



QUEZON CITY UNIVERSITY

CITIZEN'S CHARTER
2022 (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



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 Admission Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Incoming Freshmen and Transfer Students
CHECKLIST OF REQUIREMENTS	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Digital and Hard Copy	
Fully Accomplished QCU Admission Application Form	QCU Website: qcu.edu.ph
For SHS Students <ul style="list-style-type: none"> Original SF9 (Grade 11 & 12 1st – 3rd Quarter) - <i>For SHS Graduating this July</i> Original SF9 (Grade 11 & 12) - <i>For SHS Graduates</i> For High School Graduate (Old Curriculum) <ul style="list-style-type: none"> Form 138- High School Report Card For ALS Passer for College <ul style="list-style-type: none"> Alternative Learning System Certificate For Transferee 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 applicant)	Philippine Statistics Authority
Original – Recent Brgy. 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 <ul style="list-style-type: none"> • Photocopy of SHS Diploma (to present original) 				
For High School <ul style="list-style-type: none"> • Photocopy of HS Diploma (to present original) 				
For Transferee Students <ul style="list-style-type: none"> • Original Honorable Dismissal • Original Certificate of Transfer Credentials (CTC) 		High School or Previous University		
Original Subject Course Description (for accreditation of subjects)				
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	PROCESSING TIME	PERSON RESPONSIBLE
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.middlename@gmail.com	1.1 Evaluate submitted document	None	10 minutes *Applicants are evaluated based on their date and time of registration	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
	1.3 Guidance and Counselling Unit will send test permit thru email to the applicant	None	10 working days	Guidance and Counselling Unit Staff

2. Received the confirmation email and attend on the scheduled date of QCU Admission Test	Facilitate the QCU Admission Test	None	1 hour	Guidance and Counselling Unit Staff
	2.1 Evaluate and forward list of QCUCAT passers to College Dean for Interview	None	10 working days	Guidance and Counselling Unit Staff
	2.2 College Dean to notify student thru email the schedule of interview	None	5 working days	College Dean
3. Received the confirmation email and attend on the scheduled date of interview	Interview the applicant	None	15 minutes	College Dean / Program Chair
	3.1 College Dean forward list of qualified students for Admission to the Admission Office	None	10 working days	College Dean / Program Chair
	3.2 Post names and schedule of submission of documentary requirements of qualified applicants for Admission	None	5 working days	Admissions Staff
4. Visit the QCU Official Page: qcu.edu.ph for the examination result and 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 the students who discontinue their studies at QCU for 1 or more semester and have not enrolled in other universities or colleges during the said period. Application is subject to evaluation and approval of the College Dean / Program Chair.

Office or Division:	Registrar and Admission Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> • 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: qcu.edu.ph	
Clearance from Accounting, OSAS, and Guidance			Respective Offices	
Program of Study			Registrar's Office	
Original PSA Birth Certificate with PSA Official Receipt (if your QCU student number starts with 17 and below)			Philippine Statistics Authority	
Original – Recent Brgy. 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	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and upload digital copies of requirements in the Returnee Link before the deadline of application using Gmail Account with this Format: <i>lastname.firstname.middleinitial@gmail.com</i> (May use previously registered Gmail account with the same format if it is still active)	1.1 Verify and evaluate student application	None	10 minutes *Applicants are evaluated based on their date and time of registration	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 admission 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. Receive notification and submit Hardcopy of requirements		None	10 minutes	Admission Staff
	TOTAL		3 days and 30 minutes	

3. ENROLLMENT FOR FRESHMEN STUDENTS

This service is given for incoming freshmen college students who passed the QCU (College Admission Test and Interview) and submitted complete admission requirements.

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			Admission Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Wait for updates on registered email address	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 student	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 for incoming transfer college students who passed the QCU (College Admission Test and Interview) and submitted complete admission requirements.

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			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 officially enrolled 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
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 day	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			10 minutes	

and resend the signed Registration Form				
	TOTAL		10 working days and 10 minutes	

6. REQUEST FOR CONTINUING OLD STUDENTS

This service is given to continuing students of the various colleges who were enrolled in the previous 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: qcu.edu.ph	
Clearance from Accounting, OSAS, and Guidance			Respective Offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the pre-enrollment link posted at 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 Enrolled 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
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.

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 Request Form 1 Valid Identification Card with Signature SPA and ID card with picture of requestor and representative			Registrar and Admission Division QCU Website: 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 sent it to the assign email address of the specific courses: <ul style="list-style-type: none"> • BS Industrial Engineering and BS Electronics Engineering - urd.bseng@qcu.edu.ph • BS Entrepreneurship - urd.bsentrep@qcu.edu.ph • BS Information Technology - urd.bsit@qcu.edu.ph • BS Accountancy - 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	Acknowledge receipt of the request and verify clearance	None	5 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

	1.2 Send order of payment to the student via email	None	5 minutes	Registrar's Staff
2. Receive and print Order of Payment and pay TOR Fee	2.1 Send email confirmation for the received proof of payment	PhP 300.00	5 minutes	Registrar's Staff
<ul style="list-style-type: none"> • OPTION 1 Deposit Php 300.00 at any LandBank 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 City) Monday - Friday / 9am - 3pm 				
	2.2 Consolidate proof of payment and endorsed to student accounts	None	4 working days (Friday – Wednesday)	Registrar's Staff
	2.3 Student Accounts to consolidates and bring all payment transactions to City Treasurer's Office for verification and issuance of Official Receipt	None	1 working day (Every Thursday)	Student Account Staff / City Treasurer's Office Collector
	Student Accounts Staff endorsed issued Official Receipt to Registrar's Office	None	1 working day	Student Account Staff
	2.4 Process the document and notify the student through email the 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

