



QUEZON CITY UNIVERSITY

CITIZEN'S CHARTER
2020 (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 ONLINE COLLEGE ADMISSION TEST

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

Office or Division:	University Registrar's Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Incoming Freshmen and Transfer Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application form			QCU Official Page	
2. Form 138/Learner's Report Card/SF9 (SHS graduate) / ALS Passer's Rating / Transcript of Records (Transfer Student)			High School / Previous University	
3. PSA Birth Certificate			Philippine Statistics Authority	
4. 1 pc. 2x2 picture with name tag (white background)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register online at QCU Official Page	1. Acknowledge receipt of the form	None	15 minutes	Admissions Section Staff
2. Scan and submit requirements electronically	2. Download scanned documents (original/photocopies of requirements will be received physically once GCQ has been lifted)	None	2 days	Admissions Section Staff
3. Receive Quezon City University College Admission Test (QCUCAT) link to take the online examination	3. Schedule the online examination	None	3 days	Admissions Section Staff
4. Wait for the confirmation message thru	4. Send confirmation message thru email to the applicant	None	3 days	Guidance, Testing and Placement

email, upon completion of the test				Staff
5. Receive a link for the admission application with survey questionnaire and student readiness for online learning survey	5. Send link to be filled-out by the passer	None	20 minutes	Admissions Section Staff
6. Send back the filled-out survey form	6. Acknowledge receipt of the survey form	None	2 minutes	Admissions Section Staff
7. Visit the QCU Official Page for the examination result	7. Post names of qualified applicants for enrollment	None	2 weeks	Guidance, Testing and Placement Staff
	TOTAL:	None	Up to 18 days and 37 mins	

2. ENROLLMENT FOR FRESHMEN

This service is given for incoming college students. All incoming freshmen are required to have a Gmail email account/Google account in order to enlist/register.

Office or Division:	University Registrar's Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Incoming College Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Form 137 (Secondary Permanent Record) with remarks 'Copy for QCU' – for SHS graduate (once enrolled)	High School
2. Form 138/Learner's Report Card/SF9 (SHS Graduate)/ALS Rating & DepEd Certification to enroll in college (ALS Passer) – original and photocopy	High School
3. Diploma – original and photocopy	High School
4. Certificate of Good Moral Character – original	High School
5. PSA Birth Certificate – original and photocopy	Philippine Statistics Authority
6. Recent Barangay Clearance – original	Barangay Hall
7. Medical Clearance (upon submission of medical requirements) – original	University Health Office
8. 1 pc. 2x2 picture with name tag – white background	
9. 2 pcs. long mailing envelope with postal stamps (NCR-P15.00, Luzon-P12.00, Visayas & Mindanao Area-P48.00)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in using account to fill-out the Personal Data form and to agree to the University Data Privacy Policy for protection	1. Acknowledge receipt of the filled-out form	None	20 minutes	MIS Section Staff
2. Upload picture, F138/Learner's Report Card/SF9 (for SHS graduate)/ ALS Rating & DepEd certification (for ALS passer), diploma, GMC, PSA birth certificate, barangay clearance	2. Download requirements (original/photocopies of requirements will be received physically once GCQ has been lifted)	None	10 minutes	MIS Section Staff
3. Receive Enrollment Slip and Student Number	3. Issue Enrollment Slip and Student Number	None	2 minutes	MIS Section Staff
4. Enlist in respective section	4. Verify the subjects enlisted by student then tag them and print pre-registration form	None	15 minutes	Records Management Section Staff
5. Pay assessment fees	5. Issue order of payment	Refer to Index of fees	2 minutes	Accounting Division Staff
6. Send scanned proof of payment and order of payment via email to studentaccounts@qcu.edu.ph	6. Send email confirmation for the received proof of payment	None	2 days	Accounting Division Staff
7. Receive official registration form	7. Record name of student in the report of officially enrolled students for current semester and academic year	None	1 day	Records Management Section Staff
	TOTAL:	Refer to Index of fees	Up to 3 days and 49 mins	

3. ENROLLMENT FOR TRANSFER STUDENTS

This service is given for transfer students. All transferees are required to have a Gmail email account/Google account in order to enlist/register.

Office or Division:	University Registrar's Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Transfer Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Transcript of Records with remarks 'Copy for QCU' (once enrolled)			Previous University	
2. Certificate of Transfer Credential / Honorable Dismissal – original			Previous University	
3. Subject Description – original			Previous University	
4. PSA Birth Certificate – original and photocopy			Philippine Statistics Authority	
5. Recent Barangay Clearance – original			Barangay Hall	
6. Medical Clearance (upon submission of medical requirements) – original			University Health Office	
7. 1 pc. 2x2 picture with name tag – white background				
8. 2 pcs. long mailing envelope with postal stamps (NCR-P15.00, Luzon-P12.00, Visayas & Mindanao Area-P48.00)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in using account to fill-out the Personal Data form and to agree to the University Data Privacy Policy for protection	1. Acknowledge receipt of the filled-out form	None	20 minutes	MIS Section Staff
2. Upload picture, TOR, CTC/Honorable Dismissal, diploma, GMC, PSA birth certificate, barangay clearance	2. Downloads requirements (original/photocopies of requirements will be received physically once GCQ has been lifted)	None	10 minutes	MIS Section Staff
3. Receive Enrollment Slip and Student Number	3. Issue Enrollment Slip and Student Number	None	2 minutes	MIS Section Staff
4. Enlist in respective section	4. Verify the subjects enlisted by student then tag them and print pre-registration form	None	15 minutes	Records Management Section Staff

5. Pay assessment fees	5. Issue order of payment	Refer to Index of fees	2 minutes	Accounting Division Staff
6. Send scanned proof of payment and order of payment thru email to studentaccounts@qcu.edu.ph	6. Send email confirmation for the received proof of payment	None	2 days	Accounting Division Staff
7. Receive official registration form	7. Record name of student in the report of officially enrolled students for current semester and academic year	None	1 day	Records Management Section Staff
	TOTAL:	Refer to Index of fees	Up to 3 days and 49 mins	

4. ENROLLMENT FOR RETURNEE STUDENTS

This service is given for students who wish to continue their studies at QCU. All returnee students are required to have a Gmail email account/Google account in order to enlist/register. A copy of their grades must be requested one month before the enrollment period.

