



QUEZON CITY UNIVERSITY

CITIZEN'S CHARTER
2024 (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 AND ADMISSION PROCEDURE

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

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	
Latest School ID			Present School	
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.middleinitial@gmail.com or lastname.firstname.middleinitial1@gmail.com	1. Evaluate the submitted documents	None	10 minutes *Applicants are evaluated based on their date and time of registration.	Admission Staff
2. Submit to the Admissions Office the accomplished QCUCAT Application Form and the consent form which may be downloaded at the official website https://qcu.edu.ph	2. Receive and verify the accomplished QCUCAT Application Form and the consent form	None	2 minutes	Admission Staff
3. Receive the test permit from the Guidance and Counselling Unit Office	3. Give the test permit to examinee	None	2 minutes	Guidance and Counselling Unit Staff

4. Appear on the schedule date of examination	4.1 Facilitate the QCU Admission Test	None	1 hour	Guidance and Counselling Unit Staff
	4.2 Evaluate and forward the list of QCUCAT passers to the Admissions Office	None	5 working days / batch	Guidance and Counselling Unit Staff
5. Bring SF9/Report Card and TOR/Certified True Copy of Grades issued by the registrar of the previous school to the Admissions office upon receiving the email for QCUCAT passers.	5. Issue a transaction slip for interview	None	2 minutes	Admission Staff
6. Go to the College Dean for an interview	6.1 Interview the applicant	None	15 minutes	College Dean / ProgramChair
6.1 Return the transaction slip to the admissions office	6.2 Forward a list of qualified students for the Psychological Test	None	2 minutes	College Dean / Program Chair
7. Submit the documentary requirements for Admission	7. Post names and schedule of the submission of documentary requirements of qualified applicants for Admission	None	5 working days	Admissions Staff
		TOTAL	10 working days 1 hour and 33 minutes	

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

2. READMISSION (Returnee) PROCEDURE

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

Office or Division:	Registrar and Admissions Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	<p>OLD students of QCU who were OFFICIALLY DROPPED (OD) in the previous semester.</p> <p>OLD students who were NOT enrolled in the previous semester.</p>			
CHECKLIST OF REQUIREMENTS **Digital and Hard Copy**			WHERE TO SECURE	
Fully Accomplished Re-Admission Form			QCU Website: www.qcu.edu.ph	
Clearance from Accounting, Student Affairs Services Division (SASD), and Guidance			Visit the website for the Email or contact number of the respective offices	
Program of Study			Registrar's Office	
Original Philippine Statistics Authority Birth Certificate (if you entered QCU in or before 2017)			PSA	
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	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Register in the Re-admission Link posted at www.qcu.edu.ph using your Gmail account intended for QCU concerns only.</p> <p>Follow this format: (lastname.firstname.middle1@gmail.com).</p> <p>You may use your previously registered Gmail account with the same format if it is still active.</p>	1. Verify and evaluate student applications for the printing of the program of study	None	<p>10 minutes</p> <p>*Applicants are evaluated based on their date and time of registration.</p>	Admission Staff
2. Submit the requirements (except Medical Clearance) at the Admissions Office	2. Receive returnee form and issue program of study	None	5 minutes	Admission Staff

3. Proceed to the concerned department/college for advising.	3. Evaluate and approve or disapprove the application.	None	5 minutes	College Dean / Program Chair
4. Return the re-admission form at the admissions office	4. Notify the student of the status of the application and schedule of the submission of requirements	None	1 minute	Admission Staff
	TOTAL		21 minutes	

3. ENROLLMENT OF FRESHMEN STUDENTS

This service is given to freshmen students who passed the QCUCAT, have successfully undergone the interview of their respective College Deans, and have 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 passed QCUCAT, departmental interview, and have submitted complete admission requirements	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For SHS Students <ul style="list-style-type: none"> Original SF9 (Grade 11 & 12 1st – to 4th Quarter) Photocopy of SHS Diploma (original copy should be presented) For High School Graduates (Old Curriculum) <ul style="list-style-type: none"> Form 138- High School Report Card Photocopy of HS Diploma (original copy should be presented) For ALS Passer for College <ul style="list-style-type: none"> Alternative Learning System Certificate ALS Diploma 	Previous school attended	
Original Certificate of Good Moral Character	Previous school attended	
Original PSA Birth Certificate	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	University physician	
Long brown envelope in a plastic envelope with student's Last Name, First Name, Middle Name		
Mailing stamp chosen based on the graduate's last school or university attended: Luzon P70.00; Visayas P90.00; Mindanao P100.00	Post Office	

Additional Requirements for the following Applicants:				
<ul style="list-style-type: none"> Applicants who stopped for 1 year or more - Affidavit of Non-Enrollment from other Universities If with discrepancy between PSA Birth Certificate and School Record – Affidavit of One and the Same Person If currently employed - Original Latest Certificate of Employment If married female student - Original Marriage Certificate Applicants from schools with non-numerical (Pass/Fail) grades-Certificate of Non-issuance of Numerical Grades (Issued by the School Registrar) In cases where the student-applicant cannot reasonably secure his/her school credentials for reasons beyond their control, such as: Closure of the school last attended and Damage of documents due to fire or natural calamities - Certificate of eligibility for admission to college from the Commission on Higher Education (CHED) 			Notary Public Notary Public Present employer Philippine Statistics Authority Previous school or university Commission on Higher Education	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ONSITE				
1. Submit before the enrollment schedule. Successful applicants eligible for admission will receive their scheduled date of enrollment.	1. Post Enrollment Schedule (Website and Registrar FB Page)	None	<i>5 days before the Enrollment Schedule</i>	Registrar
2. Receive Enrollment Slip and Student Number	2. Issue Enrollment Slip and assign Student Number	None	2 minutes	Registrar Staff
3. Receive printed registration form	3. Print the registration form	None	5 minutes	Registrar Staff
4. Fill out the registration form for stamping	4. Stamp "Officially Enrolled" on the Registration Form	None	1 minute	Registrar Staff
	TOTAL		8 minutes	
OR ONLINE				
1. Successful applicants eligible for admission to receive confirmation via email of their scheduled date of enrollment	1.1 Verify documents submitted in the drop-off area. Admission Office to forward List of students for enrollment to the Registration Officer	None	5 working days	Admission Staff

