



## CITIZEN'S CHARTER FOR FRONTLINE SERVICES

### A. ENROLMENT

#### I. Required Documents

- ☐ Valid Student Identification (ID) card
- ☐ Exam Permit for final examination of preceding semester

#### II. Schedule of Availability of Service

- ☐ During enrolment period
- ☐ 8:00 a.m. to 5:00 p.m., no noon break.

#### III. Procedure:

| STEP | Applicant/Client   | Office Activity  | Duration | Person-in-Charge |
|------|--|--|----------|------------------|
| 1    | Presents valid ID and exam permit for final examination of preceding semester  | Issues Certificate of Registration (COR) form  | 2 min    | College clerk    |
| 2    | Presents COR and checklist reflecting grades of subjects already enrolled or copy of final grades of the preceding semester. | 1. Checks if:<br>a. prerequisites of subjects to be enrolled were already taken<br>b. number of units is within the prescribed limits, and<br>1. Affixes the signature of approval on enrolment form if aforementioned conditions are rightly met. | 10 min   | Academic Adviser |

### B. OFFERING OF UNSCHEDULED SUBJECTS

#### I. Required Documents

- ☐ A letter of request addressed to the Department Head, duly endorsed by the academic adviser and approved by the College Dean.
- ☐ Request Form

#### II. Schedule of Availability of Service

- ☐ Notify instructor before offering the subjects
- ☐ Monday to Friday 8:00 a.m. to 5:00 p.m

#### III. Procedure:

| STEP | Applicant/Client  | Office Activity                                     | Duration | Person-in-Charge               |
|------|---|---|----------|--------------------------------|
| 1    | Presents 4 copies of completed request form addressed to the Department Head, thru the academic adviser.    | Reviews the request & if in order, endorse the same | 10 mins. | Academic Adviser or instructor |
| 2    | Presents to the head of the department offering the requested subject (if not scheduled by the department). | Reviews the request & affixed signature on the same | 10 mins. | Department Head                |

### C. REQUEST FOR CREDIT UNITS/OVERLOAD

#### I. Required Documents Duly Approved by Academic Adviser

- ☐ Valid ID

#### II. Schedule of Availability of Service

- ☐ During enrolment period
- ☐ Monday to Friday 8:00 a.m. to 5:00 p.m.

#### III. Procedure:

| STEP | Applicant/Client  | Office Activity                              | Duration | Person-in-Charge |
|------|---|--|----------|------------------|
| 1    | Presents 4 copies of accomplished request form to the academic adviser for approval.    | Reviews the request & endorse it if in order | 4 mins.  | Academic Adviser |
| 2    | Presents the request form duly endorsed by the academic adviser to the department head. | Reviews the request & affixes signature      | 2mins.   | Department Head  |

### D. SHIFTING OF CURRICULUM AND CHANGE OF ACADEMIC ADVISER

#### I. Required Documents

- ☐ Copy of grades from the first semester in first year college up to the last semester that the student has completed at VSU.
- ☐ Application form for shifting of curriculum and change of Academic Adviser.

#### II. Schedule of Availability of Service

- ☐ Before the opening of the semester.
- ☐ Monday to Friday 8:00a.m. to 5:00 p.m.

#### III. Procedure:

| STEP | Applicant/Client   | Office Activity  | Duration | Person-in-Charge  |
|------|--|--|----------|---|
| 1    | Presents the correctly filled up shifting form with computed GPA and noted by the Dean of Students.                            | Checks if the form is filled up correctly, the GPA is computed and noted by the Dean of Students | 3 mins.  | Dept./ College clerk<br>Academic Adviser                    |
| 2    | Presents the shifting form and application for change of academic advisers to the Department Head and College Dean for action. | Checks the request for shifting & affixes signature  | 3mins.   | Dept./ College clerk<br>Academic Adviser<br>Department Head |

### E. APPLICATION FOR READMISSION

#### I. Required Documents

- ☐ Accomplished required form from USSO.

#### II. Schedule of Availability of Service

- ☐ Before the opening of the semester/ school year.

#### III. Application Procedure and Availment of Services

- ☐ Presents accomplished form from USSO for the Department Head/Dean's recommendatory approval- 2 minutes

#### F. Request for Approval of the Department Head

| STEP | Applicant/Client   | Office Activity  | Duration | Person-in-Charge  |
|------|--|--|----------|---|
| 1    | Presents the correctly filled up shifting form with computed GPA and noted by the Dean of Students.                            | Checks if the form is filled up correctly, the GPA is computed and noted by the Dean of Students | 3 mins.  | Dept./ College clerk<br>Academic Adviser                    |
| 2    | Presents the shifting form and application for change of academic advisers to the Department Head and College Dean for action. | Checks the request for shifting & affixes signature  | 3mins.   | Dept./ College clerk<br>Academic Adviser<br>Department Head |

### G. AGRIBUSINESS APPRENTICESHIP STUDY FIELD PRACTICE (MGMT 200A)

| STEP | Applicant/Client  | Office Activity  | Duration | Person-in-Charge    |
|------|---|--|----------|---------------------|
| 1    | 4 <sup>th</sup> year BSAB students (completed academic courses) | Attend orientation seminar   | Half day | Faculty- In-charge  |
| 2    |   | Checks if the firm/establishment is qualified for OJT  | 15 min   | Faculty-Coordinator |
| 3    |   | Prepares endorsement letter  | 5 min    | Office Staff        |
| 4    |   | If firm selected is approved, prepares MOU, Waiver, SRC (to be signed by the persons concerned) Evaluation sheet, DTR, etc | 15 min   | Office Staff        |
| 5    | Submit apprenticeship outline to major adviser for approval     |  | —        | Office Staff        |
| 6    |   | If approved, submit all required documents for apprenticeship  | —        | Office Staff        |