

		<a href="https://www.facebook.com/qcuguidanceunit">https://www.facebook.com/qcuguidanceunit</a>  GCU Official Email Address <a href="mailto:guidance.unit@qcu.edu.ph">guidance.unit@qcu.edu.ph</a>  or via the link / QR Code <a href="https://forms.gle/YKKrxRTZ9npUm37U8">https://forms.gle/YKKrxRTZ9npUm37U8</a>  		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out <b>Referral Form</b> from the Guidance Office.	Guidance staff will collect the Referral Form and verify the information written	None	10 - 15 minutes	Guidance staff
2.Wait for the schedule of the counseling session	Guidance counselor will contact students for the schedule of session.	None	1 day	Guidance Counselor
<b>FOR ONLINE COUNSELING APPOINTMENT</b>				
1.Student may set an appointment via the online counseling link, GCU official FB Page or GCU email address	Guidance counselor will contact the student via email for confirmation and schedule of session.	None	1 day	Guidance Counselor
	TOTAL		2 days & 15 mins.	

### 5. Exit Interview for Transferring and Graduating Students

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

<b>Office or Division:</b>	<b>GUIDANCE, TESTING AND PLACEMENT DIVISION</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – government services transacting public
<b>Who may avail:</b>	Transferring Students Graduating Students
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	

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

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

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

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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