Come on the scheduled appointment to claim the requested credential.	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)	

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: 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
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the request form and sent it to the assign email address of the specific courses: <ul style="list-style-type: none"> • BS Industrial Engineering and BS Electronics Engineering - urd.bseng@qcu.edu.ph • BS Entrepreneurship - urd.bsentrep@qcu.edu.ph • BS Information Technology - urd.bsit@qcu.edu.ph 	1.1 Process the document and notify the student through email the appointment schedule to claim the	None	REGULAR PERIOD: 2 working days PEAK PERIOD: 5 working days *processing time may vary depending on	Registrar's Staff

<ul style="list-style-type: none"> • BS Accountancy - 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	requeste d document		the bulk of emails *Emails beyond office hours will be attended on the next office hour	
Come on the scheduled appointment to claim the requested credential.	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 wishes to officially drop some of their enrolled subjects.

Last day of dropping of subjects one week before the midterm examination.

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 RESPONSIBLE
1. Accomplish the dropping form and sent it to the assign email address of the specific courses: <ul style="list-style-type: none"> • BS Industrial Engineering and BS Electronics 	1.1 Receive and check the dropping form	None	20 minutes *processing time may vary depending on the bulk of emails	Registrar's Staff

Engineering - 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 - urd.bsa@qcu.edu.ph	1.2 Processed the request 1.3 Email the student of the processed dropping form Furnish list of Officially Dropped students to the respective colleges		*Emails beyond office hours will be attended on the next office hour	
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 will complete the required units of a 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: qcu.edu.ph	1.1 Evaluate the student's record	None	3 working days	Registrar's Staff
	1.2 Notify the student thru email of his application status		10 minutes	Registrar's Staff

	1.3 Consolidates the list of candidates for graduation per program and endorses 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
Visits qcu.edu.ph for the tentative list of graduating student				
	TOTAL:		60 working days and 10 minutes	



QUEZON CITY UNIVERSITY
ACCOUNTING DIVISION

ACCOUNTING DIVISION



1. PAYMENT FOR TUITION AND MISCELLANEOUS FEES

Accepting payment of Tuition and Miscellaneous Fees

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	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Email at studentaccounts@qcu.edu.ph to request for Order of Payment	1.1 Verify Students billing	Necessary fees (differs with each other course 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 (differs with each other course and subjects enrolled. See index of fees)		
2.1 Email scanned Proof of payment and order of payment to student accounts@qcu.edu.ph with the subject Bankpayment _Tuition_Name	2.1 send email confirmation for the received proof of payment		5 minutes	Accounting Staff
	2.2 Proof of payment 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		5 minutes	Accounting Staff

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

2. PAYMENT FOR ADMISSION TEST

Accepting payment of Admission Exams

Office or Division:		Accounting Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Admissions Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		Admissions Office		
Proof of Payment		Admissions Office		
Checklist of Payees		Admissions Office		
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 studentaccounts@qcu.edu.ph with the subject Bankpayment Admissions Test	1.1 send email confirmation for the received Proof of payment, order of payment and checklist of Examinees	Php300.00 per examinee	5 minutes	Accounting Staff
	1.2 Proof of payment endorsed to City Treasurer's Office (CTO) for issuance of O.R.		2 days	Accounting Staff / City Treasurer's Office Collector
	1.3 Issued O.R. from CTO posted at 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. PAYMENT FOR TRANSCRIPT OF RECORDS

Accepting payment of Transcript of Records

Office or Division:		Revenue Management Division (RMD), OVPF		
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 student accounts@qcu.edu.ph with 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 **Additional 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 Issued O.R. from CTO to be posted at Students Account System		5 minutes	Accounting Staff
	1.4 Endorsed Issued O.R. from CTO to Admissions Office		5 Minutes	Accounting Staff
	TOTAL		2 days and 15 minutes	

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

This serves as guidelines for students with overpayment who has paid his/her matriculation fee and request to refund his/her 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. Submits requirements for refund	1.1 Receives requirements	None	5 minutes	Accounting Staff
	1.2 Evaluates documents submitted for request of refund		1 day	Accounting Staff
	1.3 Prepares Assessment Form		1 day	Accounting Staff
	1.4 Prepares the Disbursement Voucher (DV)		1 day	Accounting Staff
	1.5 Verifies / Checks and signs (DV)		5 minutes	Head Accounting Division
	1.6 Submit DV to City Accounting Department		5 days	City Accounting Department Staff
	1.7 Advices the student if the Check already released.		5 minutes	Accounting Staff
2. To claim the Check at 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	500.00
NSTP	100.00
Transcript or Records	300.00
**Additional P125.00 per page in excess of a 2-page TOR	
Admission Test	300.00

TECH VOC (SMAW)

	AMOUNT
TUITION FEE	P2,500.00
**SMAW materials to be shouldered by students and are not included in the tuition and miscellaneous fees.	