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

4. ENROLLMENT FOR TRANSFER STUDENTS

This service is given to transfer students who passed the interview of their respective College Deans and have submitted the 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 passed departmental interview, and have submitted the complete admission requirements
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ul style="list-style-type: none"> • Transcript of Records (For evaluation purposes) with TOR GWA of the last semester attended duly signed by the Registrar. • Original Certificate of Transfer Credentials (CTC) • Original Subject Course Description (for accreditation of subjects) 	Previous university
Original Certificate of Good Moral Character	Previous university
Original PSA Birth Certificate	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	University physician
Long brown envelope in a plastic envelope with students Last Name, First Name, Middle Name	
Mailing stamp chosen based on the graduate's last school or university attended: Luzon P70.00; Visayas P90.00; Mindanao P100.00	Post Office

<p>Additional Requirements for the following Applicants:</p> <ul style="list-style-type: none"> Applicants who stopped for 1 year or more - Affidavit of Non-Enrollment from other Universities If with discrepancy between PSA Birth Certificate and School Record – Affidavit of One and the Same Person If currently employed - Original Latest Certificate of Employment If Married Female Student - Original Marriage Certificate Applicants from schools with non-numerical (Pass/Fail) grades-Certificate of Non-issuance of Numerical Grades (Issued by the School Registrar) In cases where the student-applicant cannot reasonably secure his/her school credentials for reasons beyond his/her control, such as: Closure of the school last attended and Damage of documents due to fire or natural calamities - Certificate of eligibility for admission to college from the Commission on Higher Education (CHED) 	<p>Notary Public</p> <p>Notary Public</p> <p>Present Employer</p> <p>Philippine Statistics Authority</p> <p>Previous University</p> <p>Commission on Higher Education</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request crediting form for accreditation of subjects and submit the needed requirements	1.1 Issue crediting form and verify TOR and subjects' course description with the College Dean for Accreditation of Subjects	None	10 minutes	Admission Staff
	1.2 Evaluate and sign crediting form	None	5 minutes	College Dean / Program Chair
2. Return to the admissions office for the issuance of student number	2. Issue Enrollment Slip and assign Student Number	None	5 minutes	College Dean / Program Chair
3. Present enrollment slip at the enlistment area	3.1 Evaluate and enlist subjects to be enrolled	None	15 minutes	College Enlistment Officer
	3.2 Officially enroll student	None	5 minutes	Registrar Officer
4. Receive printed registration form	4. Print registration form	None	5 minutes	Registrar Staff
5. Fill out the registration form for stamping	5. Stamp Officially Enrolled on the Registration Form	None	1 minute	Registrar Staff
	TOTAL		1 hour	

5. ENROLLMENT FOR RETURNING 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. Proceed to the Admissions Office for the activation of the old student number	1. Activate Student Number	None	2 minutes	Admission Staff
2. Present enrollment slip at the enlistment area	2.1 Evaluate and enlist subjects to be enrolled	None	10 minutes	College Enlistment Officer
	2.2 Officially enroll student	None	5 minutes	Registrar Officer
3. Receive printed registration form	3. Print registration form	None	3 minutes	Registrar Staff
4. Fill out the registration form for stamping	4. Officially Enrolled on the Registration Form	None	1 minute	Registrar Staff
	TOTAL		21 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	
ONSITE ENROLLMENT				
Clearance from Accounting, OSAS, and Guidance			Respective Offices	
Follow enrollment schedule			FB Page QCU Registrar	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Tap ID for validation	1.1 Evaluate registered student if Regular or Irregular	None	1 minute	Registrar Staff
	1.2 Enroll Regular Student	None	2 minutes	College Advising officer / Registration Officer
	1.3 Enlist Irregular Student of subjects to be enrolled	None	3 minutes	College Advising / Enlistment Officer
	1.4 Print Registration Form	None	2 minutes	Registration Officer
2. Receive Officially Enrolled Registration Form	2. Stamp Officially Enrolled on Registration Form	None	2 minutes	Registration Officer
	TOTAL		10 minutes	
CHECKLIST OF REQUIREMENTS -			WHERE TO SECURE	
ONLINE ENROLLMENT				
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
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. 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 clearance by the university, 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 from all accountabilities (Clearance Request Form) 1 Valid Identification Card with Signature Special Power of Attorney (SPA) and ID card with picture of requester 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: <ul style="list-style-type: none"> • BS Industrial Engineering, BS Electronics 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 	1.1 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

