



**IFUGAO STATE UNIVERSITY**

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*Vision*

IFSU for ACE- Academic Centers of Excellence

*Mission*

To provide quality education, research and extension services to bring about educated and morally upright individuals endowed with professional and entrepreneurial skills who will take the lead in enhancing sustainable development towards improved quality of life.

*Goals*

Pursue Excellence in Instruction Services  
Pursue Excellence in Research Services  
Pursue Excellence in Extension Services  
Pursue Excellence in Training Services  
Pursue Excellence in Resource Generation  
Pursue Excellence in Administration and Management

*Performance Pledge*

To our valued partners and clientele, we, the officials and employees of the Ifugao State University, do hereby commit to render to you a kind of service that is characterized by:

I Integrity: Character of unblemished and unquestionable integrity  
F Faith: Do things guided by strong faith in God and in each other  
S Service: To serve and not to be served  
U Unity: United in deeds and in action

*Strategic Objectives*

Intensify enhancement in instruction  
Broaden access to higher education  
Promote student Welfare  
Improve student performance in licensure exams and employment  
Intensify conduct of research  
Increase presentation and publications of research result papers in national and international fora/journals  
Generate, package and patent relevant technologies  
Improve extension and training services  
Intensify conduct of existing extension and training programs and activities  
Undertake new extension and training programs focused on technology and sharing applications  
Enhance existing income generating projects  
Maximize the utilization of assets (lands)

Intensify resource generation and networking  
Continue modernizing the University  
Continue improving administrative proficiency and financial management  
Adopt good governance by heart and action of all University Officials

#### FEEDBACK AND REDRESS MECHANISMS

Please let us know how we have served you by doing any of the following:

- Accomplish our Feedback form every after transacting with any of our Offices and drop in the suggestion box at the Public Assistance Center.
- Send your feedback via e-mail [PAIS@IFSU.EDU.PH](mailto:PAIS@IFSU.EDU.PH)
- Talk to any of our Action Officers

If you are not satisfied with our services, your written/verbal complaints shall immediately be attended to by our Public Assistance Officer at the Public Assistance Desk.

Thank you for being an instrument in our quest of continuously improving our services.

## LIST OF IFSU FRONTLINE SERVICES

No.	TYPE OF FRONTLINE SERVICE	FEES	FORMS	PROCESSING TIME (Under normal circumstances per transaction)	OFFICE/UNIT IN CHARGE
1	Entrance Test for Freshmen and Transferees	Php 150/ student	None	45 minutes	Accounting Office and Guidance Office
2	Enrolment for New Students (Freshmen)	Php 1,500 downpayment Php 100/Student ID Card	Medical Form Enrolment Form	44 minutes	Registrar's Office, College concerned, Accounting and Cashier's Office, PAIS
3	Enrolment for old Students (Sophomores, Juniors and Seniors)	Php 1,500 downpayment	Grade Report Enrolment Form	19 minutes	Registrar's Office, College concerned, Accounting and Cashier's Office
4	Enrolment for Transferees	Php 1,500 downpayment P 100/Student ID Card	Medical Form Enrolment Form	46 minutes	School clinic, College concerned, Registrar's Office, Accounting and Cashier's Office, PAIS
5	Issuance of Transcript of Records	Php 50/page for undergraduate students Php 100/page for graduate students	Clearance Form	13 minutes	Registrar's Office, Cashier's Office
6	Issuance of Official Certification (Certificate of Grades, True Copy of Grades, Certificate of Enrolment, Certificate of Earned Units)	Php 30	Clearance/Request Form	10 minutes	Registrar's Office, Cashier's Office
7	Issuance of Honorable Dismissal	Php 50	Request Form	8 minutes	Registrar's Office, Cashier's Office
8	Request for Adding/Dropping of Subjects of Students	Php 50/subject	Adding/Dropping Form	10 minutes	Registrar's Office, College concerned, Accounting Office
9	Issuance of Certificate of Good Moral Character	Php 30	None	8 minutes	DSSD, Cashier's Office
10	Library Reference Assistance/Guidance	None	Call Slip	8 minutes	University Library

\* Fees are subject to change at the instance of the University

\*\* Forms are available FREE OF CHARGE

IFSU FRONTLINE SERVICES

OFFICES: ACCOUNTING OFFICE AND GUIDANCE AND COUNSELING OFFICE

**Type of Frontline Service** : *Testing/Entrance Test Services*

Schedule of Availability of Service : April to May (First Semester); October 1-November 15 (Second Semester)

