QUEZON CITY UNIVERSITY

CITIZEN'S CHARTER
2023 (1ST Edition)

QUEZON CITY UNIVERSITY

I. LEGAL MANDATES

City Council Ordinance No. SP – 2812, S-2019, an Ordinance converting the Quezon City Polytechnic University to Quezon City University and enhancing its Charter (amending City Ordinances Nos. SP – 1945, S-2009 and SP-1030, S- 2001).

II. VISION

To be recognized as the #1 local University of employable graduates.

III. MISSION

To provide a comprehensive education that enhances the lives of QCU students for nation building and as world citizens.

IV. SERVICE PLEDGE

Embrace the

New Normal with

Jointness of Undertakings

Organizational Adaptability

Yoke of Efficiency and Effectiveness

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QUEZON CITY UNIVERSITY

UNIVERSITY REGISTRAR'S DIVISION

1. QCU COLLEGE ADMISSION TEST APPLICATION

This procedure applies to all applicants of the Quezon City University College Admission Test.

Office or Division:	Registrar and Admissions Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Incoming Freshmen and Transfer Student Applicants

CHECKLIST OF REQUIREMENTS **Digital and Hard Copy**	WHERE TO SECURE
Fully Accomplished QCU Admission Application Form	QCU Website: www.qcu.edu.ph

For SHS Students
● Original SF9 (Grade 11 & 12 1st – 3rd Quarter)
   - *For SHS Graduating this July*
● Original SF9 (Grade 11 & 12)
   - *For SHS Graduates*
 	
For High School Graduate (Old Curriculum)
● Form 138- High School Report Card
 	
For ALS Passer for College
● Alternative Learning System Certificate
 	
For Transferee Students
Transcript of Records (For Evaluation Purposes) duly signed by the Registrar
	High School or Previous University

Original Certificate of Good Moral Character	High School or Previous University
Original PSA Birth Certificate with PSA Official Receipt	Philippine Statistics Authority
Original Marriage Certificate (for married female applicants)	Philippine Statistics Authority
Original and recent Barangay Certificate of Residency	Barangay Hall of your Place of Residence
One (1) colored 2x2 picture (White background with name tag)	Any photo studio
Additional Requirements: **IF APPLICANT WILL QUALIFY FOR ADMISSION (QCUCAT PASSERS)**	
For SHS Students ● Photocopy of SHS Diploma (to present original) **For High School** ● Photocopy of HS Diploma (to present original) **For Transferee Students** ● Original Honorable Dismissal ● Original Certificate of Transfer Credentials (CTC) Original Subject Course Description (for accreditation of subjects)	High School or Previous University
Latest Certification of Employment (if currently employed)	Employer

Medical Clearance				University Physician
Long Brown Envelope in a Plastic Envelope with students Last Name, First Name, Middle Name				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSI NG TIME**	**PERSON RESPONSI BLE**
1. Register and upload digital copies of requirements in the QCU College Admission Test link before the deadline using: Gmail Account with this format: *lastname.firstname.middl ename@gmail.com*	1.1 Evaluate submitted document	None	10 minutes *Applicants are evaluated based on their date and time of registrat ion.	Admission Staff
	1.2 Forward list of students with complete application requirements to Guidance and Counselling Unit for schedule of examination.	None	15 working days	Admission Staff
2. Applicant receives the confirmation email on the schedule of the QCU College Admissions Test	2. Guidance and Counselling Unit will send test permit through email to the applicant.	None	10 working days	Guidance and Counselling Unit Staff
3. Applicant to appear on their schedule of examination	3.1 Facilitate the QCU Admission Test.	None	1 hour	Guidance and Counselling Unit Staff
	3.2 Evaluate and forward list of QCUCAT passers to College Dean for interview.	None	10 working days	Guidance and Counselling Unit Staff
	3.3 College Dean to notify student thru email the schedule of interview.	None	5 working days	College Dean
4. Successful examinees receive the confirmation email for their scheduled date of interview	4.1 Interview the applicant	None	15 minutes	College Dean / Program Chair

	3.2 College Deans forward list of qualified students for admission to Admissions Office.	None	10 working days	College Dean / Program Chair
	3.3 Post names and schedule of submission of documentary requirements of qualified applicants for Admission.	None	5 working days	Admissions Staff
5. Visit the QCU Official Page: www.qcu.edu.ph schedule of submission of documentary requirements for Admission		None		
		TOTAL	55 working days 1 hour and 25 minutes	

*Might vary depending on the bulk of applicants to be evaluated.

*Only those with complete requirements will be qualified for QCUCAT.

2. APPLICATION FOR RE-ADMISSION (Returnee)

This service is given to **approved returning students** (old students of QCU who were Officially Dropped (OD) on the previous semester and those who were not enrolled last semester and who wish to return this coming semester) and submitted complete readmission requirements.

Office or Division:	Registrar and Admissions Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	OLD students of QCU who were OFFICIALLY DROPPED (OD) in the previous semester. OLD students who were NOT enrolled in the previous semester.

CHECKLIST OF REQUIREMENTS **Digital and Hard Copy**	WHERE TO SECURE
Fully Accomplished Re-Admission Form	QCU Website: www.qcu.edu.ph
Clearance from Accounting, OSAS, and Guidance	Respective Offices
Program of Study	Registrar's Office
Original PSA Birth Certificate with attached PSA only official receipt if you entered QCU from 2017 and below (2017, 2016, 2015… QCU student number we must begin with 2017 or lower)	Philippine Statistics Authority

Original and recent Barangay Certificate of Residency	Barangay Hall of your place of Residence
One (1) colored 2x2 picture (white background with name tag)	Any photo studio
Medical Clearance – issued by the University Physician	University Clinic

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSI BLE
1. Register in the Returnee Link using your Gmail account intended for QCU concerns only. Follow this format: (lastname.firstname.middl ename@gmail.com). You may use your previously registered Gmail account with the same format if it is still active.	1.1 Verify and evaluate student application.	None	10 minutes *Applicant s are evaluated based on their date and time of registratio n.	Admission Staff
	1.2 Forward application to College Dean for evaluation and approval.	None	1 working day	Admission Staff
	1.3 College Dean evaluate and approve or disapprove the application.	None	1 working day	College Dean / Program Chair
	1.4 College Dean to forward application to the admissions office	None	1 working day	College Dean/ Program Chair
	Notify student of the status of application and schedule of submission of requirements	None	10 minutes	Admission Staff
2. Returning student should coordinate with the following offices for clearance: Accounting Office Student Affairs Unit Guidance Office	2.1 Offices to issue clearances	None	5-10 minutes per office	Accounting Office Student Affairs Unit Guidance Office

		None	10 minutes	Admission Staff
3. Applicant receives notification via email or call and submit hard copy of requirements		None	10 minutes	Admission Staff
	TOTAL		3 days and 30 minutes	

3. ENROLLMENT FOR FRESHMEN STUDENTS

This service is given to incoming college students who passed the QCUCAT and the interview of their respective College Deans.