<ul style="list-style-type: none"> • 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 				
	1.2 Send order of payment to the students via email	None	5 minutes	Registrar's Staff
<p>2. Receive and print Order of Payment and pay TOR Fee</p> <p>Pay at the City Treasurer's Office window on Monday, Wednesday, and Friday, or at the Talipapa Branch (located within Talipapa Brgy. Hall, Quezon City) Monday through Friday, 9 a.m. to 3 p.m.</p>	<p>2.1 Send email confirmation to requesting applicant of the received proof of payment</p> <p>2.2 Consolidate proof of payment and endorse to student accounts</p> <p>2.3 Consolidate and bring all proofs of payment transactions to City Treasurer's Office for verification and issuance of Official Receipt</p> <p>2.4 Endorse issued Official Receipt to Registrar's Office</p> <p>2.5 Process the document and notify the student through email of their appointment schedule to claim their requested</p>	<p>PhP 300.00</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>4 working days (Friday – Wednesday)</p> <p>1 working day (Every Thursday)</p> <p>1 working day</p> <p>30 Minutes if document is in the database 5 working Days if document requires manual searching</p>	<p>Registrar's Staff</p> <p>Registrar's Staff</p> <p>Student Account Staff / City Treasurer's Office Collector</p> <p>Student Account Staff</p> <p>Registrar's Staff</p>

	document			
3. Claim the requested credential on the scheduled date of appointment (in-person)	3. Verify identification of the requester 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 requester 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	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the request form and send it to the assigned email address of the specific courses: <ul style="list-style-type: none"> • BS Industrial Engineering and BS Electronics 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 	1. Process the document and notify the student through email of the appointment schedule to claim the requested document	None	REGULAR PERIOD: 2 working days PEAK PERIOD: 5 working days *processing time may vary depending on the bulk of emails.	Registrar's Staff

<ul style="list-style-type: none"> • 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 			<p>* Emails beyond office hours will be attended on the next office hour</p>	
<p>2. Claim the requested credential on the scheduled date of appointment</p>	<p>2. Verify identification of the requestor and release requested documents</p>	<p>None</p>	<p>10 minutes</p>	<p>Registrar's Staff</p>
	<p>TOTAL:</p>		<p>2 working days and 10 minutes –regular period 5 working days and 10 minutes peak period</p>	

*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. The 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 RESPONSIBLE
1. Accomplish the dropping form and send it to the assign email address of the specific courses: <ul style="list-style-type: none"> • 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 through email		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 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	
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QUEZON CITY UNIVERSITY
ACCOUNTING DIVISION



ACCOUNTING DIVISION

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.

1. PAYMENT FOR 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. Request for Order of Payment at the accounting Office window 8 & 9 2 nd floor admin. Bldg..	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			
2. Direct payment to City Treasurer's Office (CTO) Collecting Officer at the accounting office window 11 2 nd floor admin. Bldg.	2.1 Generate official receipt.	Necessary fees (varies from courses and subjects enrolled. See index of fees)	5 minutes	City Treasurer's Official Collector
	2.2 Issued O.R.by CTO posted at Students Account System		5 minutes	Accounting Staff
		TOTAL	15 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), Accounting Division		
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 printed order of payment	1.1 Issue Official Receipt	Php 300.00 per TOR **Additional P125.00 per page in excess of a 2- page TOR	5 minutes	City Treasurer's official collector
	1.2 Issue O.R.from CTO to be posted in the students Account System		5 minutes	Accounting Staff
	TOTAL		10 minutes	

3. APPLICATION FOR TUITION FEE REFUND OF SCHOLARS / STUDENTSWITH 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		5 minutes	Accounting Staff
	1.3 Prepare Assessment Form		5 minutes	Accounting Staff
	1.4 Prepare the Disbursement Voucher (DV)		10 minutes	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 Advise 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		30 minutes	

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

DEGREE COURSES	AMOUNT
TUITION FEE	P 303.34
Amount per unit	
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 LabNSTP	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



SCHOLARSHIP, PLACEMENT, AND ALUMNI RELATIONS DIVISION

The scholarship office plays a role in managing and overseeing scholarships and financial/educational assistance. They help students to apply, ensure eligibility criteria are met, provide support to recipients, and contribute to a more accessible and equitable education system.

1. CHED - UNIFAST Free Higher Education (FHE)

QCU is an institution recognized by the Commission on Higher Education (CHED) 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: <ol style="list-style-type: none"> 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
EVERY SEMESTER Hardcopy: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 1. Endorsement Letter by University President 2. Consolidated Billing Statement - Form 1 3. Consolidated Billing Details - Form 2 (TOSF) 4. Registration Form per Student 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)

Local University or College (LUC) / Higher Education Institute (HEI) STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Assess the Consolidated Billing Details Form 2 of Officially Enrolled qualified in the QCU retention policies of Registrar under the Guidelines of UNIFAST-FHE.</p> <p>Prepare the Registration Form of Students for the attachment.</p>	<p>1.1 Produce Form 2 for Consolidated Billing Details and Transmit to Student Accounts Unit thru email.</p>	<p>Tuition and Other School Fees</p>	<p>Two (2) to Three (3) working days</p>	<p>Registrar Office</p>
	<p>1.2 Provide Registration Form of QCU Students and Transmit to Scholarship Office thru email</p>			
<p>2. Assess the Consolidated Billing Details Form 3 of QCU College Admission Test Fees based on the QCU retention policies of Admission under the Guidelines of UNIFAST-FHE.</p> <p>Prepare the Google Form QCUCAT Application for the attachment.</p>	<p>2.1 Produce Form 3 for Consolidated Billing Details and Transmit to Student Accounts Unit thru email.</p>	<p>Admission Fee</p>	<p>Two (2) to Three (3) working days</p>	<p>Admission Office</p>
	<p>2.2 Provide Google Form for QCUCAT Application and Transmit to Scholarship Office thru email</p>			
<p>3. Prepare the Consolidated Billing Statement.</p> <p>Assess the Consolidated Billing Details is Form 2 and Form 3 for the sum of charges/fees.</p>	<p>3.1 Produce Consolidated Billing Statement and Transmit to Scholarship Office thru email.</p>	<p>Tuition and Other School Fees Admission Fee</p>	<p>Two (2) to Three (3) working days</p>	<p>Accounting Office</p>
	<p>3.2 Provide Consolidated Billing Details Form 2 and Form 3 and Transmit to Scholarship Office thru email.</p>			