QUEZON CITY UNIVERSITY
SCHOLARSHIP, PLACEMENT, AND ALUMNI RELATIONS DIVISION



SCHOLARSHIP, GRANTS AND ASSISTANCE 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. TERTIARY 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.

Office or Division:	Scholarship and Placement Alumni Relations Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail?	<p>The applicant must be:</p> <ol style="list-style-type: none"> 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. 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 (<i>Quezon City University – Scholarship, Placement and Alumni Relations Division or @QCU-SPARDivision</i>)		
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 the QCU-SPAR Division's Official Facebook Page.	None	10-15 mins.	• QCU SPAR Division's Administrative staff
Applicants must complete the Google Form and submit thru the Google Form Link provided on the Official Facebook Page Post of QCU -SPAR Division.	2.1. Receives the entry and verifies the application. 2.2. Screen the completeness of the submitted google form. 2.3. Compile and finalize the list of applicants for Tertiary Education Subsidy. 2.4. Import the application thru UniFASTPortal	None	3-5 working days	QCU-SPAR Division's Administrative Staff. QCU-SPAR Division's Chief

	for screening and evaluation.			
Applicants must check the Official Facebook Page of QCUSPAR Division for further announcement/s.	<p>3.1. Follow up the status of the submitted Tertiary Education Subsidy (TES) Application.</p> <p>3.2. Posting of announcement /s for Tertiary Education Subsidy (TES).</p>	None	<i>10-15mins</i>	<p>QCU-SPAR Division's Administrative Staff.</p> <p>QCU-SPAR Division's Chief</p>
	TOTAL		<i>Up to 3 days and 30 mins</i>	



QUEZON CITY UNIVERSITY
OFFICE OF THE STUDENT AFFAIRS AND SERVICES DIVISION

STUDENT AFFAIRS AND SERVICES DIVISION

1. RECEIVING THE COMMUNICATIONS FROM DIFFERENT OFFICES

This serves as a guide in receiving and recording of documents from QCU offices and other stakeholders.

Office or Division:	Student Affairs Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students of QCU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communications concerning SASD services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office liaison staff transmitting documents to SAU	Receive and log-in/recording of communications , assign a control no.	None	2 minutes	SAU staff
2. Get the receiving copy with the initial of the attending staff	Issue the received copy. For review and notation of the Head of SAU The original copy will be released once the communications completely processed Logbook recording Contact the Client on the status of the communication (for pick-up/email)		3 minutes	Head of SAU
	TOTAL:	None	5 minutes	

2. ATTENDING STUDENTS WITH LOST AND FOUND CONCERN (FACE TO FACE)

This serves as a guide in attending report on students missing item and found object within the campus..

Office or Division:	Student Affairs and Services Division			
Classification:	Simple			
Type of Transaction:	G2C – government services transacting public			
Who may avail:	All; 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	SASD 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	SASD staff
	TOTAL:	None	7 minutes	

3. 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 Link on ID application from the SAU FB page.	1. Verified excel data of students/applicants if officially enrolled.	None	3 to 5 minutes	SAU staff
	2. Preparation of ID.		3 to 5 minutes	

2. Wait after 3 days and check the email from Student Affairs Unit. 3. Download and Print ID. 4. Attached 1x1 photo, affix signature and laminate.	3. Send to students through email.		3 to 5 minutes	SAU staff
	TOTAL:	None	9 to 15 minutes	

Same process on the following transactions:

1. Re-Issuance of Lost ID
2. Online Issuance of ID for 3rd & 4th year (Lost and expired type RFID)
3. For updating Information

4. REQUEST ID CERTIFICATION FOR DSWD/CHED FOR EDUCATIONAL ASSISTANCE REQUIREMENT

This serves as a guide in the process of the ID certification for DSWD & CHED requirement in educational assistance.

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 Check records on the database	None	2 minutes	SAU staff
	1.3 Prepare Certification and to sign by the Head of SASD	None	3 minutes	SAU staff and Head of SASD

2. Receive/Claim				
	TOTAL:	None	6 minutes	

5. REQUEST AND ISSUANCE OF EXEMPTION FROM APPEARANCE AND SCHOOL UNIFORM GUIDELINES

Enrolled students of the Quezon City University with predicament on the specified guidelines may be given a privilege or exemption provided their reason 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)	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	None	15 minutes	Administrative staff

<ul style="list-style-type: none"> ✓ 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 from Priest/Pastor/Minister/Leader (for students with religion, ethnicity or cultural background issue) <p><i>Note:</i> Attachments submitted via walk-in shall be photocopy with original while via online shall be in picture.</p>	<p>OSASD Head.</p> <p>4. OSASD Head evaluates the merit of the documents for approval and disapproval</p> <p>5. Gives back the letter, attachments and application with decision to the assigned administrative staff</p> <p>For online submission:</p> <p>1. OSASD staff checks online applicant's information and verify attachments before sending to OSASD Head.</p> <p>2. OSASD Head evaluates the merit of the documents for approval and disapproval OSASD Head sends email to assigned administrative staff informing the decision.</p>			<p>OSASD Head</p> <p>Administrative staff</p> <p>OSASD Head</p>
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Receives the Exemption Slip for approved student exemption request.	<p>For walk-in submission:</p> <p>1. Assigned OSASD administrative staff releases the Exemption Slip for approved student exemption request.</p> <p>For online submission:</p> <p>OSASD staff sends a notification email to applicant asking him/her to print the Exemption Slip.</p>	None	2 minutes	Administrative 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. APPLICATION FOR REGISTRATION OF NEWLY FOUNDED STUDENTS' ORGANIZATION