Office or Division:	Registrar and Admission Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Freshmen Students who are qualified for Admission and submitted the complete admission requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Cleared from Admission Office Fully Accomplished QCU Admission Application Form (printed back to back on one single sheet of paper) with 2×2 colored picture white background with name tag and affix student's signature on the space below the form. Original SF9 -Grade 12 for BSIT, BS ENTREP, BSIE students and with Certified True Copy of Grade 11 for BSA, BSECE, BECEd students or Form 138- High School Report Card or Alternative Learning System A&E Certificate of Rating if ALS passer eligible for College Original Certificate of Good Moral Character Original PSA Birth Certificate (Attach PSA Official Receipt) Original – Recent Barangay Certificate of Residency Two (2) colored 2×2 pictures (White Background with Name Tag) Senior High School / High School / ALS Diploma (to present original) Latest Certificate of Employment (if currently employed) Marriage Certificate (for Female Married students) Medical Clearance – Issued by the University Physician Long Brown Envelope in a Plastic Envelope with students' Last Name, First Name, Middle Name clearly indicated at the UPPER LEFT CORNER on the FLAP of the brown envelope.	Admission Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSI BLE
1. Successful applicants eligible for admission to receive confirmation via email of their scheduled date of enrollment	1.1 Admission Office to forward List of students for enrollment to the Registration Officer	None	5 working days	Admission Staff

	1.2 Registration Officer to enlist and officially enroll Students	None	2 working days	Registrar Officer	
	1.3 Send Registration Form to officially enrolled students	None	5 working days	ICTO	
2. Receive Registration Form via registered Gmail account and resend the signed Registration Form.		None			
	TOTAL		12 working days		

4.   ENROLLMENT FOR TRANSFER STUDENTS (ONLINE)

This service is given to transfer students who passed the QCUCAT and submitted complete admission requirements, and have successfully undergone the interview of their respective College Deans.

Office or Division:	Registrar and Admission Division		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Transfer students who are qualified for Admission and submitted the complete admission requirements		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**	
Cleared from Admission Office Fully Accomplished QCU Admission Application Form (Printed back to back on one single sheet of paper) with 2×2 colored picture white background with name tag and affix student's signature on the space below the form. Original Transcript of Records (For Evaluation Purposes) Original Certificate of Good Moral Character and Honorable Dismissal Original PSA Birth Certificate (Attach PSA Official Receipt) Original – Recent Barangay Certificate of Residency		Admission Office	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request crediting form for accreditation of subjects	1.1 Forward crediting form, TOR and Subjects Course Description to the College Dean for Accreditation of Subjects	None	1 working day	Admission Staff

	1.2 Evaluate and sign crediting form	None	1 working day	College Dean / Program Chair
	1.3 College dean to forward approved crediting form to the Admission Office	None	1 working day	College Dean / Program Chair
	1.4 Admission office to post credited subjects on the system	None	1 working day	Admission Staff
	1.5 Forward list of students for enlistment to concern colleges	None	1 working day	Admission Staff
	1.6 College Enlistment Officer to evaluate and enlist subjects to be enrolled	None	1 working day	College Enlistment Officer
	1.7 Registration Officer to officially enroll student	None	1 working day	Registrar Officer
	1.8 Send Registration Form to officially enrolled students	None	3 working days	ICTO
2. Receive Registration Form via registered Gmail account and resend the signed Registration Form		None	10 minutes	
	TOTAL		10 days and 10 minutes	

5.   ENROLLMENT FOR RETURNEE STUDENTS

This service is given for approved returning students and submitted complete readmission requirements.

Office or Division:	Registrar and Admission Division				
Classification:	Highly Technical				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Returning students who submitted complete readmission requirements				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**		
Cleared from Admission Office			Admission Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request updated program of study.	1.1 Send updated program of study to Student and College Enlistment Officer for Enlistment	None	1 working day	Admission Staff
	1.2 College Enlistment officer to enlist subjects to be enrolled.	None	5 working days	College Enlistment Officer
	1.3 Registration Officer officially enrolled student	None	1 working day	Registration Officer
	1.4 Send Registration Form to Officially Enrolled Students	None	3 working days	ICTO
2. Receive Registration Form via registered Gmail account and resend the signed Registration Form			10 minutes	
	TOTAL		10 working days and 10 minutes	

6. ENROLLMENT FOR CONTINUING OLD STUDENTS

This service is provided for old students of the various colleges who were enrolled or who were Unofficially Dropped (UD) last semester.

Office or Division:	Registrar and Admission Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	OLD students who were enrolled in the previous semester.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Registration at the pre-enrollment link			QCU Website: www.qcu.edu.ph	
Clearance from Accounting, OSAS, and Guidance			Respective Offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the pre-enrollment link posted at www.qcu.edu.ph before the deadline.	1.1 Evaluate registered student if Regular or Irregular	None	1 working day *Students are evaluated based on their date and time of registration.	Registrar Staff
	1.2 Enroll Regular Student	None	1 working day	Registration Officer
	1.3 Enlist Irregular Student of subjects to be enrolled	None	1 working day	College Enlistment Officer
	1.4 Enroll enlisted irregular student	None	1 working day	Registration Officer
2. Receive official registration form via registered Gmail account	2.1 Send registration form	None	2 working days	ICTO
	TOTAL		6 working days	

7.   REQUEST FOR TRANSCRIPT OF RECORD (TOR)

The transcript of records of the student is released upon the student's request and payment of the TOR upon clearance by the university.

Office or Division:	Registrar and Admission Division			
Classification:	Highly Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Clearance from all accountabilities (Clearance Request Form) 1 Valid Identification Card with Signature Special Power of Attorney (SPA) and ID card with picture of requestor and representative			Registrar and Admission Division QCU Website: www.qcu.edu.ph Government Agency Notary Public	
Proof of payment for TOR			Student	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Accomplish the request form and send it to the assigned email address for the specific courses: ●BS Industrial Engineering and BS Electronics	Acknowledge receipt of the request and verify clearance.	None	5 minutes *processing time may vary depending on the bulk of emails	Registrar's Staff

Engineering and Bachelor of Early Childhood Education - urd.bseng@qcu.edu.ph ●BS Entrepreneurship - urd.bsentrep@qcu.edu.ph ●BS Information Technology - urd.bsit@qcu.edu.ph ●BS Accountancy and BS Management Accounting - urd.bsa@qcu.edu.ph ●General Education Units (phased-out) - urd.gened@qcu.edu.p h ●Technical Vocational (phased-out) - techvoc.urd@qcu.edu. ph ●Senior High School (phased-out) - urd.shs@qcu.edu.ph			*Emails beyond office hours will be attended on the next office hour	
	1.2 Send order of payment to the students via email	None	5 minutes	Registrar's Staff
2. Receive and print Order of Payment and pay TOR Fee ● **OPTION 1** Deposit Php 300.00 at any Land Bank branch **Account Name:** Quezon City University **Account Number:** 1722-1016-22 ● **OPTION 2** Pay at the City Treasurer's Office - Talipapa Branch (within the compound of Talipapa Brgy. Hall, Quezon	2.1 Send email confirmation to requesting applicant of the received proof of payment 2.2 Consolidate proof of payment and endorse to student accounts 2.3 Student Accounts to consolidate and bring all proofs of payment transactions to City Treasurer's Office for verification and issuance of Official Receipt 2.4 Student Accounts Staff to	PhP 300.00 None None None	5 minutes 4 working days (Friday – Wednesday) 1 working day (Every Thursday) 1 working day	Registrar's Staff Registrar's Staff Student Account Staff / City Treasurer's Office Collector Student Account Staff

City) Monday - Friday / 9am - 3pm	endorse issued Official Receipt to Registrar's Office 2.5 Process the document and notify the student through email of their appointment schedule to claim the requested document	None	30 Minutes if document is in the database 5 working Days if document requires manual searching	Registrar's Staff
3. Claim the requested credential on the scheduled date of appointment	3.1 Verify identification of the requestor and release requested documents	None	10 minutes	Registrar's Staff
	TOTAL:	Php 300.00	7 working days – **regular period** 14 working days - **peak period** (Not Applicable to fresh graduates)	

* Only those with complete admission documentary requirements required by the University and those with no pending obligations and / or liabilities with the University can be issued academic credentials.
* Peak Period: December – February, July - October

8. ISSUANCE OF STUDENTS RECORDS

This service is given to students requesting for their Academic Records.