<p>4. Prepare the endorsement letter for the QCU UniFAST-FHE Scholars by University President</p> <p>Prepare the billing documents (formatting, editing, printing, and compiling) for quality assurance.</p> <p>Process the billing documents for the signature of QCU Officials. (scanned and photocopy)</p>	<p>4.1 Email the softcopy of billing documents to UniFAST for the submission of QCU compliance</p> <p>4.2 Deliver the hardcopy billing documents to the Office of UNIFAST for the submission of QCU Compliance</p>	<p>Tuition and Other School Fees</p> <p>Admission Fee</p>	<p>Two (2) to Three (3) working days</p>	<p>Scholarship Office</p>
<p>5. Evaluate and screen the billing documents of QCU for the qualification of students under the IRR10931</p>	<p>5.1 Process to CHED the billing payment</p> <p>5.2 Notify the QCU for the payment process in CHED</p>	<p>QCU</p> <p>Tuition and Other School Fees</p> <p>Admission Fee</p>	<p>Two (2) to the (3) Weeks</p>	<p>UniFAST Focal Person</p>
<p>6. Settle the payment of QCU TOSF and Admission Fee</p>	<p>6.1 Transfer the payment to QCU</p>	<p>QCU</p> <p>Tuition and Other School Fees</p> <p>Admission Fee</p>	<p>Six (6) Months or more than</p>	<p>CHED Accounting</p>
<p>7. Verify the payment of CHED</p> <p>Request copy of LDAP to CHED and copy furnished for the Scholarship Office</p>	<p>7.1 Email the LDAP to Scholarship.</p> <p>7.2 Notify the Scholarship Office for the process of the financial obligation</p>	<p>NONE</p>	<p>Within the day</p>	<p>Accounting Office</p>
<p>8. Prepare the Endorsement letter for the approval of the Clearing Financial Obligation</p> <p>Endorse to ICT the Clearing of Financial Obligation in the system</p>	<p>8.8 Endorse to the Director of ICT thru email the list of students for the clearing of the financial obligation in the system along with the approved letter from the QCU President</p>	<p>NONE</p>	<p>Two (2) to Three (3) days</p>	<p>Accounting Office</p> <p>Scholarship Office</p> <p>ICT Director</p>

2. CHED – UNIFAST Tertiary Education Subsidy (TES)

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 and Alumni Relations Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail?	<p>The Applicants Qualifications:</p> <ol style="list-style-type: none"> 1. Filipino citizen and officially enrolled at the Higher Education Institution (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 Local University or College (LUC); 5. Qualified under, or any other future, qualification policies that the UniFAST Board may mandate. 			
CHECKLIST OF HEI TES APPLICATION COMPLIANCE		WHERE TO SECURE?		
Accomplished UniFAST – TES Application Form Templates				
<ol style="list-style-type: none"> 1. UniFAST HEIs Partner’s Portal Account 2. UniFAST – TES Application Form Template 		<ul style="list-style-type: none"> - The portal account will be given by the UniFAST Secretariat to the partnered HEI’s - The UniFAST – TES Application Form will be provided by the UniFAST Secretariat focal person to the HEIs or can be downloaded from the UniFAST HEIs portal. 		
LUC / HEI STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the UniFAST - TES Application Form Template with correct and complete student applicant’s details.	1.1. Download the latest UniFAST- TES Application Form Template from UniFAST	None	5 - 10 minutes	Scholarship, Placement and Alumni Relations Division
	1,2 Forward the Template to the concerned office to fill out the correct details and to accurately complete all required fields provided by the UniFAST.	None	5 - 10 minutes	Scholarship, Placement and Alumni Relations Division
	1.3 Fill-out all the required fields in the UniFAST - TES Application Form.	None	Two (2) working days	- Registrar’s office - Information, Communication, and Technology office

2. Check and verify the UniFAST - TES Application Form to confirm the completeness of the provided student applicant's information.	2.1. Receive the accomplished form from the Registrar's office thru email.	None	10-15 minutes	Scholarship, Placement and Alumni Relations Division
	2.2. Check the completeness and details of the accomplished form to avoid common errors in the TES Applicant uploads in the portal.	None	Two (2) working days	Scholarship, Placement and Alumni Relations Division
	2.3. If errors are identified, communicate with the concerned offices to rectify the inaccuracies in the student applicant's information	None	Two (2) working days	- Scholarship, Placement and Alumni Relations Division - Registrar's office - Information, Communication, and Technology office
3. Upload the final UniFAST - TES Application Form to the UniFAST HEIs portal.	3.1 Visit tes.unifast.gov.ph to access the login page.	None		- Scholarship, Placement and Alumni Relations Division
	3.2 Ensure to input the correct login credentials given by the UniFAST Secretariat coordinator.			
	3.3 Select the "TES" link from the sidebar menu, then choose "Manage TES Applicants" from the options displayed.			
	3.4 After selecting "Manage TES Applicants", choose the right Academic Year and Semester, then click "Manage Applications"			
	3.5 Choose your application form file, and click "Import".			
	TOTAL		Up to 3 -5 days	

3. Quezon City Youth Development Office (QCYDO) Financial Assistance

The Quezon City Youth Development Office (QCYDO) provides financial assistance programs specifically designated to support QCU students, aiming to alleviate financial burdens and promote educational opportunities for the youth in the community.