Office or Division:	University Registrar's Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Returnee Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. True Copy of Grades			Records Management Section (Online)	
2. Recent Barangay Clearance – original			Barangay Hall	
3. PSA Birth Certificate – original and photocopy			Philippine Statistics Authority	
4. Medical Clearance (upon submission of medical requirements) – original			University Health Office	
5. 1 pc. 2x2 picture with name tag – white background				
6. 2 pcs. long mailing envelope with postal stamps (NCR-P15.00, Luzon-P12.00, Visayas & Mindanao Area-P48.00)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email with attachment of true copy of	1. Acknowledge receipt of email and send link	None	20 minutes	Admissions Section Staff

grades at gcuadmission@gmail.com				
2. Upload picture, true copy of grades, PSA birth certificate, barangay clearance	2. Download requirements (original/photocopies of requirements will be received physically once GCQ has been lifted)	None	10 minutes	MIS Section Staff
3. Receive Enrollment Slip	3. Issue Enrollment Slip	None	2 minutes	MIS Section Staff
4. Enlist in respective section	4. Verify the subjects enlisted by student then tag them and print pre-registration form	None	15 minutes	Records Management Section Staff
5. Pay assessment fees	4. Issue order of payment	Refer to Index of fees	2 minutes	Accounting Division Staff
6. Send scanned proof of payment and order of payment thru email to studentaccounts@qcu.edu.ph	5. Send email confirmation for the received proof of payment	None	2 days	Accounting Division Staff
7. Receive official registration form	6. Record name of student in the report of officially enrolled students for current semester and academic year	None	1 day	Records Management Section Staff
	TOTAL:	Refer to Index of fees	Up to 3 days and 49 mins	

5. ENROLLMENT FOR OLD STUDENTS

This service is given for old students of the various colleges. Every bona fide student should have a Gmail email account/Google account in order to enlist/register. The students have to be cleared from all accountabilities and secure first the copies of their grades.

Office or Division:	University Registrar's Division
Classification:	Complex

Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Old Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Clearance from all accountabilities			Records Management Section (Online)	
2. Grade slip			Records Management Section (Online)	
3. previous semester registration form				
4. PSA Birth Certificate			Philippine Statistics Authority	
5. Medical Certificate			University Health Office	
6. 1 pc. 2x2 picture with name tag – white background				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in using account to fill-out the Personal Data form and to agree to the University Data Privacy Policy for protection	1. Acknowledge receipt of the filled-out form	None	20 minutes	MIS Section Staff
2. Upload ID picture, previous semester registration form, PSA birth certificate	2. Download requirements	None	10 minutes	MIS Section Staff
3. Receive Enrollment Slip	3. Issue Enrollment Slip	None	2 minutes	MIS Section Staff
4. Enlist in respective section	4. Verify the subjects enlisted by student then tag them and print pre-registration form	None	15 minutes	Records Management Section Staff
5. Pay assessment fees	5. Issue order of payment	Refer to Index of fees	2 minutes	Accounting Division Staff
6. Email scanned proof of payment and order of payment to studentaccounts@qcu.edu.ph	6. Send email confirmation for the received proof of payment	None	2 days	Accounting Division Staff
7. Receive official registration form	7. Confirm and records name of	None	1 day	Records Management Section

	student in the report of officially enrolled students for current semester and academic year			Staff
	TOTAL:	Refer to Index of fees	Up to 3 days and 49 mins	

6. REQUEST FOR TRANSCRIPT OF RECORDS (TOR)

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

Office or Division:	University Registrar's Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduates and Students who will transfer to another university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Clearance			Records Management Section (Online)	
2. Proof of payment for TOR			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request at gcuurd2020@gmail.com by indicating the following: Email Subject (course at QCU): Complete Name: Student Number: Year Level (if undergraduate): Year Graduated (if applicable): Purpose/Remarks: Contact Number:	1.1. Acknowledge receipt of request and encodes request to the records database	None	5 minutes	Records Management Section Staff
	1.2. Send order of		3 minutes	Accounting Division Staff

	payment to the student through email			
2. Email scanned proof of payment and order of payment to studentaccounts@qcu.edu.ph	2. Send email confirmation for the received proof of payment	PhP300.00	2 days	Accounting Division Staff
	3. Process the document		7 days	Records Management Section Staff
	4. Send the requested document to the student through mail (or may be picked-up at the Satellite Campuses)		2 minutes	Records Management Section Staff
	5. Notify the student through email the sending of the requested document		2 minutes	Records Management Section Staff
	TOTAL:	Php300.00	Up to 9 days and 12 mins	

7. ISSUANCE OF STUDENT RECORDS

This service is given to all students whether they have graduated, graduating, enrolling or transferring to another university. A student requesting a Certificate of Enrollment/Certificate of Graduation/Certification Authentication Verification (CAV) - CHED/TESDA or certified true copy of student credentials is required to have an electronic mail account in order to avail the service.

Office or Division:	University Registrar's Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

Who may avail:		Undergraduate and Graduate Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Clearance			Records Management Section (Online)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request at gcuurd2020@gmail.com by indicating the following: Email Subject (course at QCU): Complete Name: Student Number: Year Level (if undergraduate): Year Graduated (if applicable): Purpose/Remarks: Contact Number:	1.1. Acknowledge receipt of request and encode request/s to the records database	None	5 minutes	Records Management Section Staff
	1.2. Process the document	None	3 days	Records Management Section Staff
	1.3. Send the requested document to the student through mail (or may be picked-up at the Satellite Campuses)	None	2 minutes	Records Management Section Staff
	1.4. Notifies the student through email the sending of the requested document	None	2 minutes	Records Management Section Staff
	TOTAL:	None	Up to 3 days and 9 mins	



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

2. PAYMENT FOR 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 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 Advise 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	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 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



1. UNDERGRADUATE SCHOLARSHIP APPLICATION

While QCU is pursuing to be qualified in this law Republic Act No. 10931, previous QC Government and QCU Administration have initiated the free tuition and other school fees for existing QCU Filipino students and incoming Freshmen Quezon City residents starting Academic Year 2018-2019.

To extend these privileges, the following are the documentary requirements and step by step scholarship application and renewal process for undergraduate QCU students, constructed in accordance with the New Normal Condition as a requirement for the minimum health protocols.

This should be known as **QCU-SPAR Division – Citizen’s Charter** while approved qualified scholars shall be known as **QC-QCU Scholars**.