This serves as a guide for students who founded new organization (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
<ul style="list-style-type: none"> • PDS of Recommended Adviser (preferably permanent appointment status at QCU) • List of officers • Organizational Structure • List of members 	

<ul style="list-style-type: none"> • 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. Submits the letter of Intent signed by the student organization's President and Adviser including the documentary requirements specified in the checklist of requirements either walk-in or via email.	1. 1 SSC Office receives and records the letters and documentary requirements in the logbook.	None	2 minutes	SSC Office staff
2. Fills out printed or online application form	2.1 Checks and reviews the responses of the student organizations in the application form. 2.2 Reviews the documentary attachments submitted. 2.3 Feedback	None	3 working days	SSC Office staff SSC in-charge officer
3. Forwarded to SASD through Hands carry /Emails the endorsement to SASD for evaluation	1. Evaluates/ comment on 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. Informs the President of the student organization	1. SASD staff notifies the student	None	5 minutes	OSASD staff

regarding the registration decision.	organization president through email or phone call on the feedback. Approved student organization receives a "Statement of Approval"			
	TOTAL:	None	6 to 7 working days	

7. RE-ACCREDITATION /RENEWAL OF STUDENTS' ORGANIZATION RECOGNITION/REGISTRATION

This serves as a guide for student's organization Re-accreditation/Renewal of Registration (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 forty (40) students and members/officers of Registered Student Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submit Letter of Intent signed by the Student Organizations' President with attachments:		Applicant		
<ul style="list-style-type: none"> • PDS of Recommended Adviser (preferably permanent appointment status at QCU) • List of officers • Organizational Structure • List of Members • Student Organization Re-accreditation Form • Mission & Vision • By-Laws • Accomplishment Report • Proposed Plans and activities 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter of Intent signed by the student organization's President and Adviser including the documentary	1.1 SSC Office receives and records the letters and documentary	None	2 minutes	SSC Office staff

requirements specified in the checklist of requirements either walk-in or via email.	requirements in the logbook.			
2. Fills out the printed or online application form	2.1 Checks and reviews the responses of the student organizations in the application form. 2.2 Reviews the documentary attachments submitted. 2.3 Feedback	None	3 working days	SSC Office staff SSC in-charge officer
3. Forwarded to SASD through Hands carry /Emails the endorsement to SASD for evaluation	3.1 Evaluates/ comment on the documents 3.2 Approval of OSAS Head 3.3 Makes a final list of approved student organization for registration	None	3 working days	SASD Head
4. Informs the President of the student organization regarding the registration decision.	4.1 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	OSASD staff
	TOTAL:	None	6 to 7 working days	

8. REQUEST TO CONDUCT IN CAMPUS ACTIVITY

This serves as a guide in requesting 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 in-campus activity to SASD one week before the date of activity requested a. Walk in b. Online/email	Review request Check the calendar of activities of SASD Check PF for venue availability Present to the Head of SASD for approval	None	2 minutes 2 minutes 2 minutes 2 minutes	SASD staff
2. Follow up to SASD within the day or the next day a. By phone b. Online	If approved Issue the request letter thru email or pick up the approved request. If not approved 1. Inform the concerned student thru contact no or email	None	2 minutes	SASD staff
TOTAL:		None	10 minutes	

9. LAPTOP AND POCKET WIFI FOR RETURN

This serves as a guide in returning borrowed laptop and pocket Wi-Fi (Student included on the graduating class, students who are not 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
1. Fill out Laptop & Pocket WI-FI Clearance Form	1.1 Check filled-out Laptop & Pocket WI-FI Clearance Form	None	2 minutes	SASD staff
2. Proceed to MIS	Checking of unit if OK for return.		2 minutes	MIS staff
3. Proceed to Property Office to surrender the unit.	Receive the unit in good working condition		3 minutes	Property Office staff
4. Proceed to OSAS	For database clearance and signature of the Head of SASD		2 minutes	SASD staff and Head of SASD
5. Secure student copy of clearance	Issue copy of clearance to student		1 minute	SASD staff
	TOTAL:	None	10 minutes	

10. LAPTOP FOR REPAIR / MAINTENANCE

This serves as a guide in laptop for repair / maintenance

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	SASD staff
2. Proceed to MIS to surrender laptop for repair	<p>MIS will receive/claim laptop and examine the unit.</p> <p>MIS office will contact/email the client/ students on the status of laptop</p> <p>If ok for release</p> <p>MIS will inform the SASD to schedule the appointment of student to claim the repaired laptop.</p> <p>SASD will schedule the student to pick up the laptop</p>	None	1 to 3 days Depending on the damage / condition of the laptop	MIS technician
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	SASD staff
	TOTAL:	None	3 to 4 working days	

11. 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	
<u>For Pocket Wifi</u>	
1. Current QCU Registration Form	Student
2. Pocket Wifi Borrowers Form	Download Forms – SASD FB Page