Office or Division:		Scholarship, Placement, and Alumni Relations Division		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		<p>The eligibility requirements for applicants across all scholarship categories are as follows:</p> <ol style="list-style-type: none"> 1. Must be a Quezon City resident 2. Must be enrolled / registered / accepted at a recognized educational institution at the time of scholarship application 3. Must apply with/maintain a General Weighted Average of at least 3.0 or its equivalent. 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Every Semester 1.QC-YDO Financial Assistance Compliance.</p> <p>Hardcopy: A. Cover Letter signed by the University President. B. QC-YDO Application Form Template (in excel file) C. A notarized and signed Registrar’s Certification.</p> <p>Softcopy: A. Cover Letter signed by the University President. B. Accomplished Application Form Template (in excel file) C. Scanned copy of notarized and signed Registrar’s Certification.</p>		<p>- Cover letter will be provided by the SPAR Division and will be forwarded to the Office of the President for signing.</p> <p>- The QCYDO Application Form will be supplied by the designated YDO focal person, tailored to meet specific requirements and gather necessary details from student applicants.</p> <p>-Registrar’s Certification will be signed and issued by the University Registrar.</p>		
<p>2.Important documents needed to upload:</p> <ol style="list-style-type: none"> 1. QC E-services account with approved & verified QCtizen ID. 2. 1x1 ID picture with white background in JPEG format. 3. 3 specimen handwritten signatures. 		<p>- All QCU students</p> <p>*To access the QC E-services Portal, they can use this link: https://qceservices.quezoncity.gov.ph/</p>		
LUCs/CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Prepare the QCYDO Application Form supplied by the designated YDO focal person, tailored to meet specific requirements and gather necessary details from student applicants.	1.1 Initiate the preparation of the application form as directed by the designated YDO focal person.	None	20 - 30 minutes	Scholarship, Placement, and Alumni Relations Division
	1.2 Forward the application form to the concerned offices for the inclusion of fields necessary for gathering pertinent details of the student applicants through email.	None	10 - 15 minutes	Scholarship, Placement, and Alumni Relations Division
	1.3 Fill-out all the required fields necessary for the details of the student applicants in the QC-YDO Application Form.	None	Two (2) working days	-Registrar's office -Information, Communication, and Technology office
	1.4 Receive the accomplished form from the Registrar's office thru email.	None	5 - 10Minutes	Scholarship, Placement, and Alumni Relations Division
	1.5 Check the completeness and details of the accomplished form to avoid errors.	None	Four (4) to Five (5) working days	- Scholarship, Placement, and Alumni Relations Division
	1.6 Filter the form based on YDO's specified criteria, such as kinship or QC residence to ensure that applications meet the required YDO standards and eligibility.			- Registrar's office - Information, Communication, and Technology office
	1.7 If errors are identified, communicate with the concerned offices to rectify the inaccuracies in the student applicant's information.	None	Two (2) working days	- Scholarship, Placement, and Alumni Relations Division - Registrar's office - Information, Communication, and Technology office.
2.Submit the final list/application form of eligible student	2.1 Print the list/application form of qualified student	None	Two (2) to Three (3) hours	Scholarship, Placement, and Alumni Relations

applicants, cover letter, and notarized Registrar's Certification for the QCYDO financial assistance to the QCYDO designated focal person.	applicants.			Division.
	2.2 Forward the printed list of qualified student applicants to the concerned person for necessary signatures.	None	One (1) working day	Scholarship, Placement, and Alumni Relations Division.
	2.3 Generate a copy of signed list/application form of the student applicants as a receiving copy after the submission to QC-YDO.	None	30 minutes to One (1) hour	Scholarship, Placement, and Alumni Relations Division.
	2.4 Gather all the hardcopies and softcopies for the compliance of QCYDO financial assistance application.	None	One (1) working day	Scholarship, Placement, and Alumni Relations Division.
	2.5 Submit both hardcopies and softcopies of the compliance to the QCYDO designated focal person on/or before the given deadline.	None	One (1) working day	Scholarship, Placement, and Alumni Relations Division.
3. Inquire about the status of the submitted documents and check if any additional requirements or follow up submissions are needed.	3.1 Communicate with the QCYDO focal person to inquire about the status of the submitted compliance for financial assistance application.	None	10 to 15 minutes	Scholarship, Placement, and Alumni Relations Division.
4. Announce the application and renewal for QCYDO financial assistance, along with the list of required documents to be uploaded on the QCU E-services portal.	4.1 Post an announcement for the opening of the application and renewal of QCYDO financial assistance on the Scholarship Facebook Page.	None	10 - 15 minutes	Scholarship, Placement, and Alumni Relations Division.
5. Submit the necessary documents set by the QCYDO to the QC E-services portal for the evaluation and screening process	5.1 Fill out Scholarship Application or Renewal information via QC services.	None	Three (3) to Four (4) days	ALL QCU student applicants
	5.2 Answer the one-way interview			

by the QCYDO Team.	questions.			
	5.3 Upload documentary requirements.			