Office or Division:	Scholarship and Placement Alumni Relations Division	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizens	
Who may avail?	<p>The applicant must be:</p> <ol style="list-style-type: none"> 1. A resident of Quezon City. 2. Eligible for college or post-secondary education. 3. A passer of the University Entrance Examination. 4. With good moral character. 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE?
<i>Scanned or Digital Copies of:</i>		
1.	Duly Accomplished Scholarship Application Form 1 - SSS	<ul style="list-style-type: none"> • QCU-SPAR Division's Office or can be downloaded from Official Facebook Page. (<i>Quezon City University – Scholarship and Placement Alumni Relations Division or @QCU-SPARDivision</i>)
2.	Letter of Intent Form 2 - SSS	<ul style="list-style-type: none"> • QCU-SPAR Division's Office or can be downloaded from Official Facebook Page. • (<i>Quezon City University – Scholarship and Placement Alumni Relations Division or @QCU-SPARDivision</i>)
3.	Latest Official Registration Form	<ul style="list-style-type: none"> • QCU Registrar's Division Office.
4.	<p>Any of the following:</p> <p>Voters I.D. of Parent/s, Legal Guardian, or Applicant. or</p> <p>Brgy. I.D. of Parent/s, or Legal Guardian only.</p>	<ul style="list-style-type: none"> • Commission of Elections. • Barangay Hall
5.	Latest Utility Bill. (Meralco or Maynilad Bill only)	<ul style="list-style-type: none"> • Household's Electricity or Water Provider
6.	Latest Notarized Income Tax Return or Latest Pay Slip of Parent/s, Legal Guardian or Applicant.	<ul style="list-style-type: none"> • Bureau of Internal Revenue (BIR)

	<i>If not a taxpayer: Certificate of Non-Filing of ITR.</i>				
7.	Brgy. Clearance				• Barangay Hall
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Complete the Google Form and submit or upload the scanned or digital copies of his or her duly accomplished Scholarship Application Form 1 & 2 – SSS together with the other Scholarship Documentary Requirements thru the Google Form Link provided on the Official Facebook Page Post of QCU-SPAR Division.	1.1. Receive the entry, verifies and encode the application. 1.2. Screen the completeness of the submitted or uploaded scholarship documentary requirements.	None	3 mins. per applicant	• QCU-SPAR Division's Administrative Staff.
2.	Check the posting of the Official List of New Scholars posted in the QCU-SPAR Division's Official Facebook Page	2.1. Posting of the Official List of Scholars at the QCU-SPAR Division's Official Facebook Page.	None	3 mins.	• QCU-SPAR Division's Administrative Staff.

3.	All approved and qualified applicants for QC-QCU Scholarship should sign the Scholarship Undertaking Form 3 – SSS & Payment Consent Form 5 – SSS and submit it thru the Google Form Link provided on the Facebook page post related to this step.	<p>3.1. Receive the Scholarship Undertaking Form 3 & 5 – SSS, screen for completeness and encode for monitoring.</p> <p>3.2. Collate and encode the Payment Consent Form and generate a list to be signed by the OIC – Chief, QCU-SPAR Division.</p> <p>3.3. Forward the list to the QCU Finance Division.</p>	None	3 mins. per applicant	<ul style="list-style-type: none"> • QCU-SPAR Division’s OIC – Chief • QCU-SPAR Division’s Administrative Staff • QCU Finance Division Administrative Staff
4.	Scholars must secure a scanned or digital copy of their Scholarship Certificate sent to their provided e-mail.	4.1. Issue the Scholarship Certificate to the approved qualified QC-QCU Scholars.	None	3 mins. per applicant	<ul style="list-style-type: none"> •

2. UNDERGRADUATE SCHOLARSHIP RENEWAL

Students who are covered by any of the QCU government and private funded scholarship program shall be evaluated at the end of every semester to assess whether

they can continue with the program. All scholars are made to report their grades and registration form every renewal/evaluation period.

QCU Retention Policy will be applied for the evaluation.

Office or Division:	Scholarship and Placement Alumni Relations Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail?	<p>The applicant must be:</p> <ol style="list-style-type: none"> 1. A resident of Quezon City. 2. Eligible for college or post-secondary education. 3. A passer of the University Entrance Examination. 4. With good moral character. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE?		
<i>Scanned or Digital Copies of:</i>				
1.	Duly Accomplished Scholarship Application Form 4 - SSS	<ul style="list-style-type: none"> • QCU-SPAR Division’s Office or can be downloaded from Official Facebook Page. (<i>Quezon City University – Scholarship and Placement Alumni Relations Division or @QCU-SPARDivision</i>) 		
2.	Latest Official Registration Form	<ul style="list-style-type: none"> • QCU Registrar’s Division Office. 		
3.	Scholarship Certificate of the Previous Semester.	<ul style="list-style-type: none"> • QCU-SPAR Division’s Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1.	Applicants must complete the Google Form and submit or upload the scanned or digital copies of his or her duly accomplished Scholarship Application Form 4 – SSS together with the other Scholarship Documentary Requirements thru the Google Form Link provided on the Official Facebook Page Post of QCU-SPAR Division.	1.1. Receive the entries then verify and encode the application. 1.2. Screen the completeness of the submitted or uploaded scholarship documentary requirements.	None	3 mins. per applicant	<ul style="list-style-type: none"> • QCU-SPAR Division's Administrative Staff.
2.	Applicant must check the posting of the Official List of Renewed Scholars posted in the QCU-SPAR Division's Official Facebook Page	2.1. Posting of the Official List of Scholars at the QCU-SPAR Division's Official Facebook Page.	None	3 mins.	<ul style="list-style-type: none"> • QCU-SPAR Division's Administrative Staff.

3.	All approved and qualified applicants for QC-QCU Scholarship should sign the Payment Consent Form 5 – SSS and submit it thru the Google Form Link provided on the Facebook page post related to this step.	<p>3.1. Receive the Scholarship Undertaking Form 5 – SSS, screen for completeness and encode for monitoring.</p> <p>3.2. Collate and encode the Payment Consent Form and generate a list to be signed by the OIC – Chief, QCU-SPAR Division.</p> <p>3.3. Forward the list to the QCU Accounting Division.</p>	None	3 mins. per applicant	<ul style="list-style-type: none"> • QCU-SPAR Division’s OIC – Chief • QCU-SPAR Division’s Administrative Staff • QCU Finance Division Administrative Staff
4.	Secure a scanned or digital copy of their Scholarship Certificate sent to their provided e-mail.	4.1. Issue the Scholarship Certificate to the approved qualified QC-QCU Scholars.	None	3 mins. per applicant	



QUEZON CITY UNIVERSITY
STUDENT AFFAIRS AND SERVICES DIVISION

STUDENT AFFAIRS AND SERVICES DIVISION

1. RECEIVING COMMUNICATIONS

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

Office or Division:	Student Affairs and Services Division			
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. Transmittal of documents to SASD	Receive and log/record communications , assignment of control no.	None	2 minutes	SASD staff
2. Get the receiving copy with the initial of the attending staff and the contact person	Receive documents	None	2 minutes	SASD staff
	For review and notation of the Head of SASD		5 minutes	Head of SASD
3. Follow up on documents through: a. Walk in b. Online c. By Phone (either thru designated email or social media account)	The original copy will be released once the communications are completely processed		3 minutes	SASD staff
	Logbook recording		3 minutes	SASD staff
	TOTAL:	None	15 minutes	

2. ATTENDANCE TO STUDENTS' OR VISITORS' INQUIRIES

This serves as a guide in attending students'/visitors' concern.