Office or Division:	Registrar and Admission Division				
Classification:	Complex Transactions				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Graduates and Undergraduate Students				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**		
Clearance Request Form 1 Valid Identification Card with Signature SPA and ID card with picture of requestor and representative			Registrar and Admission Division QCU Website: www.qcu.edu.ph Government Agency Notary Public		
Proof of payment for TOR			Student		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBL E**	
1. Accomplish the request form and send it to the assigned email address of the specific courses: ● BS Industrial Engineering and BS Electronics Engineering and	1.1 Process the document and notify the student through email of the appointment schedule to	None	REGULAR PERIOD: 2 working days PEAK PERIOD: 5 working days	Registrar's Staff	

Bachelor of Early Childhood Education - urd.bseng@qcu.edu.ph ● BS Entrepreneurship - urd.bsentrep@qcu.edu.ph ● BS Information Technology - urd.bsit@qcu.edu.ph ● BS Accountancy and BS Management Accounting urd.bsa@qcu.edu.ph General Education Units (phased-out) - urd.gened@qcu.edu.ph Technical Vocational (phased-out) - techvoc.urd@qcu.edu.ph ● Senior High School (phased- out) -urd.shs@qcu.edu.ph	claim the requested document		*processing time may vary depending on the bulk of emails. * Emails beyond office hours will be attended on the next office hour	
2. Claim the requested credential on the scheduled date of appointment	Verify identification of the requestor and release requested documents	None	10 minutes	Registrar's Staff
	TOTAL:		2 working days and 10 minutes – **regular period** 5 working days and 10 minutes **peak period**	

*Peak Period: December – February, July – October

9.   DROPPING OF SUBJECTS (Online)

This service is given to officially enrolled students in a given semester who wish to officially drop some of their enrolled subjects. Last day of dropping of subjects is one week before the start of the midterm examinations.

Office or Division:	Registrar and Admission Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Officially enrolled students in a given semester

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Must be officially enrolled Dropping Form			Registrar and Admission Division QCU Website: qcu.edu.ph	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSI BLE**
1. Accomplish the dropping form and send it to the assign email address of the specific courses: ● BS Industrial Engineering and BS Electronics Engineering and Bachelor of Early Childhood Education - urd.bseng@qcu.edu.ph ● BS Entrepreneurship course - urd.bsentrep@qcu.edu.ph ● BS Information Technology course - urd.bsit@qcu.edu.ph ● BS Accountancy course and BS Management Accounting urd.bsa@qcu.edu.ph ● General Education Units (phased-out) urd.gened@qcu.edu.ph ● Technical Education (phased-out) techvoc.urd@qcu.edu.ph ● Senior High School (phased-out) urd.shs@qcu.edu.ph	1.1 Receive and check the dropping form 1.2 Process the request 1.3 Email the student of the updates on their request 1.4 Furnish list of Officially Dropped students to the respective colleges.	None	20 minutes *processing time may vary depending on the bulk of emails * Emails beyond office hours will be attended on the next office hour	Registrar's Staff
Receive thru email the processed dropping form		None		
	TOTAL:		20 Minutes – **regular period 3** working days **peak period**	

*Processing time may vary depending on the bulk of emails

*Emails beyond office hours will be attended on the next office hour

*Peak Period: last day of the deadline

10. APPLICATION FOR GRADUATION (ONLINE)

This service is given to graduating students who have completed or who are expected

to complete the required units of their degree in their last semester. Application period starts One (1) month after the 2nd semester 's 1st day of classes up and ends after 10 working days.

Office or Division:	Registrar and Admission Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduating Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for Graduation Form Clearance			QCU Website: qcu.edu.ph Registrar and Admission Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download application for graduation form and fill out the link for application for graduation posted at QCU Website: www.qcu.edu.ph	1.1 Evaluate the student's record	None	3 working days	Registrar's Staff
	1.2 Notify the student through email of his application status		10 minutes	Registrar's Staff
	1.3 Consolidate the list of candidates for graduation per program and endorse it to the respective program heads / Deans for evaluation of grades in preparation for the Academic deliberation		30 working days	Registrar's Staff /College Dean / Program Chair
	1.4 Post the tentative list of graduating students		30 working days	Registrar's Staff
2. Visit www.qcu.edu.ph for the tentative list of graduating students				
	TOTAL:		60 working days and 10 minutes	

QUEZON CITY

UNIVERSITY ACCOUNTING

DIVISION

ACCOUNTING DIVISION

1. PAYMENT FOR TUITION AND MISCELLANEOUS FEES

The Accounting Division accepts payments of Tuition and Miscellaneous Fees of students not covered by the CHED UniFAST grant, QC Youth Development Office grants, or other scholarship grants.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Complete Name	Student			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Request for Order of Payment by sending an email to studentaccounts @qcu.edu.ph	1.1 Verify Students billing	Necessary fees (varies from courses and subjects enrolled. See index of fees)	5 minutes	Accounting Staff
	1.2 Generate order of payment			
	1.3 Email order of payment			
2. Deposit payment at any Landbank Branch **Quezon City University** CA No. **1722- 1016-22**		Necessary fees (varies from courses and subjects enrolled. See index of fees)		
2.1 Email scanned Proof of payment and order of payment to student accounts@qcu.e du.ph with the subject **Bank payment _Tuition_Name**	2.1 send email confirmation for the received proof of payment		5 minutes	Accounting Staff
	2.2 Proof of payment is endorsed to City Treasurer's Office (CTO) for issuance of O.R.		Within 2 days	Accounting Staff / City Treasurer's Office Collector

	2.3 Issued O.R. from CTO posted at Students Account System		5 minutes	Accounting Staff

	2.4 Email Official Receipt to student		5 Minutes	Accounting Staff
		TOTAL	2 days and 20 minutes	

2. PAYMENT FOR TRANSCRIPT OF RECORDS (after first copy)

The office accepts payments for requests of issuance of Transcript of Records (TOR).

Office or Division:	Revenue Management Division (RMD), OVPAF			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	University Registrar Division			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
Order of payment	University Registrar Division			
Proof of Payment	University Registrar Division			
Checklist of Payees	University Registrar Division			
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Endorse scanned Proof of payment, order of payment and checklist of Examinees to studentaccount s@qcu.edu.ph wit h the subject **Bankpayment_ TOR**	1.1 Send email confirmation for the received Proof of payment, order of payment and checklist of Examinees	Php 300.00 per TOR **Addition al P125.00 per page in excess of a 2-page TOR	5 minutes	Accounting Staff
	1.2 Proof of payment to be endorsed to City Treasurer's Office (CTO) for issuance of O.R.		2 days	Accounting Staff / City Treasurer's Office Collector
	1.3 Issue O.R. from CTO to be posted in the students Account System		5 minutes	Accounting Staff
	1.4 Endorse Issued O.R. from CTO to Admissions Office		5 Minutes	Accounting Staff
	TOTAL		2 days and 15 minutes	

3. APPLICATION FOR TUITION FEE REFUND OF SCHOLARS / STUDENTS WITH OVERPAYMENT

The office processes requests for refund of overpayment of tuition fees.