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 to 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. ISSUANCE OF NEW UNIVERSITY IDENTIFICATION CARD (ID)

The University Identification (ID) Card 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 transferee 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	1. Verify the latest registration form	None	3 to 4 minutes	SAU staff
2. Data Encoding - Signature - Photo Capture	2. Verify student information		3 to 5 minutes	SAU staff
3. Printing of Student ID	3. Record transaction in the log book		2 minutes	
4. Release of ID				
	TOTAL		7 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 Verify 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 SASD Head	None	2 minutes	SAU staff and Head of SASD
2. Receive / Claim				
	TOTAL:	None	3 minutes	

4. EXEMPTION FROM WEARING OF UNIFORM

Students may be given exemption on wearing the prescribed uniform provided that 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/ Working Students/ 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 students 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
<p>1. Submits the letter indicating the reason why the student is requesting for an exemption with attached document(s) to the Office of Student Affairs and Services Division (OSASD) either personally or via online (email or any platform) For online submission, applicant must fill out the online application form and attach the picture of all the documents</p> <ul style="list-style-type: none"> ✓ 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) 	<p>For walk-in submission</p> <ol style="list-style-type: none"> 1. Receives and records the letter with attachments in the logbook. 2. Provide and ask the applicant to fill out the application form. 3. Check applicant's responses and verify attachments before forwarding to OSAD Head. 4. Evaluates the merit of the documents for approval and disapproval 5. Give back the letter, attachments and application with decision to the assigned 	None	15 minutes	<p>SAU staff</p> <p>SASD Head</p> <p>SAU Staff</p>

<ul style="list-style-type: none"> ✓ Registration form and Certification from Priest/Pastor/Minister/Leader (for students with religion, ethnicity or cultural background issue) ✓ <i>Note:</i> Attachments submitted via walk-in shall be photocopied with original while via online shall be in picture 	<p>administrative staff</p> <p>For online submission:</p> <ol style="list-style-type: none"> 1. Check online applicant's information and verify attachments before sending to OSASD Head. 2. Evaluate the merit of the documents for approval or disapproval of the request 			SASD Head
<p>2. Receive the Exemption Slip for approved student exemption request.</p>	<p>For walk-in submission:</p> <ol style="list-style-type: none"> 1. Release the Exemption Slip for approved student exemption request. <p>For online submission:</p> <p>Send a notification email to applicant asking him/her to print the Exemption Slip.</p>	None	2 minutes	SAU Staff
<p>3. Forward the list of approved students to the Physical Facilities Division</p>	<ol style="list-style-type: none"> 1. Verify the names of the students if included in the list of exemption upon entry. 	None	3 minutes	Security Guard
	TOTAL:	None	15 minutes	

5. UNIVERSITY ORGANIZATION ACCREDITATION AND REACCREDITATION

This serves as a guide for the creation of new student organizations (Please 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) members			
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. Submit the letter of intent signed by the student organization President 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 the application form 2.2 Review the documentary attachments submitted. 2.3 Feedback	None	1 working day	SAU staff
3. Review and evaluate the requirements.	3.1 Evaluate the documents. 3.2 Approve or disapprove the Student organization 3.3 Make a final list of	None	3 working days	SASD Head

	approved student organization for registration.			
4 Screen / Interview	4.1 Evaluate officers	None	10 to 15 minutes	SASD Head
5. Inform accredited and reaccredited organizations regarding the registration decision	5.1 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	

6. 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	1.1 Review request 1.2 Check the calendar of activities of SASD 1.3 Check PF for venue availability 1.4 Secure final approval from the Office of the President	None	2 minutes 2 minutes 3 minutes 2 to 3 days	SAU staff

2. Follow up to SASD within 3 days or the next day a. By phone b. Email c. Personal	2.1 Give feedback regarding the request	None	2 minutes	SAU staff
	TOTAL:	None	3 to 4 days	

7. LAPTOP AND POCKET WI-FI FOR RETURN

This serves as a guide in returning borrowed laptop and pocket Wi-Fi (for students included in 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	FEESTO 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	Secure 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	

8. 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	FEESTO 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	2.1 Receive the defective laptop and examine the unit.	None	1 to 3 days Depending on the damage / condition of the laptop	MIS technician
	2.2 Contact/ email the client/ students on the status of laptop			
3. Wait for the email from the SASD office and confirm the appointment for schedule of laptop for pick up.	2.3 If ok for release, inform the SASD to schedule the appointment of student to claim the repaired laptop.	None	5 minutes	SAU Staff
	Schedule with the student for pickup/claim of the repaired laptop			
	TOTAL:	None	3 to 4 working days	

9. ISSUANCE OF LAPTOP AND POCKET WI-FI

This serves as a guide for laptop and pocket Wi-Fi 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 Wi-fi</u> 1. Current QCU Registration Form 2. Pocket Wifi Borrowers Form		Student 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 and click on the link of your request. Fill out the Google form with complete information.				
2. Wait for the reply of SASD through email or message	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 the forms completely and submit all documents/requirements needed in borrowing a laptop from the SASD personnel in-charge on designated date/time/schedule. Please be reminded that incomplete requirements will not be entertained				

Step 1 Verification/validation	Verify/ validate of documents Validation on database record	None	2 minutes	SAU staff
Step 2 Encoding	Encode of Serial No. of unit to be released on the System database	None	3 minutes	Property Office staff in charge
Step 3 Checking	Check/ demonstrate unit if in good condition	None	4 minutes	MIS technician
Step 4 Picture taking	Take picture of the student with the unit received by the student	None	1 minute	SAU staff
Sign in logbook	Sign on the logbook for documentation			
	TOTAL:	None	8 to 10 minutes	



QUEZON CITY UNIVERSITY
MEDICAL AND DENTAL SERVICES



MEDICAL AND DENTAL SERVICES

1. ADMINISTERING 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	PROCESSING TIME	PERSON RESPONSIBLE
1. Student may seek referral form from Medical Clinic thru; a. Walk In	Give referral form		3-5mins.	Nurses Medical and Dental Services

b. Email 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. Submit original copy of Medica results to the Clinic	Interview, collect, and sign the accomplished Medical History Form	none	10 mins	<i>Nurses</i> 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 the oral health needs 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	PROCESSING TIME	PERSON RESPONSIBLE
1. Student may seek oral consultation; a. Walk In b. Online 2. Accomplish Dental Form and submit a photocopy of vaccination card for new patient.	Assist client and provide dental form for new patient. For old patient, look for dental records.	None	3 mins.	<i>Nurses</i> Medical and Dental Services
3. Assessment and Treatment	Assess client and perform necessary oral treatment needed.	none	10-45 mins	<i>Dentist</i> 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 CLIENTS