Office or Division:	Student Affairs and Services Division
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Classification:	Simple			
Type of Transaction:	G2C – government services transacting public			
Who may avail:	All; Students of QCU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk in/online/phone inquiries	Assist visitors' concerns; Issue transaction slip	None	5 minutes	SASD staff
2. Fill out transaction slip	Review/check/analyze filled-out transaction forms (follow the procedure/guide on ARTA) If inquiry concerns other offices, assist and accompany or forward the request to the concerned office.	None	10 minutes	SASD staff
	TOTAL:	None	15 minutes	

3. LOST AND FOUND ITEM REPORT, TURN OVER OR CLAIM

This serves as a guide in reporting, turn over and claim of missing and found items 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 a. Walk in b. Online (either thru designated email or social media account)	Check the form if filled out properly Post item through designated social medial account	None	5 minutes	
	TOTAL:	None	7 minutes	

4. ONLINE ISSUANCE OF NEW QCU ID

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

Office or Division:	Student Affairs and Services Division			
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 transferee students		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send list of officially enrolled students to SASD via email	1. Download the list 2. Encode all the information of freshmen and transferee students	None	3 to 5 minutes 3 to 5 minutes	SASD staff SASD staff

	3. Send the IDs to their respective emails or other platforms		3 to 5 minutes	SASD staff
	TOTAL:	None	9 to 15 minutes	

5. RE-ISSUANCE OF LOST/DAMAGED IDs OR UPDATING OF INFORMATION

This serves as a guide in processing of applications and re-issuance of lost IDs.

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		
Current Registration Form stamped officially enrolled		Office of the Registrar/Applicant		
Affidavit of Lost Notarized		Notary Public		
Filled out Information sheet		SASD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact/report to SASD lost IDs	Verification of documents	None	2 minutes	SASD staff
2. Apply for re issuance of new ID or request for correction/updating of info	Check records on the database	None	2 minutes	
	Updating of information	None	2 minutes	
3. Claim ID a. Walk in b. Online (either thru designated email or social media account)	Printing of ID	None	5 minutes	
	Issuance of ID	None	2 minutes	
	TOTAL:	None	13 minutes	

6. VALIDATION OF IDs

This serves as a guide in the process of the validation of issued university identification card (ID).

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	
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. Contact/report to SASD	Verification of documents	None	2 minutes	SASD staff
2. Request for validation of expired ID	Check records on the database	None	2 minutes	
	Updating of information	None	5 minutes	
	SASD personnel to affix initial on the current semester enrolled/ attach sticker for current semester enrolled		2 minutes	
3. Claim ID a. Walk in b. Online (either thru designated email or social media account)	Issuance of ID		2 minutes	
	TOTAL:	None	13 minutes	

	for approved student exemption request. For online submission: 1. SASD staff sends a notification email to applicant for printing of Exemption Slip.			
3. Forward the list of approved students to the Security and Janitorial Services Section-Physical Facilities Division	1. Verify the names of the students upon entry if included in the list of exemption.	None	3 minutes	Security Guard
	TOTAL:	None	20 minutes	

8. ISSUANCE OF STUDENT VIOLATION SLIPS

This serves as a guide in issuance of violation slip relative to erring students.

Office or Division:	Student Affairs and Services Division			
Classification:	Complex			
Type of Transaction:	G2C – government services transacting public			
Who may avail:	Students of QCU who violated university policies and guidelines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Current Registration Form stamped officially enrolled / ID		Office of the Registrar/OSASD/Erring Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Physical issuance: 1. Submit the confiscated ID of students who committed any violation of university policies and guidelines to SASD	1. Record the reports submitted regarding violations/offenses then informs the concerned student about his/her violation/s	None	2 minutes	SASD staff

	<ol style="list-style-type: none"> 2. Issue violation slips 3. Explain the details written on the Violation slip 4. Check if the form is filled out properly 5. Update Database and records 		<p>2 minutes</p> <p>3 minutes</p> <p>2 minutes</p> <p>2 minutes</p>	
<p>Online Issuance:</p> <ol style="list-style-type: none"> 1. Fill out and submit the online incident report form to SASD 	<ol style="list-style-type: none"> 1. Examine the veracity and merit of the report 2. Send email/private/text message to the concerned student for written explanation via Online Explanation Form 	None	5 to 10 minutes	SASD staff
<ol style="list-style-type: none"> 2. Concerned students submit a written explanation using the online explanation form found at the SASD page. 	<ol style="list-style-type: none"> 1. Examine the veracity and merit of the explanation 	None	1 day and 5 to 10 minutes	SASD staff
<ol style="list-style-type: none"> 3. Email the copy of the incident report and the written explanation of the concerned student to SASD Head. 	<ol style="list-style-type: none"> 1. Evaluate the points or believability of each report. 2. Issue a violation slip to accountable student then inform the OSASD staff 	None	1 to 2 days	SASD Head

	about the decision.			
4. Send the copy of the violation slip through email/any online platform.	1. Note the transmittal of issuance	None	2 minutes	SASD Staff
	TOTAL:	None	11 minutes/ 2 to 3 days and 12 to 22 minutes	

9. RETURN OF CONFISCATED IDs AND RETRIEVAL OF STUDENT VIOLATION

This serves as a guide in returning of confiscated IDs and retrieval of student violations.