Office or Division:		Accounting Division, City Accounting Department, QCG City Treasurer's Office, QCG		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Student		
Original Official Receipt		Student		
Certificate of Scholarship		SGAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for refund	1.1 Receive requirements	None	5 minutes	Accounting Staff
	1.2 Evaluate documents submitted for request of refund		1 day	Accounting Staff
	1.3 Prepare Assessment Form		1 day	Accounting Staff
	1.4 Prepare the Disbursement Voucher (DV)		1 day	Accounting Staff
	1.5 Verify and sign (DV)		5 minutes	Head Accounting Division
	1.6 Submit DV to City Accounting Department		5 days	City Accounting Department Staff
	1.7 Advice the student of release of check		5 minutes	Accounting Staff
2. Claim check at the QC Cash Division / City Treasurer's Office			5 minutes	Cash Division/ CTO
	TOTAL		8 days and 20 minutes	

a. TABLE OF FEES: MISCELLANEOUS FEES AND CHARGES
SEMESTRAL FEES / SUMMER PAID DURING ENROLLMENT

DEGREE COURSES

	AMOUNT
TUITION FEE Amount per unit	P 303.34
MISCELLANEOUS FEES (per SEMESTER)	
Registration Fee	P 200.00
Cultural Fee	100.00
Guidance Fee	100.00
Student Council Fee	40.00
Library Fee	100.00
Developmental Fee	400.00
Dental Fee	50.00
Others	50.00
Athletics and Sports Development	50.00
TOTAL	**P1,090.00**
Other Miscellaneous Fees: ID Fee – For New Students	P 200.00
Subject –Related Fees:	
Computer Laboratories:	
- With one (1) to two (2) Lab	P 250.00
- With three (3) or more Lab NSTP	500.00
	100.00
Transcript or Records	300.00
**Additional P125.00 per page in excess of a 2-page TOR	

QUEZON CITY UNIVERSITY

SCHOLARSHIP, PLACEMENT, AND ALUMNI RELATIONS DIVISION

RA 10931 ALSO KNOWN AS "UNIVERSAL ACCESS TO QUALITY TERTIARY EDUCATION ACT"

Universal Access to Quality Tertiary Education Act is "an act promoting universal access to quality tertiary education by providing free tuition and other school fees in State Universities and Colleges, Local Universities and Colleges, and State-Run Technical-Vocational Institutions, establishing the Tertiary Education Subsidy and Student Loan Program, strengthening the Unified Student Financial Assistance System for Tertiary Education, and appropriating fund.

The difference between the TES and the QCYDO can be the following: In terms of amount:

For SUCs and LUCs, every academic year, the qualified grantee may receive as much as 40,000.00 pesos + 30,000.00 for PWD and 10,000.00 maximum amount for a licensure examination.

In terms of qualifications:
Only residents of Quezon City are qualified in the scholarship programs of the QCYDO

1. TERTIATY EDUCATION SUBSIDY (TES) APPLICATION

TES prioritization Scheme:
1. Continuing Tertiary Education Subsidy (TES) and Expanded Students' Grants-in-Aid Program for Poverty Alleviation (ESGP-PA) Grantees.
2. Enrolled in a Private HEI in the municipality that has no Local or State University or College. He/She may be residing in the area where the Private HEI is located.
3. Students who are part of the households included in the DSWD Listahanan 2.0.
4. Students who are not part of the Listahanan of DSWD but qualified when ranked according to the per capita household income.

Please take note that the number of slots will be based on the budget and basis for priority #4 are the submitted documentary requirements.

1. UNIFAST-FHE SCHOLARSHIP

The QCU is an institution recognized by the Commission of Higher Education and those qualified enrolled students enjoy free tuition, miscellaneous, and other school fees.

Office or Division:	Scholarship, Placement, and Alumni Relations Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Applicants Qualifications: 1. Pass/meet the admission and retention policies of the institution (no age or financial requirements); 2. No previous undergraduate degree; and 3. Not overstaying at the college level (e.g., maximum residency rule plus one-year grace period as provided by law).

CHECKLIST OF HEI COMPLIANCE BILLING DOCUMENTS	WHERE TO SECURE
SEMESTER **Hardcopy:** 1. Endorsement Letter by University President 2. Consolidated Billing Statement - Form 1 3. Consolidated Billing Details - Form 2 (TOSF) 4. Consolidated Billing Details - Form 3 (Admission Fees) **Softcopy:** 1. Endorsement Letter by University President 2. Consolidated Billing Statement - Form 1 3. Consolidated Billing Details - Form 2 (TOSF) 4. Registration Form per Students 5. Consolidated Billing Details - Form 3 (Admission Fees) 6. Google Form QCUCAT Application	Registrar and Admission Division (RAD) Student Accounts Unit (SAU) Scholarship, Placement and Alumni Relations Division (SPARD)

LUC/HEI STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Assess the Consolidated Billing Details Form 2 of Official Enrolled qualified in the QCU retention polices of Registrar under the	1.1 Produce Form 2 for Consolidated Billing Details and Transmitted to Student Accounts			

Guidelines of UNIFAST-FHE. Prepare the Registration Form per Students for the attachment.	Unit thru Email. 1.2 Provide Registration Form of QCU Students and Transmitted to Scholarship Office thru Email.	Tuition and Other School Fees	Two (2) to Three (3) working days	Registrar Office
2. Assess the Consolidated Billing Details Form 3 of QCU College Admission Test Fees based on the QCU retention polices of Admission under the Guidelines of UNIFAST-FHE. Prepare the Google Form QCUCAT Application for the attachment.	2.1 Produce Form 3 for Consolidated Billing Details and Transmitted to Student Accounts Unit thru Email. 2.2 Provide Google Form for QCUCAT Application and Transmitted to Scholarship Office thru Email.	Admission Fee	Two (2) to Three (3) working days	Admission Office
3. Prepare the Consolidated Billing Statement. Assess the Consolidated Billing in Form 2 and Form 3 for the sum of charges/fees.	3.1 Produce Consolidated Billing Statement and Transmitted to Scholarship Office thru Email. 3.2 Provide Consolidated Billing Details in Form 2 and Form 3 and Transmitted to Scholarship Office thru Email.	Tuition and Other School Fees Admission Fee	Two (2) to Three (3) working days	Accounting Office
4. Prepare the endorsement letter for the QCU UniFAST-FHE Scholars by University President Quality Assurance and Control for the billing documents. Prepare the billing documents (formatting, editing, printing, and compiling). Process the billing documents for the signature of QCU Officials, scanned and photocopy	4.1 Email the softcopy of billing documents to UniFAST for the submission of QCU compliance 4.2 Deliver the hardcopy billing documents to the Office of UNIFAST for the submission of QCU Compliance	Tuition and Other School Fees Admission Fee	Two (2) to Three (3) working days	Scholarship Office

5. Evaluate and screening the billing documents of QCU for the qualification of students under the IRR10931	5.1 Process to CHED the billing payment 5.2 Notify the QCU for the process of the payment in CHED	QCU Tuition and Other School Fees Admission Fee	Two (2) to the (3) Weeks	UniFAST Focal Person
6. Settle the payment of QCU TOSF and Admission Fee	6.1 CHED to Transfer the payment to QCU	QCU Tuition and Other School Fees Admission Fee	Six (6) Months or more than	CHED Accounting
7. Verify the payment of CHED Request copy of LDAP to CHED and copy furnished for the Scholarship Office	7.1 Email the LDAP to Scholarship. 7.2 Notify the Scholarship Office for the process of the clearing financial obligation	NONE	Within the day	Accounting Office
8. Prepare Endorsement letter for the approval of Clearing Financial Obligation Endorse to ICT for the Clearing Financial Obligation to the system	8.8 Endorse to Director of ICT thru email the list of students for clearing of the financial obligation in the system with attach approved letter from the QCU President	NONE	Two (2) to Three (3) days	Accounting Office Scholarship Office ICT Director

2 . CHED-Tertiary Education Subsidy (TES) Financial Assistance

Tertiary Education Subsidy (TES) is a grant-in-aid program under the RA 10931 (UAQTE) which provides financial assistance to deserving students in tertiary education.

The Free Higher Education (FHE) Scholars in Quezon City University are eligible to apply for Tertiary Education Subsidy financial assistance.