This serves as a guide to assist QCU/Non-QCU clients in registering for and accessing 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 Clients			
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				
1. Seek assistance at the information desk	Conduct an interview	None	10 minutes	Library Staff
	TOTAL		10 minutes	
NEW NORMAL SET UP				
1. Fill out the Google Form https://bit.ly/QCULibrariesOnlineReferenceService or send a message through the Facebook Page	Verify and reviews the student information and requests.	None	2 minutes	Library Staff
Online Reference Service QR Code	Sends the link/ QR code access to all library resources	None	2 minutes	Library Staff
				
	TOTAL		4 minutes	

1.1. ATTENDANCE TO QUERIES OF LIBRARY PATRONS

This serves as a guide for attending queries from Teaching and Non-Teaching Personnel, Students, and Non-QCU clients on 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 Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library card		Library		
Referral letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FACE TO FACE SETUP				
1. Approach the librarian-in-charge of the appropriate section and request assistance	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 out the Google Form https://bit.ly/QCULibrariesOnlineReferenceService or send a message through Messenger and Facebook Page Online ReferenceService QR Code 	Verifies and review student inquiries	None	2 minutes	Library Staff
	Respond to students through email or messenger	None	2 minutes	Library Staff
TOTAL			4 minutes	

2. REISSUANCE OF LOST / DAMAGE LIBRARY CARD

This serves as a guide for the reissuance of lost or damaged library cards to enrolled and returning 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		
Receipt		Library		
		Finance Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Library patrons may request reissuance of lost or damaged library cards through: a. Telephone b. online (email and social media account) c. Walk-in	Check student records in the database system	None	5 minutes	Library Staff
2. Pay the required amount at the Accounting Office.	Receive payment	200.00	5 minutes	Library Staff
3. Present an official receipt	Receive the documents and process	None	5 minutes	Library Staff
4. Claim the library card.	Release the library card	None	1 minutes	Library Staff
	TOTAL		16 minutes	


3. BORROWING AND RETURNING OF BOOKS (In-House)

This serves as a guide for borrowing and returning 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		
Book/s				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Library patrons search book/s at the shelves.)	Assist when needed	None	15 minutes	Library Staff
2. Return the book at the designated book cart.	Encode information on the daily statistics form for shelving.	None	5 minutes	Library Staff
	TOTAL		20 minutes	

3.1 BORROWING OF BOOKS (OVERNIGHT)

This serves as a guide for borrowing books overnight by students, teaching personnel, 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		Library		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FACE TO FACE SETUP				
1. Present your library card at the circulation desk.	Check accountability	None	5 minutes	Library Staff
2. Fill out the book card and present it at the counter for checkout	Check and encode for documentations	None	5 minutes	Library Staff
3. Claim the book/s	Release the Book/s	None	2 minutes	Library Staff
	TOTAL		12 minutes	
NEW NORMAL SETUP				
1. Send an inquiry to https://bit.ly/onlinereferencer	Review the student's concern and look for the requested material.	None	10 minutes	Library Staff
	Electronic resources will be emailed to patrons, while for printed materials, students will be advised to fill out the form through https://bit.ly/qculibraryappointmentrequest	None	2 minutes	Library Staff
	TOTAL		12 minutes	

3.2 RETURNING OF BOOKS (OVERNIGHT)

This serves as a guide for returning books borrowed overnight by students, teaching personnel, 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		
Book/s borrowed		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 return.	Receive and check the condition of the book/s.	None	5 minutes	Library Staff
	Clear it from the borrower's account.	None	2 minutes	Library Staff
2. Claim Library card	Release Library card	None	1 minute	Library Staff
	TOTAL		8 minutes	

3.3 RENEWAL OF BOOKS (OVERNIGHT)

This serves as a guide in renewing books borrowed overnight by students, 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		
Book/s borrowed		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to Face Setup				
1. Present the borrowed books at the circulation desk for renewal.	Receive and check the book/s.	None	10 minutes	Library Staff
	Retrieve Book Card of the book/s for renewal and clear it from the borrower's account.	None	5 minutes	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 minutes	Library Staff
3. Receive book/s renewed	Issue renewed book/s	None	1 minute	Library Staff
	TOTAL		26 minutes	

3.4 PAYMENT OF FINES BEYOND DUE DATE (OVERNIGHT)

This serves as a guide for paying fines for books borrowed beyond their due date by students, 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		
Book/s borrowed		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the book/s borrowed at the circulation desk.	Check the due date of the book/s.	None	5 minutes	Library Staff
	Immediately compute the accumulated fine of the book/s to be returned	P5.00 per day	5 minutes	Library Staff
2. Sign and pay the accumulated fines.	Receives the fine and clears it from the borrower's account.	None	5 minutes	Library Staff
	TOTAL		15 minutes	


3.5 REPLACEMENT OF LOST BOOK/s:

This serves as a guide in replacement of lost books borrowed by students, teaching personnel, 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		
Book/s		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request this service through a. Walk - in b. Telephone c. online (email and social media account)	Conduct interview	None	10 minutes	Library Staff
1. Provide books with the same author, title, current copyright date, and physical description. If a book is out of stock/print, it should be replaced with a similar subject, physical description, value of the book and current copyright date.	Discuss, and provide information, and recommendations to the patron' concern	Book replacement.	2-3 business time	Library Staff
2. Submit the book replacement for the lost book/s to the librarian for documentation.	Receives and records the lost book/s for documentation	None	10 minutes	Library Staff
	TOTAL		2-3 business time and 20 minutes	