Who may Avail of the Service : Freshmen and Transferees

What are the requirements : Testing Fee of Php 150.00

Duration : 45 minutes to 1 hour

<b>Step</b>	<b>APPLICANT/CUSTOMER</b>	<b>SERVICE PROVIDER ACTIVITY</b>	<b>DURATION OF ACTIVITY (Under normal circumstances)</b>	<b>PERSON IN CHARGE</b>	<b>FEES</b>	<b>FORM</b>
1	Submit a receipt of the testing fee	Constructs entrance test; Prepares and administer psychological test to the client	45 minutes or more depending upon the type of psychological test given to the client	Guidance Counselor	P 150 or more upon the type of psychological test intended for the client	Psychological Test Materials
<b>END OF TRANSACTION</b>						

OFFICES: DEPARTMENT OF REGISTRAR AND ADMISSION SERVICES, SCHOOL CLINIC, COLLEGE, ACCOUNTING OFFICE, CASHIER'S OFFICE, PUBLIC ASSISTANCE AND INFORMATION SERVICES

Type of Frontline Service : Enrolment for New Students (Freshmen)

Schedule of Availability of Service : 7:00AM - 5:30PM; Monday to Thursday (no noon break)

Who may Avail of the Service : Freshmen/First Years

What are the requirements : Original Report Card or Form 138 A, Certificate of Good Moral Character, Two (2) pcs 2"x2" ID pictures with name tag and Photocopy of Birth Certificate

Duration : 44 minutes

Step	APPLICANT/CUSTOMER	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY (Under normal circumstances)	PERSON IN CHARGE	FEES	FORM
1	Student proceed to the school clinic for medical check-up	Conducts physical examination	16 minutes	School Physician and School Nurse	None	Medical Form
2	Student proceeds to the College where he/she intends to enroll	Gives out enrolment form and subject loads	2 minutes	Program Chairperson	None	Enrolment Form
3	Student fills our the enrolment form and proceeds to the Dean's Office and presents enrolment form for evaluation and signature	Evaluates accuracy of entries and affixes signature	3 minutes	College Dean	None	None
4	Student proceeds to the Registrar's Office and submits enrolment form together with required documents	Encodes subjects and corresponding schedules, evaluates submitted requirements	5 minutes	Registrar's Office personnel	None	Enrolment Form
5	Student claims enrolment print out	Generates enrolment print-out and gives to student	3 minutes	Accounting personnel	None	None
6	Student proceeds to Cashier's Office to pay enrolment fees	Receives payment and issues other official receipts	3 minutes	Cashier's Office personnel	Php 1,500 downpayment	None
7	Student proceeds to PAIS Office for picture taking and issuance of ID Card	Conducts picture taking and releases ID card	9 minutes	PAIS personnel	Php 100	Official Receipt
8	Student proceeds to College	Receives enrolment form for filing	3 minutes	Dean/Program Chairperson	None	Enrolment form
<b>END OF TRANSACTION</b>						

OFFICES: DEPARTMENT OF REGISTRAR AND ADMISSION SERVICES, COLLEGE, FINANCE OFFICE

Type of Frontline Service : Enrolment for old students (Sophomores, Juniors and Seniors)  
 Schedule of Availability of Service : 7:00AM - 5:30PM; Monday to Thursday (no noon break)  
 Who may Avail of the Service : Sophomores, Juniors and Seniors  
 What are the requirements : Copy of Grades from previous semester  
 Duration :19 minutes

How to avail the service:

Step	APPLICANT/CUSTOMER	SERVICE PROVIDER	DURATION OF ACTIVITY (Under normal circumstances)	PERSON IN CHARGE	FEES	FORM
1	Secures grades of the previous semester from the Registrar's Office	Gives out print-out of grades to student	3 minutes	Registrar's Office personnel	none	None
2	Proceeds to the College where he is to enroll and secures enrolment form	Gives out enrolment form	2 minutes	Program Chairperson of the College	none	Enrolment Form
3	Presents accomplished enrolment form to the Dean	Evaluates accuracy of entries	3 minutes	Dean	none	Enrolment Form
4	Students goes back to the Registrar's Office and submits enrolment form	Encodes the subjects and corresponding schedule	5 minutes	Registrar's Office Personnel	none	Enrolment Form
5	Student claims enrolment print-out from the Accounting Office	Generates print-out and hands to the student	3 minutes	Accounting Personnel	none	none
6	Student pays fees	Receives payment and issues official receipts to student	3 minutes	Cashier's Office Personnel	1500 down payment	none
<b>END OF TRANSACTION</b>						

