONSIBLE	LOCATION
CLIENT	SERVICE PROVIDER					
1. Sign in logbook		3 mins				
2. Fill-up and submit duly accomplished application form	3. Accept and review duly accomplished application form; advise to pay corresponding fee	5 mins	Duly accomplished application form		Registrar's Assistant - Jeherson B. Yturzaeta - Warner P. Follo	Office of the Registrar
Proceed to the Cashier's Office						
4. Present Official Receipt to the Registrar's Office	5. Issues the claim stab	3 mins	Official Receipt		Registrar's Assistant - Jeherson B. Yturzaeta - Warner P. Follo College Registrar - Philip Constantine L. Mandac	Office of the Registrar
	6. Prepares and accomplish the diploma	10 days			Registrar's Assistant - Jeherson B. Yturzaeta - Warner P. Follo	Office of the Registrar
7. Presents claim stab	8. Issues the diploma	3 mins	Claim stab		Registrar's Assistant - Jeherson B. Yturzaeta - Warner P. Follo College Registrar - Philip Constantine L. Mandac	Office of the Registrar
END OF TRANSACTION						

12. FRONTLINE SERVICES : ISSUANCE OF FORM 138
TOTAL RESPONSE TIME : 18 MINUTES

STEPS/ PROCESS		DURATION	REQUIREMENTS	FEE	PERSON RESPONSIBLE	LOCATION
CLIENT	SERVICE PROVIDER					
1. Sign in logbook		1 min				
2. Fill-up and submit duly accomplished application form	3. Accept and review duly accomplished application form; advise to pay corresponding fee	2 mins	Duly accomplished application form		Registrar's Assistant - Jeherson B. Yturzaeta - Warner P. Follo	Office of the Registrar
4. Proceed to the Cashier's Office						
	5. Accomplish and issues the Form 138	15 mins			Registrar's Assistant - Jeherson B. Yturzaeta - Warner P. Follo College Registrar - Philip Constantine L. Mandac	Office of the Registrar
END OF TRANSACTION						