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		
SASD Violation Form		Request copy of Form to SASD thru email address / social media account		
Parent's / Guardian's ID				
Letter of student's action on the violation committed				
Current registration form stamped officially enrolled				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students concerned must report to SASD for their confiscated ID by: a. Walk in b. Online c. By phone (either through designated email or social media account)	Verification of offense committed in the database	None	2 minutes	SASD staff
2. Student to present or send through email his/her filled out violation form, parent's/guardian's ID and Letter of	Verification of requirements	None	3 minutes	SASD staff

action on the violation committed a. Walk in b. Online (either through designated email or social media account)				
3. Student must sign on the claim stub a. Walk in b. Online (either through designated email or social media account)	To return the confiscated ID a. Walk in (signature of student on the claim stub) b. Online (softcopy of ID)	None	2 minutes 2 minutes	SASD staff
	TOTAL:	None	9 minutes	

10. CAMPUS SERVICE AND RETRIEVAL OF STUDENT VIOLATION

This serves as a guide in rendering campus service and retrieval of student violations.

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		
Filled out Campus service / Home Activity Form		Student Affairs and Services Division		
University ID		Erring student		
Current registration form stamped officially enrolled		Erring student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student to request Campus/Community/ Home service/activity Form from SASD a. Walk in b. Online	Verification of offense committed in the database	None	2 minutes 2 minutes	SASD staff

c. By phone (either thru designated email or social media account)	Issue form through email or in social medial account			
2. Students must present/send through email their filled out Campus/Community/Home service/activity Form a. Walk in b. Online (either through designated email or social media account)	Review offenses recorded on the database Explain to the students their school violations/offenses committed and discuss assignment/activity or service to be rendered	None	3 minutes	SASD staff
c. Submit the completed home/community/campus service/activity form and pictures of completed activity a. Walk in b. Online (either through designated email or social media account)	Review submitted form and activities rendered Update database for clearance purposes	None	3 minutes 2 minutes	SASD staff
	TOTAL:	None	12 minutes	

11. ONLINE STUDENT CAMPUS SERVICE/HOME ACTIVITY

This is a way for erring students to settle his disciplinary actions online.

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	
List of all erring students			MIS	
Online Campus service / Home Activity Form			Student Affairs and Services Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Fill out the Online Campus Service or Home Activity Form</p>	<p>1. Inform the erring student regarding his violation and its equivalent sanction via email or social media platform. 2. Present online the table of home based activities and the respective disciplinary action hours to erring student 3. Instruct the erring student to video his/her home activity</p>	<p>None</p>	<p>5 minutes</p>	<p>SASD staff</p>
<p>2. Send through email or messaging applications the video of home-based activity</p>	<p>1. Download and evaluate the home-based activity video sent by the student 2. Clear the erring student from the specified disciplinary action</p>	<p>None</p>	<p>3 to 5 minutes</p>	<p>SASD staff</p>
	<p>TOTAL:</p>	<p>None</p>	<p>8 to 10 minutes</p>	

12. APPLICATION FOR REGISTRATION OF STUDENT ORGANIZATIONS

This serves as a guide for students who founded new organization with members of less than forty (40) enrolled students and with full time faculty or administrative personnel Advisors. All registered student organizations are entitled to these privileges namely: (1) Use of the University name/logo to identify institutional affiliation (2) reserve meeting space and facilities for free within the three university campuses, (3) promote/post events and organizational activities within the

university premises and to official SASD webpage, (4) share student organization resource center, and (5) maintain communication with the Student Organization Section and SASD. Registered student organization shall implement at least two (2) action plans of activities that is distinct from other organization within the academic year.

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		
President of the Student Organization's Letter of Invitation to chosen Adviser		Applicant		
Student Organizations' Adviser's Letter of Acceptance, Commitment and Involvement with the approval of the SASD Head		Applicant		
Student Organizations' President's Letter of Intention, Commitment and Authority to Operate		Applicant		
Students' Organization Vision-Mission-Goals aligned with the University Vision-Mission-Goals and Constitution and By-laws		Applicant		
Students' Organization List of Officers and Members with their Specimen Signatures, ID Pictures, Email Addresses and Contact Numbers		Applicant		
Personal Data Sheets of Students' Organization Officers		Student Organizations Section (SOS) - Supreme Student Council (SSC)/Office of Student Affairs and Services Division		
Students' Organization Officers Oath of Commitment		Student Organizations Section (SOS) - Supreme Student Council (SSC)/Office of Student Affairs and Services Division		
Students' Organizational Structure		Applicant		
Distinct Work/Action Plan from the other organizations for the current Academic Year		Applicant		
Students' Organization Application form		Student Organizations Section (Supreme Student Council)/Office of Student Affairs and Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Proceed to SOS-SSC/SASD and request for the checklist of requirements via walk-in, phone call, or visit the official page of SOS-SSC/SASD	1. Distribute the checklist or present the checklist on SOS-SSC/OSASD official page	None	1 minute	SOS Administrative staff/SSC Officers
2. Submit the letters of the student organization's President and Adviser including the documentary requirements specified in the checklist of requirements either walk-in or via courier services to SOS.	1. SOS personnel/SSC Officers receives and records the letters and documentary requirements in the logbook.	None	2 minutes	SOS Administrative staff/SSC Officers
3. Fill out printed or online application form	1. Check and review the responses of the student organizations in the application form. 2. Review the documentary attachments submitted. 3. Makes a comprehensive report about the student organizations application for registration.	None	10 working days	SOS Administrative staff/SSC Officers SOS Head
4. Endorse the student organization report to SASD Head via walk-in or email	1. SASD personnel receives and records the endorsement in the logbook.	None	2 minutes	SASD personnel

5. Submit or email the endorsement to SASD Head for evaluation	1. SASD Head evaluates the merit of the documents for approval and disapproval of student organization registration. 2. Make a final list of approved student organization for registration then forward to SASD staff.	None	2 working days	SASD Head
6. Inform the President of the student organization regarding the registration decision.	1. SASD staff notifies the student organization president through sending or emailing the decision. Approved student organization receives a "Statement of Approval"	None	5 minutes	OSASD staff
	TOTAL:	None	12 working days and 10 minutes	

13. ISSUANCE OF CERTIFICATION OF GOOD CONDUCT TO ORGANIZATION MEMBERS AND OFFICERS

This Certification is issued by the Student Affairs and Services Division (SASD) for student organizations whose members and officers have no record of infraction during the time of application for recognition of registered students' organization.