OFFICES: DEPARTMENT OF REGISTRAR AND ADMISSION SERVICES, SCHOOL CLINIC, COLLEGE, ACCOUNTING OFFICE, CASHIER'S OFFICE

Type of Frontline Service : Enrolment for Transferees

Schedule of Availability of Service : 7:00AM - 5:30PM; Monday to Thursday (no noon break)

Who may Avail of the Service : Student Transferees

What are the requirements : Honorable Dismissal from Last School Attended, Certification of Grades, Certificate of Good Moral Character

Duration : 46 minutes

Step	APPLICANT/CUSTOMER	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY (Under normal circumstances)	PERSON IN CHARGE	FEES	FORM
1	Student proceed to the school clinic for medical check-up	Conducts physical examination	16 minutes	School Physician and School Nurse	None	Medical Form
2	Student proceeds to the College where he/she intends to enroll	Gives out enrolment form and subject loads	5 minutes	Program Chairperson	None	None
3	Secures enrolment form	Gives out the enrolment form	2 minutes	Program Chairperson	None	Enrolment Form
3	Student fills out the enrolment form and proceeds to the Dean's Office and presents enrolment form for evaluation and signature	Evaluates accuracy of entries and affixes signature	3 minutes	College Dean	None	Enrolment Form
5	Student proceeds to the Registrar's Office and submits enrolment form together with required documents	Encodes subjects and corresponding schedules, evaluates submitted requirements	5 minutes	Registrar personnel	None	Enrolment Form
6	Student claims enrolment print out	Generates enrolment print-out and gives to student	3 minutes	Accounting personnel	None	Enrolment Form
7	Student proceeds to Cashier's Office to pay enrolment fees	Receives payment and issues other official receipts	3 minutes	Cashier's Office personnel	Php 1,500 downpayment	Enrolment Print outs
8	Student proceeds to PAIS Office for picture taking and issuance of ID Card	Conducts picture taking and releases ID card	9 minutes	PAIS personnel	Php 100	Official Receipt
<b>END OF TRANSACTION</b>						



OFFICE: DEPARTMENT OF REGISTRAR AND ADMISSION SERVICES, CASHIER'S OFFICE

Type of Frontline Service : Issuance of Transcript of Records

Schedule of Availability of service : 7:00AM - 5:30PM; Monday to Thursday (no noon break)

Who may Avail of the Service : Students and any authorized person

What are the requirements : Clearance

Duration : 13 minutes

How to avail the service:

Step	APPLICANT/CUSTOMER	SERVICE PROVIDER	DURATION OF ACTIVITY (Under normal circumstances)	PERSON IN CHARGE	FEEs	FORM
1	Get clearance/request form and required signatories	Gives out clearance form/request form	3 minutes	Registrar's Office Personnel	None	Clearance/Request Form
2	Pays the Official Certification Fee	Receives and acknowledges payments	5 minutes	Cashier's Office personnel	P50 for undergraduate P100 for graduate	Official Receipt
3	Submits Clearance/Request Form with OR attached and wait 3-5 minutes for the preparation of requested certification	Receives, examines the authenticity of signatures, prepares requested certification and releases certification	5 minutes	Registrar's Office personnel	None	Clearance/Request Form
<b>END OF TRANSACTION</b>						

OFFICES: DEPARTMENT OF REGISTRAR AND ADMISSION SERVICES, CASHIER'S OFFICE

Type of Frontline Service : Issuance of Official Certification, Certificate of Grades, True Copy of Grades, Certificate

of Earned Units

Schedule of Availability of Service : 7:00AM - 5:30PM; Monday to Thursday (no noon break)

Who may Avail of the Service : Students and any authorized person

What are the requirements : Identification Card, Clearance and Request Form

Duration : 10 minutes

Step	APPLICANT/CUSTOMER	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY (Under normal circumstances)	PERSON IN CHARGE	FEES	FORM
1	Gets clearance/request form and secures required signatories	Gives out clearance form/request form	2 minutes	Registrar's Office personnel	None	Clearance/Request Form
2	Pays the Official Certification Fee	Receives and acknowledges payments	3 minutes	Cashier's Office personnel	None	Official Receipt
3	Submits Clearance/Request Form with OR attached wait for 3-5 minutes for the preparation of requested certification	Receives, examines the authenticity of signatures, prepares requested certification and releases certification	5 minutes	Registrar's Office personnel	None	Clearance/Request Form
<b>END OF TRANSACTION</b>						

OFFICES: DEPARTMENT OF REGISTRAR AND ADMISSION SERVICES, CASHIER'S OFFICE

Type of Frontline Service : Issuance of Honorable Dismissal

Schedule of Availability of Service : 7:00AM - 5:30PM; Monday to Thursday (no noon break)

