

**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 - MRS. RUTH A. TUMANENG Guidance Counselor - MRS. KATE B. FAYRE	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 (Luna Campus) TED – DR. REMA B. OCAMPO BTTE- MR. ROMY RIGATES IT – MR. JONATHAN BIEN C. DOMINGO AGRI – MRS. MIRASOL AGPULDO BA – DR. MARY ANNE P. UMAYAM HRM – MS. CATHERINE BANGAYAN FORESTRY-DR. REYMALYN C. AMAN	Office of the Department Coordinator
4. Present accomplished and approved registration form to the registrar	Collects and reviews enrollment requirements issue student number	10 mins	Admission and Registration Form HS CARD/Form 138 Good Moral Character Authenticated	n/a	Registrar - MR. PHILIP CONSTANTINE L. MANDAC	Office of the Registrar

			(NSO) copy of Certificate of Live Birth 3 pc. 1.5 x 2 ID picture			
5. Proceed to the Cashier's Office					Collecting Officer - MRS.FREDLYN RODOLFO - MS. KASANDRA MARIE AGPAOA	Cashier's Office
6. Submit Registration Form to the Registrar	Receive and approves registration form and issue class cards.	5 mins	Registration form and official receipt	n/a	Registrar - MRS. PHILIP CONSTATINE MANDAC - MR. GABRIEL GONZALES - REYNALD O. AQUINO	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 : 55 MINUTES

STEPS/ PROCESS		DURATION	REQUIREMENTS	FEE	PERSON RESPONSIBLE	LOCATION
CLIENT	SERVICE PROVIDER					
<ul style="list-style-type: none"> Proceed to the Office of Student Services for Admission. 		15 mins			Office of the Student Services Director - MRS. RUTH A. TUMANENG Guidance Counselor - MRS. KATE B. FAYRE	Office of the Student Services Guidance Office
1. Secure, fill-up and submit registration form.	Assess and evaluate the subjects entered in the form	15 mins	Admission and Registration Form		Department Coordinator (Luna Campus) TED – DR. REMA B. OCAMPO BTTE- MR. ROMY RIGATES IT – MR. JONATHAN BIEN C. DOMINGO AGRI – MRS. MIRASOL AGPULDO BA – DR. MARY ANNE P. UMayAM HRM – MS. CATHERINE BANGAYAN FORESTRY-DR. REYMALYN C. AMAN	Office of the Department Coordinator
2. Submit Registration Form to the Registrar	Issue registration form	5 mins			Registrar - MRS. PHILIP CONSTATINE MANDAC (College Registrar) - MR. GABRIEL GONZALES (Assistant) - REYNALD O. AQUINO	Office of the Registrar

3. Proceed to the Cashier's Office	Assess and collects fees	10 mins	P144.00/unit (Second Year 15-16) P120.00/unit (Third Year 15-16) P100.00/unit (Fourth Year 15-16)		Collecting Officer - MRS.FREDLYN RODOLFO - MS. KASANDRA MARIE AGPAOA	Cashier's Office
END OF TRANSACTION						

3.REGISTRAR'S FRONTLINE SERVICES : ENROLMENT OF TRANSFER STUDENTS
TOTAL RESPONSE TIME : 55 MINUTES

STEPS/ PROCESS		DURATION	REQUIREMENTS	FEE	PERSON RESPONSIBLE	LOCATION
CLIENT	SERVICE PROVIDER					
*Proceed to the Office of the Student Services		15 mins			Office of the Student Services Director - MRS. RUTH A. TUMANENG Guidance Counselor - MRS. KATE B. FAYRE	Office of the Student Services Guidance Office
1. Secure, fill-up and submit registration form.	Assess and evaluate the subjects entered in the form	15 mins	Admission and Registration Form		Department Coordinator (Luna Campus) TED – DR. REMA B. OCAMPO BTTE- MR. ROMY RIGATES IT – MR. JONATHAN BIEN C. DOMINGO AGRI – MRS. MIRASOL AGPULDO BA – DR. MARY ANNE P. UMayAM HRM – MS. CATHERINE BANGAYAN FORESTRY-DR. REYMALYN C. AMAN	Office of the Department Coordinator
2. Present accomplished pre admission form	Assess Fee from the subjects pre-enrolled and issue	5 mins			Registrar - MRS. PHILIP CONSTATINE MANDAC (College	Office of the Registrar