Office or Division:	Scholarship and Placement Alumni Relations Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail?	The Applicants Qualifications: 1. Filipino citizen and officially enrolled at the HEI; 2. Has not been expelled from any HEI; 3. Qualified under the existing admission and retention requirements of the HEIs and does not exceed the maximum residency rule; 4. Taking Undergraduate courses with Certificates of Program Compliance (COPCs) in CHED-recognized LUCs; 5. Qualified under, or any other future, qualification policies that the UniFAST Board may mandate.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE?
Accomplished Google form	
1.Google form link for Tertiary Education Subsidy (TES) Pre-Application	The link for the Google form to be filled-out will be posted on Scholarship Facebook Page *(Quezon City University – Scholarship, Placement and Alumni Relations Division or @QCU-SPARDivision)*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants must check the posting of the opening for Tertiary Education Subsidy (TES) Pre- Application.	1.1. Posting of the Official Opening of the Tertiary Education Subsidy (TES) Pre-Application at QCU-SPAR Division's Official Facebook Page	None	10-15 mins.	a. QCU SPAR Division's Administrative staff
2. Applicants must complete the Google Form and submit through Google Form Link posted on the Official Facebook Page Post of QCU -SPAR Division.	2.1. Receive the entry and verify the application. 2.2. Screen the completeness of the submitted Google form. 2.3. Compile and finalize the list of applicants for Tertiary Education	None	3-5 working days	QCU-SPAR Division's Administrative Staff. QCU-SPAR Division's Chief

	Subsidy 2.4. Import the application through the UniFAST Portal for screening and evaluation			
3. Applicants must check the Official Facebook Page of QCUSPAR Division for further announcement/s.	3.1. Follow up the status of the submitted Tertiary Education Subsidy (TES) Application. 3.2 Posting of announcement/s for Tertiary Education Subsidy (TES)	None	10-15 mins	QCU-SPAR Division's Administrative Staff. QCU-SPAR Division's Chief
	TOTAL		Up to 3 -5 days	

QUEZON CITY UNIVERSITY

OFFICE OF THE STUDENT AFFAIRS AND SERVICES DIVISION

1. LOST AND FOUND ITEMS

Office or Division:	Student Affairs and Services Division
Classification:	Simple
Type of Transaction:	G2C – government services transacting public
Who may avail:	Everyone; Students of QCU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Current Registration Form stamped officially enrolled	Office of the Registrar/Applicant
Current issued ID	Office of Student Affairs and Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact/Report to SASD for lost / found item	Issue lost and found form for fill out	None	2 minutes	SAU staff
2. Fill out lost and found form	Check the form if filled out properly Post the item through designated SASD FB page.	None	5 minutes	SAU staff
	TOTAL:	None	7 minutes	

2. ONLINE ISSUANCE OF NEW UNIVERSITY IDENTIFICATION CARD (ID)

University Identification Card (ID) of student is given to successfully enrolled students for the current semester

Office or Division:	Student Affairs Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Officially enrolled freshmen or transferees students of QCU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List of officially enrolled freshmen and transferees students	Office of the Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Application form 2. Data Encoding - Signature - Photo Capture 3. Printing of Student ID 4. Release of ID	1. Verify the latest registration form 2. Data verification of student information 3. Record transaction in	None	3 to 4 minutes 3 to 5 minutes 2 minutes	SAU staff SAU staff

	the log book			

	TOTAL:	None	10 to 14 minutes	

Same process on the following transactions:

1. **Re-Issuance of Lost ID**
2. **For updating Information (for student shifted their course)**

3. ISSUANCE OF ID CERTIFICATION FOR DSWD/CHED FOR EDUCATIONAL ASSISTANCE REQUIREMENT

Office or Division:	Student Affairs Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government Services Transacting Public			
Who may avail:	Students of QCU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Current Registration Form stamped officially enrolled		Office of the Registrar/Applicant		
Current issued ID		SASD		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request Certification for ID validation	1.1 Verification of documents	None	1 minute	SAU staff
	1.2 Verify records on the database	None	1 minute	SAU staff
	1.3 Prepare Certification for signature of the Head of SASD	None	2 minutes	SAU staff and Head of SASD
2. Receive / Claim				
	TOTAL:	None	3 minutes	

4. EXEMPTION FROM WEARING F UNIFORM

Students may be given exemption on wearing the prescribed uniform provided their reasons are valid and acceptable.

Office or Division:	Student Affairs and Services Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Pregnant Women/Students with employment/Accident or Force majeure victim students/Students with religion, ethnicity or cultural background issue

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Letter of Request for Exemption address to the Head of the Student Affairs and Services Division		Applicant			
Registration Form		Registrar's Office			
Document(s) that proves the student reason(s)		Applicant			
University Issued Identification Card		Office of the Student Affairs and Services Division (OSASD)			
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	
1. Submits the letter indicating the reason why the student is requesting for an exemption with document(s) attachments to the Office of Student Affairs and Services Division (OSASD) either walk-in or via online (email or any platform) For online submission, applicant must fill out online application form and attach the picture of all the documents ✔ Registration form, Medical Certificate, and ultrasound (for Pregnant Women) ✔ Registration form and Certificate of Employment (for Working Students) ✔ Registration form and Medical Certificate (for Accident victim) ✔ Registration form and Barangay Certification (for Force majeure victim) ✔ Registration form and Certification	For walk-in submission 1. OSASD personnel receives and records the letter with attachments in the logbook. 2. Provides and ask the applicant to fill out the application form. 3. Checks applicant's responses and verify attachments before forwarding to OSAD Head. 4. OSASD Head evaluates the merit of the documents for approval and disapproval 5. Gives back the letter, attachments and application with decision to the assigned	None	15 minutes	SAU staff SASD Head SAU Staff	

from Priest/Pastor/ Minister/Leader (for students with religion, ethnicity or cultural background issue) ✔ *Note:* Attachments submitted via walk-in shall be photocopy with original while via online shall be in picture	administrativ e staff For online submission: 1. OSASD staff checks online applicant's information and verify attachments before sending to OSASD Head. 2. OSASD Head evaluates the merit of the documents for approval or disapproval of the request			SASD Head
2. Receives the Exemption Slip for approved student exemption request.	For walk-in submission: 1. Assigned OSASD administrativ e staff releases the Exemption Slip for approved student exemption request. For online submission : OSASD staff sends a notification email to applicant asking him/her to print the Exemption Slip.	None	2 minutes	SAU Staff

3. Forwards the list of approved students to the Security and Janitorial Services Section-Physical Facilities Division	1. Verifies the names of the students if included in the list of exemption upon' entry.	None	3 minutes	Security Guard
	TOTAL:	None	20 minutes	

6. UNIVERSITY ORGANIZATION ACCREDITATION AND REACCREDITATION

This serves as a guide for creation of new student organizations (Pls. see Section 8 of QCU Student Manual – Student Organization Guidelines)

Office or Division:	Student Affairs and Services Division			
Classification:	Highly technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of Quezon City University forming a group of at least fifteen (15)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Intent signed by the Student Organization President with attachments:		Applicant		
- PDS of Recommended Adviser (preferably permanent appointment status at QCU) - List of officers - Organizational Structure - List of members				
- Student Organization Application Form - Mission & Vision - By-Laws - Proposed Plans and Activities				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the letter of intent signed by the student organization President the letter of - Fill out application form	1. SASD Office receives and records the letters and documentary requirements in the logbook.	None	2 minutes	SSC Office staff
2.Submit the documentary requirements	2.1 Check and review the responses of the student organizations in	None	1 working day	SAU staff

	the application form			
	2.1 Review the documentary attachments submitted.			
	2.2 Feedback			
3.Review and evaluate the requirements.	1. Evaluate the documents. 2. Approval of OSAS Head 3. Makes a final list of approved student organization for registration.	None	3 working days	SASD Head
4 Screening / Interview	Evaluate officers	None	10 to 15 minutes	SASD Head
5.Inform accredited and reaccredited organizations regarding the registration decision	1. SASD staff notifies the student organization president through email or phone call on the feedback. Approved student organization receives a "Statement of Approval"	None	5 minutes	SAU staff
	TOTAL	None	4 to 5 working days	