<u>For Laptop</u> 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, click in the link in accordance to your request. Fill-out the google form with complete information. 2. Wait for the OSAS to contact the student within 3 days. 3. Download Forms and Fill out all necessary information. Complete all other requirements needed. 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 requirement will not be entertained. Step 1 Verification/validation	OSAS will get in touch/contact the student to give schedule of releasing of laptop within 3 days. Downloadable forms available at Student Affairs FB page	none none	3 minutes	SASD Staff in-charge
Step 2 Encoding	Verification/validation of documents Validation on database record Encoding of	None None	2 minutes 2 minutes	SASD staff in-charge Property Office staff in-charge

<p>Step 3 Checking</p>	<p>Serial No. of unit to be released on the system database</p>	<p>None</p>	<p>2 minutes</p>	<p>MIS technician</p>
<p>Step 4 Picture taking</p>	<p>Checking/ demonstrate unit if in good working condition</p>	<p>None</p>	<p>1 minute</p>	<p>OSAS Staff in-charge</p>
<p>Sign on logbook</p>	<p>Picture taking of student with the unit received by the student</p> <p>Sign on the logbook for documentation</p>			
	<p>TOTAL:</p>	<p>None</p>	<p>7 minutes</p>	



QUEZON CITY UNIVERSITY
MEDICAL AND DENTAL SERVICES



MEDICAL AND DENTAL SERVICES

1. EVALUATION OF HEALTH DECLARATION FORM

This serves as screening of health condition of employees, student and visitors entering the University.

Office or Division:		Medical and Dental Services		
Classification:		Simple		
Type of Transaction:		G2C- Government services transacting public		
Who May Avail:		Everyone		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Valid ID		School/ Government		
Declaration Form		Security Guard/ QCU Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure declaration form from security guard at the main entrance.	Receive and check the accomplished declaration form	none	3-5mins.	Nurses Medical and Dental Services
2. Accomplished Declaration form by filling in all the details required.				
3. Submit accomplished declaration form to the nurses.				
4. Evaluation.	Screen and assess the client.	none	2 mins.	
	TOTAL		Up to 8 mins	

2. PROVIDE MEDICAL MANAGEMENT, DENTAL SERVICES, HEALTH EDUCATION, AND COUNSELING

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		
Declaration Form		Security Guard/ QCU Clinic		
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	Conducts interview	none	3-5mins.	Medical and Dental Services

b. Online c. Phone				
2. Assessment	Assess the client and provide medical management. Refer to Medical Doctor if necessary.			
	TOTAL		Up to 5 mins	

3. 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	PROCESSING TIME	PERSON RESPONSIBLE
1. Student may seek referral form from Medical Clinic thru; a. Walk In b. Email	Give referral form		3-5mins.	<i>Nurses</i> Medical and Dental Services
2. Accomplish Medical requirements from any hospital, clinic or diagnostic center		Rate varies per clinic/hospital	2-5 days	Diagnostic Clinic/ Hospital where medical laboratory procedure accomplished.
3. Make an appointment in QCU Clinic via email.	Schedule the student's visit		5 mins	Nurse Medical and Dental Services
3. Submit original copy of Medical results to the Clinic	Interview, collect and sign the accomplished Medical History Form	none	10 mins	

4. Fill out Medical History and Clearance form.	Issue medical clearance form			
	TOTAL		Up to 5 days and 20 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	PROCESSING TIME	PERSON RESPONSIBLE
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 Setup				
1. Fill up Google Form https://bit.ly/onlinereferenceservice or send a message through messenger through Facebook Page	Librarian verify and review student information and request	None	2 mins	Library Staff
Online Reference Service 	Librarian send 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 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 :	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. Approaches the library-in-charge of the appropriate section and presents query	Conducts an interview	None	15 minutes	Library Staff
	Directs students to the resources available.	None	20 minutes	Library Staff
	TOTAL		35 minutes	
New Normal Setup (Online)				
1. Email or fill up Google Form https://bit.ly/onlinereference-service or send a message through messenger through Facebook Page Online Reference Service QR Code 	Librarian verify and review student inquiries	None	2 minutes	Library Staff
	Response to students through email or messenger	None	2 minutes	Library Staff
	TOTAL		4 minutes	

2. ISSUANCE 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 & Photocopy)			Library	

Colored 1x1 picture (2 pcs.)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Face to Face Setup					
1. Library Patron seeks query in any form of transaction: a. online (email or social media accounts)	Check and verify the students inquiry	None	10 mins.	Library Staff	
2. Fill out the Student Information Form and Library card then submit.	Received and process the documents/ form	None	10 mins.	Library Staff	
	Explain the process/importance of a library card.	None	2 mins.	Library Staff	
3. Claim the library card.	Released the library card	None	1 min.	Library Staff	
	TOTAL		4 minutes		
New Normal Setup (Online)					
1. Fill out the Online Borrowers Card Application Form https://bit.ly/qcuborrowerscard	Librarian verify and review student information	None	2 mins.	Library Staff	
	Send the library card through email	None	5 mins.	Library Staff	

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 seek query in any of this methods:	Check student records in	None	5 mins.	Library Staff

a. Telephone b. online (email and social media account) Walk-in	database system			
Library Patrons present affidavit of Loss and other requirements	Receive the documents and processed	None	5 mins.	Library Staff
Fill out the borrower's card and submit	Explain the process/importance of a library card.	None	5 mins.	Library Staff
Claim the library card.	Released the library card	None	1 min.	Library Staff
	TOTAL		16 minutes	

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 & photocopy)	Check, verify stamp, and signed the documents	None	5 mins.	Library Staff
	Encodes information at the database.	None	3 mins.	Library Staff
2.Claim validated library card and original registration form.	Released the library card and original registration form.	None	1 min.	Library Staff
	TOTAL		9 mins	

3. BORROWING & RETURNING OF BOOKS (IN-HOUSE)

This serves as a guide in borrowing and returning of books.