	student number				Registrar) - MR. GABRIEL GONZALES (Assistant)	
3. Proceed to the Cashier's Office	Assess and Collects Fees	10 mins	Certification of Grades Transfer Credentials Good Moral Character Xerox Live birth 1 pc. 1 x 1 ID picture	P 173.00 /unit	Collecting Officer - MRS.FREDLYN RODOLFO - MS. KASANDRA MARIE AGPAOA	Cashier's Office
4. Submit Registration Form to the Registrar	Receive and approve registration form and issue class cards.	5 minutes	Certification of Grades Transfer Credentials Good Moral Character NSO Authenticated Birth Certificate 1 pc. 2 x 2 ID picture		Registrar - PHILIP CONSTANTINE L. MANDAC - GABRIEL V. GONZALES - REYNALD O. AQUINO	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 - MANDAC - GABRIEL V. GONZALES - REYNALD O. AQUINO -	Office of the Registrar
4. Proceed to the Cashier’s Office					Collecting Officer - MRS.FREDLYN RODOLFO - - MS. KASANDRA MARIE AGPAOA	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 - GABRIEL V. GONZALES - REYNALD O. AQUINO College Registrar - PHILIP CONSTANTINE L. MANDAC	Office of the Registrar
End of Transaction						

5.REGISTRARS FRONTLINE SERVICES: **A. ADDING OF SUBJECTS**
B. DROPPING OF SUBJECTS
C. CHANGING OF SUBJECTS

TOTAL RESPONSE TIME : 18 MINUTES PER TRANSACTION OR FOR EACH FRONTLINE SERVICE

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 - GABRIEL V. GONZALES - REYNALD O. AQUINO	Office of the Registrar
4. Proceed to the Cashier's Office				50.00	Collecting Officer - MRS.FREDLYN RODOLFO - - MS. KASANDRA MARIE AGPAOA	Cashier's Office
	5. Update client's record	15 mins	Official Receipt		Registrar's Assistant - GABRIEL V. GONZALES - REYNALD O. AQUINO 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 RESPONSE 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 - GABRIEL V. GONZALES - REYNALD O. AQUINO	Office of the Registrar
4. Proceed to the Cashier's Office			Copy of Grades--- ----- Certification of Grades-----	50.00/Page 25.00	Collecting Officer - MRS.FREDLYN RODOLFO - MS. KASANDRA MARIE AGPAOA	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		Registrar's Assistant - GABRIEL V. GONZALES -REYNALD O. AQUINO College Registrar PHILIP CONSTANTINE L. MANDAC	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 - GABRIEL V. GONZALES -REYNALD O. AQUINO -	Office of the Registrar
	5. Determines number of pages to be issued and advise to pay the fee	15 mins			Registrar's Assistant - GABRIEL V. GONZALES -REYNALD O. AQUINO -	Office of the Registrar
6. Proceed to the Cashier's Office				50.00/Pag e		
7. Present Official Receipt to the Registrar's Office	8. Issues the claim stab	3 mins	Official Receipt		Registrar's Assistant - GABRIEL V. GONZALES -REYNALD O. AQUINO 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 - GABRIEL V. GONZALES -REYNALD O. AQUINO	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 - GABRIEL V. GONZALES -REYNALD O. AQUINO -	Office of the Registrar
	4. Accomplish and issues the summary of academic records	15 mins			Registrar's Assistant - GABRIEL V. GONZALES -REYNALD O. AQUINO 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 - GABRIEL V. GONZALES -REYNALD O. AQUINO -	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 - GABRIEL V. GONZALES -REYNALD O. AQUINO 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 - GABRIEL V. GONZALES -REYNALD O. AQUINO -	Office of the Registrar
4. Proceed to the Cashier's Office					Collecting Officer - MRS.FREDLYN RODOLFO - - MS. KASANDRA MARIE AGPAOA	Cashier's Office
	5. Accomplish and issues the Laboratory High School Permanent Record	15 mins	Official Receipt		Registrar's Assistant - GABRIEL V. GONZALES -REYNALD O. AQUINO 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 - GABRIEL V. GONZALES -REYNALD O. AQUINO -	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 - GABRIEL V. GONZALES -REYNALD O. AQUINO College Registrar - PHILIP CONSTANTINE L. MANDAC	Office of the Registrar
	6. Prepares and accomplish the diploma	10 days			Registrar's Assistant - GABRIEL V. GONZALES -REYNALD O. AQUINO -	Office of the Registrar
7. Presents claim stab	8. Issues the diploma	3 mins	Claim stab		Registrar's Assistant - GABRIEL V. GONZALES -REYNALD O. AQUINO 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 - GABRIEL V. GONZALES -REYNALD O. AQUINO -	Office of the Registrar
4. Proceed to the Cashier's Office						
	5. Accomplish and issues the Form 138	15 mins			Registrar's Assistant - GABRIEL V. GONZALES -REYNALD O. AQUINO College Registrar - PHILIP CONSTANTINE L. MANDAC	Office of the Registrar
END OF TRANSACTION						