7. REQUEST TO CONDUCT IN CAMPUS ACTIVITY

Office or Division:	Student Affairs and Services Division

Classification:	Simple
Type of Transaction:	G2C – government services transacting public
Who may avail:	Students of QCU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter	Student/Client
University ID	Student/Client
Current registration form stamped officially enrolled	Student/Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student to request for authority to conduct the activity/program a. The letter should be submitted to the SASD for approval at least 15 working days before the event	Review request	None	2 minutes	SAU staff
	Check the calendar of activities of SASD		2 minutes	
			3 minutes	
	Check PF for venue availability			
			2 to 3 days	
	<mark>Final approval of the Office of the President</mark>			
2. Follow up to SASD within 3 days or the next day a. By phone b. Email c. Personal	Give feedback regarding your request	None	2 minutes	SAU staff
	TOTAL:	None	3 to 4 days	

8. LAPTOP AND POCKET WIFI FOR RETURN

This serves as a guide in returning borrowed laptop and pocket Wi-Fi (for students included on the graduating class, or students who will not be continuing their studies)

Office or Division:	Student Affairs and Services Division
Classification:	Simple
Type of Transaction:	G2C – government services transacting public
Who may avail:	Students of QCU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Laptop & Pocket WI-FI Clearance Form	SASD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Laptop & Pocket WI-FI Clearance Form	1.1 Check filled-out Laptop & Pocket WI-FI Clearance Form		4 minutes	SAU Staff
2. Proceed to MIS	Check the unit if it is working or in good condition.		10 minutes	MIS staff
3. Proceed to Property Office to surrender the unit.	Receive the unit in good working condition		5 minutes	Property Office staff
4. Proceed to OSAS	For database clearance and signature of the Head of SASD		2 minutes	SAU Staff and Head of SASD
5. Secure student copy of clearance	Issue copy of clearance to student		1 minute	SAU Staff
	TOTAL:	None	10 minutes	

9. LAPTOP FOR REPAIR / MAINTENANCE

This serves as a guide in laptop repair / maintenance for students issued with a university laptop unit.

Office or Division:	Student Affairs Unit			
Classification:	Simple			
Type of Transaction:	G2C – government services transacting public			
Who may avail:	All; Students of QCU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laptop Repair Form		SASD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Laptop Repair Form	1.1 Check filled-out Laptop Repair Form	None	5 minutes	SAU Staff
2. Proceed to MIS to surrender laptop for repair	MIS staff to receive the defective laptop and examine the unit. MIS office will contact/email the client/ students on the status of		1 to 3 days Depending on the damage / condition of the laptop	MIS technician

	laptop **If ok for release** MIS will inform the SASD to schedule the appointment of student to claim the repaired laptop. SASD will schedule with the student for pick up/claim of the repaired laptop			
3 Wait for the email from the SASD office and confirm the appointment for schedule of laptop for pick up.	Confirmation of appointment	None	5 minutes	SAU Staff
	TOTAL:	None	3 to 4 working days	

10. ISSUANCE OF LAPTOP AND POCKET WIFI

This serves as a guide for laptop and pocket WIFI issuance for currently enrolled students of QCU.

Office or Division:	Student Affairs Unit			
Classification:	Simple			
Type of Transaction:	G2C – government services transacting public			
Who may avail:	Students of QCU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
For Pocket Wifi 　1. Current QCU Registration Form 　2. Pocket Wifi Borrowers Form		Student Download Forms – SASD FB Page		
For Laptop 　1. Processing Slip 　2. Application Form 　3. Notarized Usufruct Agreement 　4. Copy of Depreciated Value of Laptop 　5. Copy of Registration Form 　6. Barangay Certificate of Residency 　7. Student University ID 　8. 2x2 picture of student and parent 　9　Valid ID of parent		Download Forms – SASD FB Page Download Forms – SASD FB Page Download Forms – SASD FB Page Download Forms – SASD FB Page Student Student Student Student Student		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Open QCU Website and click on the link of your request. Fill-out the google form with complete information.				
2. Wait for reply of SASD through email or message	OSAS will get in touch/contact the student to give schedule of releasing of laptop within 3 days.	none	Up to 3 days	SAU staff
3. Download Forms and Fill out all necessary information. Complete all other requirements needed.	Downloadable forms available at Student Affairs FB page	none		
4.Fill-out completely the forms and submit all documents/requirements needed in borrowing laptop to SASD personnel in-charge on designated date/time/schedule. Please be reminded that incomplete requirements will not be entertained				
Step 1 Verification/validation	Verification/ validation of documents Validation on database record	None	2 minutes	SAU staff
Step 2 Encoding	Encoding of Serial No. of unit to be released on the System database	None	2 minutes	Property Office staff in charge
Step 3 Checking	Checking/ demonstrate unit if in good condition	None	3 minutes	MIS technician
Step 4 Picture taking	Picture taking of student with the unit received by the student Sign on the logbook for	None	1 minute	SAU staff

Sign in logbook	documentation			
	TOTAL:	None	8 to 10 minutes	

QUEZON CITY UNIVERSITY

MEDICAL AND DENTAL SERVICES

MEDICAL AND DENTAL SERVICES

1.   PROVIDE FIRST AID / MEDICAL CONSULTATION

This serves as an assessment of employees and students that needs medical attention and management.

Office or Division:	Medical and Dental Services			
Classification:	Simple			
Type of Transaction:	G2C- Government services transacting public			
Who May Avail:	QCU Employees and students			
CHECKLIST REQUIREMENTS	WHERE TO SECURE			
NONE				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. QCU employees, and student seeks consultation in any form: a. Walk In b. Online c. Phone	Conduct interview	none	3-5mins.	*Nurses* Medical and Dental Services
2. Assessment	Assess the client and provide medical management. Refer to Medical Doctor if necessary.			
3.Fill out Medical logbook	Document.			
	TOTAL		Up to 5 mins	

2.   ISSUANCE OF MEDICAL CLEARANCE TO STUDENTS

This serves as a certification that the students are physically fit to study.

Office or Division:	Medical and Dental Services			
Classification:	Simple			
Type of Transaction:	G2C- Government services transacting public			
Who May Avail:	QCU Employees and students			
CHECKLIST REQUIREMENTS	WHERE TO SECURE			
Medical Results (CBC, URINALYSIS, XRAY) Medical Certificate	Diagnostic Clinic/Hospitals			
Medical History and Clearance Form	QCU CLINIC			
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSIN G TIME**	**PERSON RESPONSIBLE**
1. Student may seek referral form from Medical Clinic thru; a. Walk In b. Email 2. Accomplish Medical requirements from any hospital, clinic or	Give referral form		3-5mins.	*Nurses* Medical and Dental Services

diagnostic center		Rate varies per clinic/ hospital	2-5 days	Diagnostic Clinic/ Hospital where medical laboratory procedure accomplished.
3. Submit original copy of Medical results to the Clinic	Interview, collect and sign the accomplished Medical History Form	none	10 mins	*Nurses* Medical and Dental Services
4. Fill out Medical History and Clearance form.	Issue medical clearance form			
	TOTAL		Up to 5 days and 20 mins	

3. ORAL EXAMINATION/ ORAL PROPHYLAXIS TREATMENT/ DENTAL FILLINGS/ TOOTH EXTRACTION

This serves as dental management/ treatment/ procedures to address oral health of students and employees.