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		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to Face				
1. Library patrons search book/s at the shelves (open shelves)	Assist when need	None	15 mins.	Library Staff
2. Fill out the book card before using the needed book/s.	Assist when need	None	2 mins.	Library Staff
3. Attached your library card in the book card and submit at the circulation desk.	Received books, library card and books for verification	None	5 mins.	Library Staff
4. Return the book/s to the Library Staff.	The Library Staff encodes information at the daily statistics form & set aside for shelving.	None	5 mins.	Library Staff
5. Return the book/s to the Library Staff.	Released Library Card	None	1 min.	Library Staff
	TOTAL		28 mins	

3.1 BORROWING OF BOOKS (OVERNIGHT)

This serves as a guide in borrowing books overnight 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	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to face				

1. Present your library card at the counter.	Verify if the library card is validated or not.	None	2 mins.	Library Staff
	Checking accountability	None	5 mins.	Library Staff
2. Proceed to the shelves (open shelves) to get book/s.	Assist when need	None	30 mins.	Library Staff
3.Fill out the book card and present in the counter for check out	The Library Staff check and encode for documentations	None	5 mins.	Library Staff
4.Claim the book/s	Released the Book/s	None	2 mins.	Library Staff
New Normal Setup (Online)				
1.Library Patron send inquiry to https://bit.ly/onlinereference service	Librarian review the student concern and look for the requested material	None	10 min.	Library Staff
	Electronic materials will be email to patron while for printed materials, students will be advised to fill up the https://bit.ly/qculibraryappointmentrequest	None	2 min	Library Staff
2.Claiming of requested printed materials	Students will be emailed regarding the schedule of the claiming of the requested materials	None	2 min.	Library Staff
	Students will proceed to the main gate or lobby of the metalcasting building at San Bartolome Campus, the librarian will verify the students' claim form.	None	10min	Library Staff
	TOTAL		14 mins.	

3.2 RETURNING OF BOOKS (OVERNIGHT)

This serves as a guide in returning books borrowed overnight 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 borrowed				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to Face Setup				
1.Present the books at the circulation desk for return.	The Library staff receives and checks the condition of the book/s for return.	None	5 mins.	Library Staff
	Clear it from the borrower's account.	None	2 mins.	Library Staff
2.Claim Library card	Released Library card	None	1 mins.	Library Staff
	TOTAL		8 mins.	
New Normal Setup				
1.Present the library card to the guard	the librarian will verify the students' library card and record the material as returned	None	5 mins	Library Staff
	TOTAL		4 mins.	

3.3 RENEWING OF BOOKS (OVERNIGHT)

This serves as a guide in renewing of books borrowed overnight 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. Present the books at the circulation desk for renewal.	The Library staff receives and checks the book/s.	None	10 mins.	Library Staff
	Retrieve Book Card of book/s for renewal and clear it from the borrower's account.	None	5 mins.	Library Staff
2. Fill out the book card and hand it in the counter.	Stamp return on the old and new due date and countersign the Book Card under the borrower's account for check out.	None	10 mins.	Library Staff
3. Receive book/s renewed	Issue renewed book/s	None	1 min	Library Staff
	TOTAL		26 mins	
New Normal Setup (Online)				
1. Fill out the google form from https://bit.ly/onlinereferenceservice or send a message to Library FB Page	Validate and review students information and request	None	5 mins	Library Staff
	TOTAL		4 mins	

1.3 PAYMENT OF FINES BEYOND DUE DATE (OVERNIGHT)

This serves as a guide in paying fines of books borrowed beyond due date 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
1. Library Patron seeks query in any of these transactions : a. Walk-in b. Telephone c. online (email and	Conducts an interview	None	20 mins.	Library Staff

social media)				
2. Present the book/s borrowed at the circulation desk.	The Library staff checks the due date of the book/s.	None	5 mins.	Library Staff
	Immediately compute the accumulated fine of the book to be returned	P5.00 per day	5 mins.	Library Staff
3. Signed and paid the accumulated fines.	The library staff received the fine and cleared it from the borrower's account.	None	5 mins.	Library Staff
	TOTAL		35 mins.	

3.5 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 seeks query in any of these transactions: a. walk –in b. Telephone c. online (email and social media account)	Conducts an interview	None	10 mins.	Library Staff
2.The library patrons should be replaced the book with the same author, title, current copyright date and the same physical description (hardbound, original book)	Discuss, provide information and recommendations to the patrons' concern	None	2-3 business time	Library Staff
3.If the book is out of stock/print it should be replaced with a similar subject and physical description and value of the		None	2-3 business time	Library Staff

book and current copyright date.				
4.Submit the book replacement for the lost book/s to the librarian for documentation.	The library staff receive & records the lost book/s for documentation	None	10 mins.	Library Staff
	TOTAL		Up to 26 mins.	