Office or Division:	Student Affairs and Services Division		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Any Member/Officer of Registered Student Organization		
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">CHECKLIST OF REQUIREMENTS</td> <td style="width: 50%; text-align: center;">WHERE TO SECURE</td> </tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		

Notification to the President of the Student Organization with Statement of Approval		Student Affairs and Services Division		
Student Organizations' President's Letter of Request for Certification of Organization Members and Officers Good Conduct		Applicant		
Students' Organization List of Officers and Members with their Student Number, Specimen Signatures, ID Pictures, Email Addresses and Contact Numbers		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to SASD through walk-in, via courier services, or email then fill out the printed or online application form.	<ol style="list-style-type: none"> 1. SASD personnel receives and records the letters and requirements in the logbook then checks the responses in the application form and the requirements submitted 2. Scrutinize the records of all the members and officers of the student organization of No Record of Violation 3. Submit a report to SASD Head about the account of the organization's members and officers. 	None	<p>4 minutes</p> <p>2 to 5 working days</p>	SASD Administrative staff
2. Forward all documents to SASD Head	1. Review and evaluate all the requirements submitted for approval and disapproval.	None	1 to 2 working days	SASD Head

	2. Instruct the SASD staff to prepare the Certification for signature for release of document.			
3. Receive the Certification of Organization Members and Officers Good Conduct	1. Issue Certification to student's organization	None	2 minutes	SASD personnel
	TOTAL:	None	3 to 7 working days and 6 minutes	

14. APPLICATION AND RENEWAL OF RECOGNITION OF REGISTERED STUDENTS' ORGANIZATIONS

Registered student organizations may apply for recognition after two (2) continuous academic years of operation provided that the number of members including officers is at least forty (40) students, implemented at least two (2) distinct action plan of activities from other registered organization's within the academic year, no member/officer has record of any violation from university policies and guidelines, and member officers must be enrolled with at least six (6) credit and have no incomplete (INC) or unofficially dropped (UD) remarks and with a Grade Point Average (GPA) of 2.0 within the years of operations. Recognized student organizations are entitled to additional privileges such as (1) opportunity to participate in the University Week Activities, (2) send one (1) representative from Student Organizations Council who will act as COMELEC during Supreme Student Council Election, (3) eligibility to apply for funding through the Supreme Student council (SSC) and (4) may request for another fulltime faculty or administrative personnel as co-advisor. Recognized student organization shall implement at least three (3) action plan of activities that is distinct from the other organization within the academic year excluding election of officers. Organizations may be denied due to non-compliance with these specified conditions. Approval of student organization is within the discretion of the Office of Student Organization Section and the Student Affairs and Services Division and in the best interest of the university. Further, these offices reserve the right to determine if the student organization meets the condition specified.

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		
President of the Student Organization's Letter of Invitation to chosen Adviser		Applicant		
Student Organizations' Adviser's Letter of Acceptance, Commitment and Involvement with the approval of the OSASD Head		Applicant		
Student Organizations' President's Letter of Intention, Commitment and Authority to Operate		Applicant		
Students' Organization Vision-Mission-Goals aligned with the University Vision-Mission-Goals, Functions and Constitution and By-laws		Applicant		
Students' Organization List of Officers and Members with their Specimen Signatures, ID Pictures, Email Addresses and Contact Numbers		Applicant		
Personal Data Sheet of Students' Organization Officers		Student Organizations Section (SOS) - Supreme Student Council (SSC)/Office of Student Affairs and Services Division		
Students' Organization Officers Oath of Commitment		Student Organizations Section (SOS) - Supreme Student Council (SSC)/Office of Student Affairs and Services Division (<i>Note: Downloadable from SOS-SSC/OSASD page</i>)		
Officers Registration Form		University Registrar's Division		
Certification of Organization Members and Officers Good Conduct		Office of Student Affairs and Services Division		
Students' Organizational Structure		Applicant		
Distinct Work/Action Plan from the other registered organizations for the current Academic Year		Applicant		
Accomplishment Report within the two-year operation with supporting justification		Applicant		
Financial Report within the two-year operation		Applicant		
Students' Organization Application form		Student Organizations Section (Supreme Student Council)/Office of Student Affairs and Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Proceed to SOS-SSC/SASD and request for the checklist of requirements via walk-in, phone call, or visit the official page of SOS-SSC/SASD	1. Distribute the checklist or post the checklist on SOS-SSC/SASD official page	None	1 minute	SOS Administrative staff/SSC Officers
2. Submit to SOS the letters of the student organization's President and Adviser including the documentary requirements specified in the checklist of requirements either walk-in or via courier services.	1. SOS personnel/SSC Officers receives and records the letters and documentary requirements in the logbook.	None	2 minutes	SOS Administrative staff/SSC Officers
3. Fill out printed or online application form	1. Check and review the responses of the student organizations in the application form and the completeness of the requirements submitted then forwards to SOS Head	None	5 minutes	SOS Administrative staff/SSC Officers
4. Submit the applications and requirements to SOS Head	1. Review the documentary attachments submitted. 2. Make a comprehensive report about every student organization applying for recognition.	None	8 to 10 working days	SOS Head

3. Endorse the student organization report to SASD Head via walk-in or email.	1. SASD personnel receives and records the endorsement in the logbook.	None	2 minutes	OSASD personnel/staff
4. Submit or emails the endorsement to SASD Head for evaluation	1. SASD Head evaluates the merit of the report for approval and disapproval of student organization recognition 2. Prepare a final list of approved student organization for recognition then forward to SASD staff.	None	2 working days	SASD Head
5. Inform the President of the student organization regarding the recognition decision	1. SASD staff notifies the student organization's president through forwarding or emailing the decision. Approved student organization will receive a "Certificate of Recognition"	None	5 minutes	OSASD staff
	TOTAL:	None	8 to 12 working days and 15 minutes	

15. REQUEST TO CONDUCT IN-CAMPUS ACTIVITIES

This serves as a guide in requesting in-campus activities.

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				
University ID				
Current registration form stamped officially enrolled				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student to request for in-campus activity to SASD one week before the date of activity requested a. Walk in b. Online c. By phone (either through designated email or social media account)	Review request	None	2 minutes	SASD staff
	Check the calendar of activities of SASD		2 minutes	
	Check PF for venue availability		2 minutes	
	Present to the Head of SASD for approval		2 minutes	
2. Follow up with SASD within the day or the next day a. By phone b. Online (either thru designated email or social media account)	If approved, issue the request letter through email If not approved, inform the concerned student through email or social media account	None	3 minutes	SASD staff
	TOTAL:	None	11 minutes	

16. STUDENT/ALUMNI CLEARANCE

This serves as a guide in requesting and processing of clearance. This clearance is issued to students who have no pending violations in the university filed in the office of SASD.