Office or Division:	Medical and Dental Services			
Classification:	Simple			
Type of Transaction:	G2C- Government services transacting public			
Who May Avail:	QCU Employees and students			
CHECKLIST REQUIREMENTS	WHERE TO SECURE			
Consent form Photocopy of vaccination card	QCU CLINIC			
Dental Form	QCU CLINIC			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	ROCESSIN G TIME	PERSON RESPONSIBLE
1. Student may seek oral consultation; a. Walk In b. Online 2. Accomplish Dental Form and submit photocopy of vaccination card for new patient.	Assist client and provide dental form if new patient. For old patient look for dental records.	None	3 mins.	*Nurses* Medical and Dental Services
3. Assessment and Treatment	Assess client and perform necessary oral treatment needed.	none	10-45 mins	*Dentist* Medical and Dental Services
	Document.			
	TOTAL		48 mins.	

QUEZON CITY

UNIVERSITY LIBRARY

SERVICES

LIBRARY SERVICES

1.   REGISTRATION & ASSISTANCE FOR LIBRARY ACCESS FOR QCU / NON-QCU

This serves as a guide in assisting Non-QCU clients in registration and access to Library services.

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION :	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL :	Teaching & Non-Teaching Personnel, Students & Non-QCU			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Library card / Valid ID	Library			
Referral letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
FACE TO FACE				
1. Library Patrons seeks query in any form of transaction	Conducts an interview	None	10 mins	Library Staff
2. The Library patron asks questions or clarification if needed	Verify the information of the patrons	None	5 mins	Library Staff
	TOTAL		15 mins	
NEW NORMAL SET UP				
1. Fill up Google Form https://bit.ly/QCULibrariesOnlineReferenceService or send a message through messenger through Facebook Page **Online Reference Service QR Code**	Librarian verify and review student information and request	None	2 mins	Library Staff
	Librarian sends a link for 24 hours access to all library resources	None	2 mins.	Library Staff
	TOTAL		4 mins	

1.1.   ATTENDANCE TO QUERIES OF LIBRARY PATRONS

This serves as a guide in attending queries of Teaching and Non-Teaching Personnel, Students and Non-QCU clients on Library services.
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OFFICE OR DIVISION :	Library Section
CLASSIFICATION :	Simple
TYPE OF TRANSACTION	G2C – government services transacting public

WHO MAY AVAIL :	Teaching & Non-Teaching Personnel, Students & Non-QCU			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
Library card / Valid ID	Library			
Referral letter				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
FACE TO FACE SETUP				
1. Approach the library-in-charge of the appropriate section and presents query	Conduct interview	None	15 minutes	Library Staff
	Direct students to the resources available.	None	20 minutes	Library Staff
	TOTAL		35 minutes	
NEW NORMAL SETUP (Online)				
1. Fill up Google Form https://bit.ly/QCULibrariesOnlineReferenceService or send a message through messenger and Facebook Page **Online Reference Service QR Code**	Librarian verifies and review student inquiries	None	2 mins.	Library Staff
	Respond to students through email or messenger	None	2 mins	Library Staff
	TOTAL		4 mins	

2. ISSUANCE OF LIBRARY CARD

This serves as a guide in issuance of Library card to first year student and transferees

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION :	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL :	First year student and transferees			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
Registration Form (Original)	Library			
School ID				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Borrowers Card Application Form https://bit.ly/QCUlibrariesborrowerscard 	Librarian verify and review student information Send notification through email for the release of library card	None None	2 mins. 3 mins.	Library Staff Library Staff
2. Claim the library card.	Explain the process/importance of a library card. Released the library card	None	2 mins.	Library Staff
	TOTAL		7 mins.	

2.1 RE-ISSUANCE OF LOST / DAMAGE LIBRARY CARD

This serves as a guide in re-issuance of Lost/Damaged Library cards to enrolled and returnee students.

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION :	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL :	Enrolled & Returnee student			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Registration Form	Library			
Colored 1x1 picture (1 pc.)				
Affidavit of Loss				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Library patrons may request for re-issuance of lost/damaged library cards through:
  a. Telephone
  b. online (email and social media account)
  c. Walk-in
	Check student records in database system	None	5 mins.	Library Staff

2. Library patrons should present Affidavit of Loss and other requirements	Receive the documents and evaluate	None	5 mins.	Library Staff
3. Fill out the borrower's card and submit		None	5 mins.	Library Staff
4. Claim the library card.	Release the library card	None	1 min.	Library Staff
	TOTAL		16 mins	

2.2 VALIDATION OF LIBRARY CARD

This serves as a guide in Library card validation.

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION :	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL :	Enrolled students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Registration Form (Original & Photocopy)	Library			
Library Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FACE TO FACE SETUP				
1. Present Library card and registration form (original)	Check, verify stamp, and sign the documents	None	5 mins.	Library Staff
	Encode information at the database.	None	3 mins.	Library Staff
2. Claim validated library card and original registration form.	Release the library card and original registration form.	None	1 min.	Library Staff
	TOTAL		9 mins	

3.2   REPLACEMENT OF LOSS BOOK/S

This serves as a guide in replacement of lost books borrowed by the students and teaching and non-teaching personnel.

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL:	Students, Teaching & Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Library Card / Valid ID	Library			
Book/s				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Library patron may request for this service through: b. walk –in c. Telephone d. online (email and social media account)	Conduct interview	None	10 mins.	Library Staff
2. Requesting student should replace the book with the same author, title,	Discuss, provide information and recommendation	Book replacement	2-3 business time	Library Staff

current copyright date and the same physical description (hardbound, original book) If the book is out of stock/print it should be replaced with a similar subject and physical description and value of the book and current copyright date.	s to the patrons' concern				
3. Submit the book replacement for the lost book/s to the librarian for documentation.	The library staff receive and records the lost book/s for documentation	None	10 mins.		Library Staff

4. REQUEST TO ACCESS PERIODICAL CLIPPINGS

This serves as a guide in request to access Periodical Clippings by the students and teaching and non-teaching personnel.

OFFICE OR DIVISION :	Library Section		
CLASSIFICATION:	Simple		
TYPE OF TRANSACTION	G2C – government services transacting public		
WHO MAY AVAIL:	Students, Teaching & Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Library Card / Valid ID	Library		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FACE TO FACE SETUP				

1.   Library Users seek query in any form of transaction:
  a.   walk –in
  b.   Telephone
  c.   online (email and social media)
	Conducts an interview	None	20 mins.	Library Staff

	Verify the information of the patrons	None	5 mins.	Library Staff
2. Fill out the Request Form and submit.	Receive and process the Request Form	None		Library Staff
3. Verify the request	Access to periodical clippings	None		Library Staff
	TOTAL		25 mins	
NEW NORMAL SETUP				
1. Patrons request access to online periodical and clippings through https://bit.ly/QCULibrariesOnlineReferenceService	Verify and review the request	None	5 mins.	Library Staff
	Librarian provide a 24 hour access to curated online journal and clippings	None	2 mins.	Library Staff

	TOTAL		7 mins	

4.1 REQUEST FOR PHOTOCOPY OF BOOKS AND PERIODICAL CLIPPINGS

This serves as a guide in request for Photocopy of Books and Periodical clippings by the students and teaching and non-teaching personnel.