4. REQUEST TO ACCESS PERIODICAL CLIPPINGS

This serves as a guide in paying / replacement of fines of loss 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		
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 processed Request Form	None		Library Staff
3.Verify the request	Access to periodical clippings	None		Library Staff
	TOTAL		25 mins.	
New Normal Setup				

Patrons request access to online periodical and clippings through https://bit.ly/onlinereference-service	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 & PERIODICAL CLIPPINGS

This serves as a guide in paying/replacement of fines 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		
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		16mins.	
New Normal Setup				

1.Fill out the google form https://bit.ly/onlinereference service	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.	

5. SIGNING OF STUDENT'S CLEARANCE

This serves as a guide in paying / replacement of fines 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		
Clearance Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Hand in a duly accomplished clearance form and a library card.	Verify the accountability in the system.	None	5 mins.	Library Staff
	Affix signature when approved.	None	1 mins.	Library Staff
2.If not approved, present the needed requirements to be clear.	Received and affix the signature	None	5 mins.	Library Staff
	TOTAL		11 mins	

5.1 SIGNING OF FACULTY & ADMIN CLEARANCE (RENEWAL OF CONTRACT, TRAVEL, LEAVE, RESIGNATION)

This serves as a guide in paying / replacement of fines 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		
Clearance Form		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present a duly accomplished clearance form.	Check and verify their account/ records in the system.	None	5 mins.	Library Staff
	Affix the signature when approved.	None	1 mins.	Library Staff
2.If not approved, present the needed requirements to be clear.	Received and affix the signature	None	5 mins.	Library Staff
	TOTAL		11 mins.	





QUEZON CITY UNIVERSITY
GUIDANCE, TESTING, AND PLACEMENT OFFICE



GUIDANCE, TESTING, AND PLACEMENT OFFICE

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)		<p>GCU Official FB Page https://www.facebook.com/qcuguidanceunit</p> <p>GCU Official Email Address guidance.unit@qcu.edu.ph</p> <p>QCU Official Website https://qcu.edu.ph/</p> <p>or via this link / QR Code:</p> <p>For Degree Courses: https://forms.gle/j7v493B8wzKjFVCv6</p>  <p>For Senior High School Graduates: https://forms.gle/mKScxka5T4crVVoX9</p> 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present one (1) copy of School Clearance and Identification Card	Verify the student’s information and status	None	15 minutes	Guidance Staff

to the Guidance and Counseling Unit 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 on the day it is requested	None	15 minutes	Guidance Staff
	TOTAL		45 mins	
FOR ONLINE GOOD MORAL REQUEST				
1. Fill-out all the information needed on the Good Moral Character Online Request Form .	Receive Good Moral Certificate Request Form. Coordinate with the Registrar's Office if the student is cleared. If confirmed cleared, process the good moral request. GCU staff will notify the client through their given email address about the claiming date	None	1-3 days	Guidance Personnel
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 Personnel
	TOTAL		Up to 3 days	

2. ONLINE ADMISSION TEST

The Guidance and Counseling Unit, in coordination with Admissions Office, facilitates the online Admission Test for incoming first year students.

Office or Division:	GUIDANCE, TESTING AND PLACEMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2C – government services transacting public			
Who may avail:	Quezon City Residents: -Senior High Students -ALS Passers (qualified for tertiary level) -Transferee -Working Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		Admissions Office		
Admission Test Slip		Guidance Office		
FOR ONLINE ADMISSION TEST				
Online Application Form		Admission Office		
Google Classroom Link		Guidance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Comply with all the requirements prescribed by the Admissions Office	Applicants who are able to comply with all the requirements prescribed will be given an admission test slip	None	1-3 days	Guidance Staff / Psychometrician
2. Applicants will take the admission test on their scheduled date and time.	Guidance staff / psychometrician will facilitate the administration of the Online Admission Test	None	1 Hour, 20 minutes	Guidance Staff / Psychometrician
3. Wait for the result of the admission test	List of QCUAT passers will be posted on Admission Office bulletin board, GCU Office bulletin board, official social media accounts, and website	None	1 day	Guidance Staff / Psychometrician Admission Personnel
	TOTAL		Up to 4days, 1 hour & 20 mins.	

FOR ONLINE ADMISSION TEST				
1. Applicants need to comply with all the requirements prescribed by the Admission Office	Invitation link will be sent through email address of the applicants	None	1 day	Guidance Staff / Psychometrician
2. Applicants will take the 70-item examination on the scheduled date and time.	Administer the Online Examination. Monitor the responses through Google Classroom. Result of Exam will be generated	None	1 Hour, 20 minutes	Guidance Staff / Psychometrician
3. Visit the University's Official Facebook Page / website for the result of the online examination.	Post the Official List of Passers on the University's Official Facebook Page / website	None	1 day	Guidance Staff / Psychometrician
	TOTAL		2 days, 1 hour and 20 mins.	