Office or Division:	Student Affairs and Services Division			
Classification:	Simple			
Type of Transaction:	G2C – government services transacting public			
Who may avail:	Students of QCU / Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		SASD		
University ID				
Current registration form stamped officially enrolled				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email SASD to request for Clearance form (for the purpose of enrollment, transfer to other schools, returnee, alumni copy of TOR a. Walk in b. Online (either through designated email or social media account)	Verification on database	None	2 minutes	SASD staff
	For signature of Head of SASD		2 minutes	SASD Head
	Walk in – issue Clearance or Online – update database		2 minutes	SASD staff
	TOTAL:	None	6 minutes	

17. EMPLOYEES' CLEARANCE

This serves as a guide in the processing of office clearances for teaching and non-teaching personnel as requirement for Renewal of Contract, Travel Abroad, Application of Leave, and Resignation.

Office or Division:	Student Affairs and Services Division			
Classification:	Simple			
Type of Transaction:	G2C – government services transacting public			
Who may avail:	QCU Teaching and Non-Teaching employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Office Clearance Form		QCU HRD		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Office Clearance issued by QCU-HRD	For signature of Head of SASD	None	2 minutes	Head of SASD
2. Claim Office Clearance from SASD c. Walk in d. Online (either through designated email or social media account)	Walk in – to issue Office Clearance Online – to email softcopy		3 minutes	SASD staff
	TOTAL:	None	5 minutes	



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. MEDICAL MANAGEMENT, 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
Online Health Survey Form		QCU Clinic Facebook Page

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. QCU employees, and student seeks consultation in any form: a. Online b. Phone	Conducts interview	none	3-5mins.	Medical and Dental Services
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 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.	Nurses Medical and Dental Services
2. Accomplish Medical requirements from any hospital, clinic or diagnostic center		Rate varies per clinic/hospital		Diagnostic Clinic/ Hospital where medical laboratory procedure accomplished.

3	Make an appointment in QCU Clinic via email.	Schedule the student's visit		5 mins	
3.	Submit original copy of Medical results to the Clinic	Interview, collect and sign the accomplished Medical History Form	none	10 mins	Nurse Medical and Dental Services
4.	Fill out Medical History and Clearance form.	Issue medical clearance form			
		TOTAL		Up to 5 days and 20 mins	

4. DENTAL CONDITIONS AND PERFORM PREVENTIVE CARE

This ensures healthy oral hygiene of students

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		
Dental Record Chart Health Survey Form		QCU Dental Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the dental clinic. No Face mask and face shield will not be allowed to enter.	Screen body temperature. Disinfect client.	none	5-10 mins.	Dentist Medical and Dental Services
2. Fill out the Health survey forms and dental record chart forms.	Give health survey form and dental record chart forms. Prepare the dental instrument needed Wear PPE.			
3. Consult	Examines and assess the client's oral and document in client's dental chart		15 mins	
4. Assessment	Give or prescribed appropriate medicine if needed.		5-10 mins	
	TOTAL		Up to 35 mins	

5. ISSUANCE OF MEDICAL CLEARANCE TO STUDENTS

This serves as an immediate assistance to any student or employee suffering from any form of illness.

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		
Health Survey Form Patient's logbook		QCU Medical Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the medical clinic. No Face mask and face shield will not be allowed to enter. 2. Fill out the Health survey forms and patient's logbook	Screen body temperature. Disinfect client. Give health survey form and patient's logbook. Wear PPE.	none	5-10 mins.	Nurse Medical and Dental Services
3. Consult	Examines and assess the client's health concerns.		15 mins	
4. Assessment	Provide necessary nursing management and record in patient's logbook.		5-10 mins	
	TOTAL		Up to 35 mins	



QUEZON CITY UNIVERSITY
LIBRARY SERVICES



LIBRARY SERVICES

1. ATTENDANCE TO QUERIES OF LIBRARY PATRONS

This serves as a guide in attending queries of Teaching and Non-teaching personnel, students and Non-QCU clients on library services.

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. Approach the library-in-charge of the appropriate section and inquire	Conduct interview	None	15 minutes	Library Staff
	Direct student to the resources available.	None	20 minutes	Library Staff
	TOTAL		35 mins	

2. ISSUANCE OF LIBRARY CARDS

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
1. Library patrons may inquire through: a. Telephone	Check and verify the documents	None	10 mins.	Library Staff

b. online (email or social media accounts) c. Walk-in				
2. Fill out the Student Information Form and Library card then submit.	Receive 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	Release of library card	None	1 min.	Library Staff
	TOTAL		23 ins	

3. RE-ISSUANCE OF LOST/DAMAGED LIBRARY CARD

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

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION :	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL :	Enrolled & Returnee student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Library		
Colored 1x1 picture (1 pc.)				
Affidavit of Loss				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Library patrons may inquire through: a. Telephone b. online (email and social media account) c. Walk-in	Check student records in database system	None	5 mins.	Library Staff
2. Library Patrons present affidavit of Loss and other requirements	Receive the documents and processed	None	5 mins.	Library Staff
3. Fill out the borrower's card and submit	Explain the process/impor	None	5 mins.	Library Staff

	tance of a library card.			
4. Claim the library card	Release of library card	None	1 min.	Library Staff
	TOTAL		16 ins	

4. VALIDATION OF LIBRARY CARDS

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
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

5. BORROWING AND 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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Library patrons search book/s in the shelves (open shelves)	Assist when needed	None	15 mins.	Library Staff
2. Fill out the book card before using the book/s.	Assist when needed	None	2 mins.	Library Staff
3. Attached your library card in the book card and submit at the circulation desk.	Receive books, library card and books for verification	None	5 mins.	Library Staff
4. Return the book/s to the Library Staff.	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.	Release of Library Card	None	1 min.	Library Staff
	TOTAL		28 mins	

6. BORROWING OF BOOKS (OVERNIGHT)

This serves as a guide in borrowing books for overnight use 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		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present your library card at the counter.	Verify if the library card is validated or not.	None	2 mins.	Library Staff
	Check accountability	None	5 mins.	Library Staff
2. Proceed to area (open shelves) of interest and search for book/s	Assist when needed	None	30 mins.	Library Staff

3. Fill out the book card and present in the counter for check out	The Library Staff checks and encodes for documentations	None	5 mins.	Library Staff
4. Claim the book/s	Release of book/s	None	2 mins.	Library Staff
	TOTAL		44 mins	

7. RENEWING OF BOOKS (OVERNIGHT)

This serves as a guide in renewing books borrowed for overnight use 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
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 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	

8. REPLACEMENT OF LOST BOOKS

This serves as a guide in replacement of lost books borrowed 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		
Library Card / Valid ID		Library		
Book/s				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Library patrons may inquire through : a. walk –in b. Telephone c. online (email and social media account)	Conduct interview	None	10 mins.	Library Staff
2. Library patrons should replace the book with the same author, title, current copyright date and the same physical description (hardbound, original book)		None	2-3 business days	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 book and current copyright date.	Discuss, provide information and recommendations on patrons' concern	None	2-3 business days	Library Staff
4. Submit the replacement 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 6 days 20mins	

9. REQUEST TO ACCESS PERIODICAL CLIPPINGS

This serves as a guide in accessing periodicals or news clippings.