Who may Avail of the Service : Students and any authorized person

What are the requirements : Identification Card, Clearance and Request Form

Duration : 8 minutes

Step	APPLICANT/CUSTOMER	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY (Under normal circumstances)	PERSON IN CHARGE	FEEs	FORM
1	Gets clearance/request form and secures required signatories	Gives out clearance form/request form	1 minute	Registrar's Office personnel	None	Clearance/Request Form
2	Pays the Official Certification Fee	Receives and acknowledges payments	3 minutes	Cashier's Office personnel	None	Official Receipt
3	Submits Clearance/Request Form with OR attached	Receives, examines the authenticity of signatures, prepares requested honorable dismissal and releases certification	4 minutes	Registrar's Office personnel	None	Clearance/Request Form
<b>END OF TRANSACTION</b>						

OFFICES: DEPARTMENT OF REGISTRAR AND ADMISSION SERVICES, COLLEGE, ACCOUNTING OFFICE, CASHIER'S OFFICE

Type of Frontline Service : Request for Adding/Dropping of Subjects of Students

Schedule of Availability of Service : 7:00AM - 5:30PM; Monday to Thursday (no noon break)

Who may Avail of the Service : Students

What are the requirements : Identification Card

Duration : 10 minutes

Step	APPLICANT/CUSTOMER	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY (Under normal circumstances)	PERSON IN CHARGE	FEES	FORM
1	Secures Adding/Dropping Form from the Registrar's Office	Issues Form	1 minute	Registrar's Office personnel	None	Adding/Dropping Form
2	Presents form to the Dean for evaluation and signature	Signs the Form	2 minutes	Dean	None	Adding/Dropping Form
3	Presents form to the Registrar's Office for signature and adding/dropping of subjects	Takes appropriate action on the request	2 minutes	Registrar's Office personnel	None	Adding/Dropping Form
4	Presents form to the Accounting Office for recording of charge fee for adding/dropping of subjects and for signature	Adds charge fee for adding/dropping and signs the form	2 minutes	Accounting Office personnel	None	Adding/Dropping Form
5	Presents form to the Cashier's Office for payment of charge fee and for signature	Receives and acknowledges payment and signs the form	2 minutes	Cashier's Office personnel	P 50/subject	Adding/Dropping Form
6	Submits duly approved and signed form to the Registrar's Office	Receives 2 copies of the form and gives 1 copy to the student	1 minute	Registrar's Office personnel	None	Adding/Dropping Form
<b>END OF TRANSACTION</b>						

OFFICE: DEPARTMENT OF STUDENT SERVICES AND DEVELOPMENT

Type of Frontline Service : Issuance of Certificate of Good Moral Character

Schedule of Availability of service : 7:00AM - 5:30PM; Monday to Thursday (no noon break)

Who may Avail of the Service : Students/Alumni

What are the requirements : None

Duration : 8 minutes

Step	APPLICANT/CUSTOMER	SERVICE PROVIDER	DURATION OF ACTIVITY (Under normal circumstances)	PERSON IN CHARGE	FEEs	FORM
1	Pays Certification fee	Cashiering units receives and acknowledges payment	3 minutes	Cashier/Staff	P 30	Official Receipt
2	Requests for certificate of good moral character and submits the official receipt to DSSD staff	The DSSD Staff issues certificate of good moral character	5 minutes	DSSD Staff	None	Certificate of Good Moral Character
<b>END OF TRANSACTION</b>						

OFFICES: UNIVERSITY LIBRARY

Type of Frontline Service : Library Reference Assistance/Guidance

Schedule of Availability of Service : 7:00AM - 5:30PM; Monday to Thursday (no noon break)

Who may Avail of the Service : Students, Faculty and Staff

What are the requirements : Student's ID, Library Borrower's Card

Duration : 8 minutes

Step	APPLICANT/CUSTOMER	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY (Under normal circumstances)	PERSON IN CHARGE	FEES	FORM
1	Request assistance on the location of material to use or borrow	Assess request  Assist client on the use of the OPAC  If book is available, request client to fill up the call slip form	1 minute	Librarian	None	Call Slip Form
		If needed book is not available in the library OPAC, refer/guide client to check other library resources/facilities such as the STARBOOKS or internet service or refer client to other libraries or offices for further research	5 minutes			
3	Locate book or material on the shelf	Instruct where to find the needed book or assist the client to the location of the needed book	2 minutes	None	None	None
<b>END OF TRANSACTION</b>						