3. STUDENTS UNDER ACADEMIC PROBATION

Students with grade deficiency will be referred under academic probation. This is a period of 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 Advising Form		Respective Colleges / Admissions 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 RESPONSIBLE
1. Students under academic probation will need to proceed to the guidance office and filled-out the Counselor Conference Form.	Guidance staff will collect the Counselor Conference Form and will verify the student's academic status.	None	10 minutes	Guidance Staff / guidance counselor
2. Student will have a conference with the guidance staff /guidance counselor. For students who are under academic probation for consecutive semesters or incurred more than 3 failed subjects and Unauthorized Dropped(UD), will have a conference with the guidance staff/ counselor with their parent / guardian. 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 their respective colleges / admission office for academic advising	None	15 - 30 minutes	Guidance Staff / Guidance Counselor
3. Student will proceed to their respective colleges and present the guidance slip , requesting for academic advising. After the academic advising, student will	Guidance staff / guidance counselor will collect the signed guidance slip / check the proof of academic advising Remove the " hold status " of the student	None	10 - 15 minutes	Guidance Staff / Guidance Counselor

return to the guidance office to present the signed guidance slip / proof of academic advising.	then will issue a guidance slip for Admission Office			
4.Proceed to the Admission Office for enrollment				
	TOTAL		Up to 55 mins.	
FOR ONLINE PROCESSING OF STUDENTS UNDER ACADEMIC PROBATION				
1.Student under academic probation will email the scanned letter and valid identification card from parent / guardian 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 Admission Office	None	1 day	Guidance Staff
	TOTAL		1 day	

4. 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
FOR ONLINE COUNSELING APPOINTMENT		
Referral Link		GCU Official FB Page

		https://www.facebook.com/qcuguidanceunit GCU Official Email Address guidance.unit@qcu.edu.ph or via the link / QR Code https://forms.gle/YKKrxRTZ9npUm37U8 		
CLIENT STEPS		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 minutes	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 FB Page or GCU 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.	

5. Exit Interview for Transferring and Graduating Students

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:	Transferring Students Graduating Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Letter from parent / guardian Indicating the ff: a. Name and Student Number b. Program / Year / Section c. Last S.Y. and semester attended d. Reason for exit / transferring Address to the University President				
Photocopy of valid identification card of parent / guardian				
Exit Interview Form for Transferring Students		Guidance Office		
Exit Interview Form for Graduating Students		Guidance Office		
Graduation Clearance		Registrar's Office		
FOR ONLINE PROCESSING OF STUDENTS UNDER ACADEMIC PROBATION				
Scanned letter from parent / guardian Indicating the ff: a. Name and Student Number b. Program / Year / Section c. Last S.Y. and semester attended d. Reason for exit / transferring Address to the University President				
Scanned valid identification card of parent / guardian				
Exit Interview Form for Transferring Students		Guidance Office		
Exit Interview Form for Graduating Students		Guidance Office		
Graduation Clearance		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Transferring Students				
1.Student will present a letter with their parent / guardian's signature , The letter is noted by the Program Head /_Dean to confirm that the people mentioned are aware of the student's intention to shift course or transfer to another school/university. Attach a photocopy of parent / guardian's valid identification card	Guidance staff will verify the submitted letter	None	10 minutes	Guidance Staff
2.Student will undergo exit interview and will fill-out the Exit Interview Form	Guidance staff / guidance counselor will conduct an exit interview Collect the filled-out Exit Interview Form	None	10 minutes	Guidance Staff / guidance counselor

3. Student will log in Guidance Office Log Form. Proceed to the Registrar's Office for the processing of the request for exit.				
	TOTAL		20 mins.	
FOR ONLINE PROCESSING				
1. The student will send a scanned letter via an email: guidance.unit@gcu.edu.ph	Guidance staff will receive and verify the submitted letter	None	1 day	Guidance staff
Student must secure the e-signature from their parent / guardian, Letter noted by their Program Head / Dean. Attached also is a scanned copy of parent / guardian's identification card	The guidance personnel will send to the student via email the Exit Interview Form.			
2. The student will email back the accomplished Exit Interview Form to the official GCU email address	The guidance staff will send a schedule for an online exit interview via preferred online platform.	None	1 day	Guidance staff
3. Student attend the scheduled online interview After the interview, student will process the request for exit in the Registrar's Office.	Guidance counselor will conduct the online exit interview	None	10 -15 minutes	Guidance counselor
	TOTAL		2 days & 15 mins.	
B. Graduating Students				
1. Graduating students who will secure clearance from the guidance office will need to answer an Exit Interview Form.	Guidance staff will give an Exit Interview Form	None	10 -15 minutes	Guidance staff

2.Submit the accomplished Exit Interview Form,	The guidance staff will sign the Graduation Clearance Form of the students.	None	10 -15 minutes	Guidance staff
	TOTAL		Up to 30 mins.	
FOR ONLINE PROCESSING				
1.All graduating students who will request for Guidance and Counseling Unit clearance via guidance.unit@qcu.edu.ph	Guidance staff will receive the request and will send an Exit Interview Form to the student	None	1 day	Guidance staff
2.Submit / email back the accomplished Exit Interview Form	Signed clearance form will be sent to the student	None	1 day	Guidance staff
	TOTAL		2 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send Feedback	Fill-up online form for feedbacks and suggestions provided at the Official QCU Guidance Facebook Page.
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	Fill-up online form for complaints provided at the Official QCU Guidance Facebook Page.
How complaints are processed	All complaints will be forwarded to the Head of the Guidance Office for Evaluation and Investigation. Sanctions will be applied if proven necessary.
Contact Information of QCU Guidance Office	@qcuguidanceoffice



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
Scholarship, Placements, Grants, and Assistance Division	QCU San Bartolome Campus 673 Quirino Highway, San Bartolome, QC	8806-3254
Student Affairs Services Division	QCU San Bartolome Campus 673 Quirino Highway, San Bartolome, QC	8806-3465
Finance Department	QCU San Bartolome Campus 673 Quirino Highway, San Bartolome, QC	8806-3314