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL:	Students, Teaching & Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Library Card / Valid ID	Library			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FACE TO FACE SETUP				
1. Fill-out the information needed in the book card.		None	5 mins.	Library Staff
2. Hand in the duly accomplished book card & library card, at the circulation desk.	Receive Book card, Library Card & the requested material for verification.	None	5 mins.	Library Staff
	Approve requests for photocopying	None	2 mins.	Library Staff
3. Receive requested material	Hand over to the client the requested material.	None	2 mins.	Library Staff
	Clip together the library and book card.	None	2 mins.	Library Staff
	TOTAL		16 mins	
NEW NORMAL SETUP (Online)				
1. Fill out the google form https://bit.ly/QCULibrariesOnlineReferenceService	Librarian will verify and review the request	None	2 mins	Library Staff
	Email the scan copy of the book and periodical clippings	None	10 mins.	Library Staff
	TOTAL		12 mins	

QUEZON CITY UNIVERSITY

GUIDANCE AND COUNSELING UNIT

GUIDANCE AND COUNSELING UNIT

1.   GOOD MORAL CHARACTER CERTIFICATE ONLINE REQUEST

The University Guidance Office offers Certification of Good Moral Character for currently enrolled students and students who have graduated from the university.

Office or Division:	GUIDANCE, TESTING AND PLACEMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2C – government services transacting public			
Who may avail:	Quezon City University Students and Graduate Students:			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
School Clearance		Registrar's Office		
Student's Identification Card				
Good Moral Character Request Form		Guidance Office		
Online Application Form (c/o Guidance Office)		GCU Official Email Address guidance.unit@qcu.edu.ph QCU Official Website https://qcu.edu.ph/		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present one (1) copy of School Clearance and Identification Card to the Guidance and Counseling Unit staff.	Verify the student's information and status	None	15 minutes	Guidance Staff
2. Fill-out all the information on the **Good Moral Character Request Form**	Collect and check the filled-out Good Moral Character Request Form The GCU Staff will process the request	None	15 minutes	Guidance Staff
3. Claiming of the good moral character certificate. Student will sign on the **Good Moral Log Sheet**. For the representative, present valid **identification card** and the **student's identification card** with an **authorization letter**.	The Good Moral Character Certificate will be released 2-3 days after requested	None	2-3 days	Guidance Staff
	TOTAL			
1. Fill-out all the information needed on the **Good Moral Character Online Request Form.**	Receive Good Moral Certificate Request Form. Coordinate with the	None	2 – 3 days	Guidance Staff

	Registrar's Office or check the clearance database to see if the student is cleared of any infractions, then will continue processing the request for good moral. GCU staff will notify the client through their given email address about the claiming date			
2. The student can request to claim the Good Moral Character certificate via email or thru scheduled appointment.	Release the Certificate.	None	1 minute	Guidance Staff

2.   STUDENTS UNDER ACADEMIC PROBATION

Students with grade deficiency will be referred under academic probation. This is a time in which they must improve their academic standing by meeting or making evident progress toward their school academic performance.

Office or Division:	GUIDANCE, TESTING AND PLACEMENT DIVISION				
Classification:	Simple				
Type of Transaction:	G2C – government services transacting public				
Who may avail:	All students				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**			
Valid identification card of parent / guardian					
Guidance slip		Guidance Office			
Counselor Conference Form		Guidance Office			
Academic Self-Assessment Form		Guidance Office			
FOR ONLINE PROCESSING OF STUDENTS UNDER ACADEMIC PROBATION					
Scanned letter from parent / guardian (Acknowledging their awareness of the student's academic status, reason for dropping / failing the subject, accepting possible consequences of being under academic probation, etc.)					
Scanned valid identification card of parent / guardian					
Scanned Guidance slip		Guidance office			
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBL E**	
1. Students under Academic probation will need to proceed to guidance office and filed out the	Guidance staff will collect the Counselor Form and will verify the student's academic status	None	10 minutes	Guidance Staff / guidance counselor	

Counselor Conference Form 2.　Student will have a conference with the guidance staff /guidance counselor. And accomplish the Academic Self-Assessment Form A conference with parent / guardian is needed if the students incurred **more than** 3 failed subjects and Unauthorized Dropped (UD). Parent /guardian need to present a valid identification card for verification purposes.	Conduct conference with the student and parent / guardian After the conference, guidance staff / counselor will issue a guidance slip requesting the assistance in the subject / course to be enrolled from their respective colleges or the Registrar's Office Remove the "**hold status**" of the student then will issue a guidance slip for Registrar's Office / respective colleges	None	15 – 30 mins	Guidance Staff / guidance counselor
3.　Student will proceed to their respective colleges / Registrar's Office for enrollment and present the **guidance slip**		None		
4.　After the enrollment, student will return to the guidance office to present the signed guidance slip / proof of academic advising		None	10 mins	Guidance Staff / guidance counselor
FOR ONLINE PROCESSING OF STUDENTS UNDER ACADEMIC PROBATION				
1.　Student under academic probation will email the **scanned letter**, **valid identification card** from parent / guardian, **and accomplished academic self-assessment form** to GCU official email address: **guidance.unit@qcu. edu.ph**	Guidance staff will verify the requirements submitted by the student. After verification, will send a scanned / picture of guidance slip to be presented / submitted by the student to the Registrar's Office / respective colleges	None	1 – 2 days	Guidance Staff

3. COUNSELING

The Guidance and Counseling Unit aims to promote mental health awareness and well-being by providing counseling services

Office or Division:	GUIDANCE, TESTING AND PLACEMENT DIVISION				
Classification:	Simple				
Type of Transaction:	G2C – government services transacting public				
Who may avail:	Quezon City University Employees -Faculty -Administrative Officials and Staffs				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Referral Form		Guidance Office			
Conference Form		Guidance Office			
FOR ONLINE COUNSELING APPOINTMENT					
Referral Link		GCU Official Email Address guidance.unit@qcu.edu.ph			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill-out **Referral Form** from the Guidance Office.	Guidance staff will collect the Referral Form and verify the information written	None	10-15 mins	Guidance staff	
2. Wait for the schedule of the counseling session	Guidance counselor will contact students for the schedule of session.	None	1 day	Guidance Counselor	
FOR ONLINE COUNSELING APPOINTMENT					
1. Student may set an appointment via the online counseling link, GCU official email address	Guidance counselor will contact the student via email for confirmation and schedule of session.	None	1 day	Guidance Counselor	
	TOTAL		2 days & 15 mins.		

FEEDBACK AND COMPLAINTS MECHANISM

How to send Feedback?	For feedbacks and suggestions: 1. Message the official QCU Guidance and Counseling Unit FB Page 2. Send an email to the official GCU email address 3. Suggestion Box at the GCU Office at Techvoc Building
How feedbacks are processed?	The Guidance Facebook Page is closely monitored for all online transactions. All feedbacks and suggestions will be considered for the development of the office.
How to file a complaint?	For complaints: 1. Message the official QCU Guidance and Counseling Unit FB Page 2. Send an email to the official GCU email address
How complaints are processed?	All complaints will be reviewed by the Head of the Guidance and Counseling Unit, and be forwarded to the Office of Student Affairs and Services for proper investigation and necessary actions.
Contact Information of QCU Guidance Office.	Email us at: guidance.unit@qcu.edu.ph Or visit FB Page: https://www.facebook.com/qcuguidanceunit

CONTACT INFORMATION OF OFFICES

Office	Address	Contact Information
University Registrar's Division	QCU San Bartolome Campus 673 Quirino Highway, San Bartolome, QC	8806-3470/ 8936-8050 registrar@qcu.edu.ph
Scholarship, Placements, Grants, and Assistance Division	QCU San Bartolome Campus 673 Quirino Highway, San Bartolome, QC	8806-3254 qcusgad@qcu.edu.ph
Student Affairs Services Division	QCU San Bartolome Campus 673 Quirino Highway, San Bartolome, QC	8806-3465 sasd2020@gmail.com
Finance Department	QCU San Bartolome Campus 673 Quirino Highway, San Bartolome, QC	8806-3314 finance@qcu.edu.ph