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 patrons may inquire through: a. walk –in b. Telephone c. online (email and social media)	Conduct 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	

10. REQUEST FOR PHOTOCOPY OF BOOKS AND PERIODICAL CLIPPINGS

This serves as a guide in acquiring copies of books and other materials like news clippings.

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. Fill-out the information needed in the book card.		None	5 mins.	Library Staff
2. Submit the duly accomplished book card & library card to 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	Turn in requested material to client	None	2 mins.	Library Staff
	Attach book card to library card	None	2 mins.	Library Staff
	TOTAL		16mins	

11. STUDENT CLEARANCES

This serves as a guide in the applying for clearances for enrollment or other purposes.

OFFICE OR DIVISION:	Library Section			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL:	Graduates, Undergrad, Transferees, and Returnee			
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. Submit 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 for clearance, present the needed requirements to be cleared	Receive and affix the signature	None	5 mins.	Library Staff
	TOTAL		11 mins	

12. REGISTRATION AND ASSISTANCE AND LIBRARY ACCESS FOR NON-QCU STUDENTS

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

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION :	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL :	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 may inquire through: a. Walk in b. Telephone call c. Online (either thru designated email or social media account)	Conducts an interview	None	20 mins	Library Staff
2. The Library patron asks questions or clarification if needed	Verify the information of the patrons	None	15 mins	Library Staff
	TOTAL		35 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		
Online Application Form (c/o Guidance Office)		Guidance Office		
Official Guidance Facebook Page		Online Registration (https://www.facebook.com/qcuguidanceoffice/)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply on the link provided on the QCU Guidance Official Facebook Page: https://www.facebook.com/qcuguidanceoffice	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.	None	15 Minutes	Guidance Personnel
2. Wait for e-mail confirmation for the claiming of the request.	Notify the client through their given email about the claiming date.	None	1 day	Guidance Personnel
3. Proceed to QCU SB Campus for claiming.	Release the Certificate.	None	1 Minute	Guidance Personnel

2. ONLINE ADMISSION TEST

The University Testing Section, in coordination with Admissions Office, facilitates the online Admission Test for incoming first year students, AY 2020-2021.

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		
Online Application Form (c/o Admissions Office)		Admissions Office		
Gmail Account		Online Registration (www.gmail.com)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply/ register on the link provided on the University's Official Facebook Page: @qcpuofficial	Inform the applicants of the procedure of Online Application of exam Generate/Collect Data.	None	1 Minute	Admissions Personnel
2. Applicants will receive an e-mail from the University acknowledging the receipt of online application.	Enroll the applicant in a Google Classroom and provide the link for online admission test.	None	1 Minute	Admissions Personnel
3. Applicants will take the 70-item examination on the scheduled date and time.	Administer the Online Examination. Monitor the feedbacks of examinees through Google Classroom. Result of Exam will be generated.	None	1 Hour, 20 minutes	Guidance Personnel
4. Visit the University's Official Facebook Page for the result of the online examination.	Post the Official List of Passers on the University's Official Facebook Page.	None	1 Day	Guidance Personnel

5. Visit the University's Official Facebook Page for further admission/enrolment procedures.	Post the Admission Process (after passing the online examination) on the University's Official Facebook Page.	None	1 Day	Admissions Personnel
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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		
Current grades		Guidance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Check the current academic performance of the student. If the student got 3 grade deficiency, he/she will be under monitoring for the whole semester.	None	Immediate Action	Guidance Personnel
2.	Verify the academic record of the student in the database from the previous semester. The Guidance Office will inform the student through email/online message that he/she is under monitoring.	None		
3. Verify from the Guidance Office regarding his/her	Conduct online interview/counseling (if	None		

poor academic performance from the current semester.	needed) regarding with his/her grade deficiency.			
4. Inform the Guidance Personnel if he/she wants a counseling with the Guidance Counselor.	If the student passes all his/her subjects for the semester, the Guidance Personnel will clear all his/her accountability in the Guidance Office.	None	Whole semester	
5.	Conduct follow-up interview to the student/s.	None		

4. COUNSELING FOR QCU EMPLOYEES

The Guidance and Counseling Division aims to promote mental health awareness and well-being by providing counseling services; and be available to all QCU employees including the Faculty Members and Administrative Officials and Staff.

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, Techvoc Bldg., 2 nd Floor.		
Referral Link		Guidance Office Official Facebook Page: @qcuguidanceoffice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. a. For online appointment: register on the link provided on the Guidance Office Official	<ul style="list-style-type: none"> ▪ Posting of referral link and process. ▪ Monitoring of Guidance Office Facebook Page for inquiries and referral 	None	10 Minutes	Guidance

<p>Facebook Page: @qcuguidanceoffice</p> <p>b. For walk-in: fill-out referral form and submit to the Guidance Personnel.</p>	<p>needs for counseling appointment.</p> <ul style="list-style-type: none"> ▪ Receive referral form and set schedule for counseling sessions. 			Personnel
<p>2. a. Employees will be contacted for the schedule of online counseling session (via Zoom/Messenger).</p> <p>b. For physical counseling, employees are advised to proceed to the Guidance Office at Techvoc Bldg., 2nd Floor.</p>	<ul style="list-style-type: none"> ▪ Accommodation of walk-in clients. ▪ Counseling sessions ▪ Profiling and maintaining records of each counselee. 	None	1-2 hours	Guidance Counselor
<p>3. Employees will be contacted for follow-up schedule of appointment (if necessary).</p>	<ul style="list-style-type: none"> ▪ Coordinate with the Guidance Counselor and employees for schedule of next counseling session. 	None	10 Minutes	Guidance Personnel

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, Grants, and Assistance Division	QCU San Bartolome Campus 673 Quirino Highway, San Bartolome, QC	8806-3254
Finance Department	QCU San Bartolome Campus 673 Quirino Highway, San Bartolome, QC	8806-3314