4. REQUEST TO ACCESS PERIODICALS (Print and Non-Print)

This serves as a guide for requesting access to periodicals (Print and Non-Print) by students, teaching personnel, 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.		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FACE TO FACE SETUP				
1. Seek assistance in any form of transaction. a. walk –in b. Telephone c. online (email and social media)	Conduct an interview	None	20 minutes	Library Staff
	Verify the information of the patrons	None	5 minutes	Library Staff
2. Fill out the Request Form and submit it.	Receive and process the Request Form	None		Library Staff
3. Verify the request	Access periodicals.	None		Library Staff
	TOTAL		25 minutes	
NEW NORMAL SETUP				
1. Request access to online periodicals and clippings, https://bit.ly/QCULibrariesOnlineReferenceService 	Verify and review the request	None	5 minutes	Library Staff
	Send the link for accessing the online periodical.	None	2 minutes	Library Staff
	TOTAL		7 minutes	

5. SIGNING OF STUDENT'S CLEARANCE

This serves as a guide for signing the students' clearance.

Office or Division:	Library Section			
Classification:	Simple			
Type of Transaction	G2C – government services transacting public			
Who may Avail:	Graduates, Transferees, and Returnee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a library card at the information desk.	Verify the accountability in the system.	None	5 minutes	Library Staff
2. If not approved, please present the necessary requirements to clear.	Receive requirements and accountability	None	5 minutes	Library Staff
	TOTAL		10 minutes	

5.1 SIGNING OF FACULTY & ADMINISTRATIVE CLEARANCE (Renewal of Contract, Travel, Leave, Resignation)

This serves as a guide for signing the clearance of the teaching and non-teaching personnel.

Office or Division:	Library Section			
Classification:	Simple			
Type of Transaction	G2C – government services transacting public			
Who may Avail:	Teaching and 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.	None	5 minutes	Library Staff
	Affix the signature when approved.	None	1 minutes	Library Staff
2. If not approved, please present the necessary requirements to be clear.	Receive and affix the signature	None	5 minutes	Library Staff
	TOTAL		11 minutes	



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 AND COUNSELING UNIT			
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 GCU 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. Claim 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 .	Release Good Moral Character Certificate 2-3 days after the request	None	2-3 days	Guidance Staff
	TOTAL		2-3 days and 30 minutes	

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 or check the clearance database to see if the student is cleared of any infractions, then will continue processing the request for good moral. Notify the client through their given email address about the claiming date	None	2 – 3 days	Guidance Staff
2. Request to claim the Good Moral Character certificate via email or thru scheduled appointment.	Release the Certificate.	None	1 minute	Guidance Staff
	TOTAL		2-3 days and 1 minute	

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 AND COUNSELING UNIT			
Classification:	Simple			
Type of Transaction:	G2C – government services transacting public			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Guidance slip		Guidance Office		
Counselor Conference Form		Guidance Office		
Academic Self-Assessment Form		Guidance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students under	Guidance staff will	None	10 minutes	Guidance Staff

Academic probation need the guidance office and filed out the Counselor Conference Form	collect the Counselor Form and will verify the student's academic status			/ guidance counselor
2. Students will have a conference with the guidance staff /guidance counselor and accomplish the Academic Self-Assessment Form	Conduct conference with the student 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	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
	TOTAL		35 – 50 minutes	

3. COUNSELING

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

Office or Division:	GUIDANCE AND COUNSELING UNIT			
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	
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 Conference Form from the Guidance Office.	Collect the 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. Set an appointment via the online counseling link, GCU official email address	Contact the student via email for confirmation and schedule of session.	None	1 day	Guidance Counselor
	TOTAL		1 day & 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send Feedback?</p>	<p>For feedbacks and suggestions:</p> <ol style="list-style-type: none"> 1. Message the official QCU Guidance and Counseling Unit FB Page 2. Send an email to the official GCU email address 3. Submit feedback/complaints in the Suggestion Box at the GCU Office at Academic Building
<p>How feedbacks are processed?</p>	<p>The Guidance Facebook Page is closely monitored for all online transactions. All feedbacks and suggestions will be considered for the development of the office.</p>
<p>How to file a complaint?</p>	<p>For complaints:</p> <ol style="list-style-type: none"> 1. Message the official QCU Guidance and Counseling Unit FB Page 2. Send an email to the official GCU email address
<p>How complaints are processed?</p>	<p>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.</p>
<p>Contact Information of QCU GuidanceOffice.</p>	<p>Email us at: guidance.unit@qcu.edu.ph</p> <p>Or visit FB Page: https://www.facebook.com/qcuguidanceunit</p>



CONTACT INFORMATION OF OFFICES

Office	Address	Contact Information
University Registrar's Division	QCU San Bartolome Campus 673 Quirino Highway, San Bartolome, QC	8681 9135 8806 3470 registrar@qcu.edu.ph
Scholarship, Placements, Grants, and Assistance Division	QCU San Bartolome Campus 673 Quirino Highway, San Bartolome, QC	8806-3254 placement.alumni.relation@qcu.edu.ph qcusgad@qcu.edu.ph scholarship@qcu.edu.ph
Student Affairs Services Division	QCU San Bartolome Campus 673 Quirino Highway, San Bartolome, QC	8806-3465 sasd2020@gmail.com qcusasd@qcu.edu.ph
Finance Department	QCU San Bartolome Campus 673 Quirino Highway, San Bartolome, QC	8806-3314 finance@qcu.edu.ph