



CITIZEN’S CHARTER for FRONTLINE SERVICES

Services Offered

- A. Enrollment
- B. Completion of incomplete (INC) grades
- C. Processing of student’s temporary clearance
- D. Offering of unscheduled subjects
- E. Request for overload
- F. Shifting of curriculum and change of academic adviser
- G. Academic readmission
- H. Academic consultation with instructors / advisers

A. ENROLLMENT

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	CLIENT	OFFICE ACTIVITY	DURATION	PERSON IN-CHARGE
1	Presents valid ID and final exam permit of preceding semester	Issues Certificate of Registration (COR) form	2 min.	Department clerk
2	Fills up enrolment form then present it to academic adviser together with COR and prospectus reflecting grades of subjects already enrolled or copy of final grades of the preceding semester	1. Checks if : a. prerequisites of subjects to be enrolled were already taken b. number of units is within the prescribed limits, and 2. Signs the enrolment form if above conditions are met	10 -15 min.	Academic adviser

B. COMPLETION OF INCOMPLETE (INC) GRADES

I. Required Documents

- Completion form. Get the completion form at the registrar’s office

II. Schedule of Availability of Service

- Available throughout the school year
- Note: Two weeks before the INC grade will lapse, student should already process the completion

III. Procedure

STEP	CLIENT	OFFICE ACTIVITY	DURATION	PERSON IN-CHARGE
1	Presents his/her completion form	Checks the student ID & the subjects and the corresponding instructor	2 min	Department clerk
2	Proceeds to concerned instructor & inquires for the requirement of completion	The instructors examine the needed activities/ requirements for the completion of grades	15 min	Instructors / Faculty
3	Complies the needed requirement	Administer the exams, listens to the reports, accepts the submitted documents	30- 40 mins or <i>*depending on the need</i>	Instructors / Faculty
4	Submit completion form to the instructors	Evaluate, check and examine the documents, exams, reports submitted	20 – 30 mins or <i>*depending on the availability of the faculty</i>	Instructors / Faculty
5		Sign or decline the completion form	2 mins	Instructors /Faculty
6		Submit the completion form to the department head	2 mins	Instructors / Faculty
		Gives the completion form to the secretary for filing	2 mins	Dept Head
6		Submit the completion form to the dean	5 mins	Clerk / Utility
7		Submit to the registrar the completion form	10 mins	Utility

C. PROCESSING OF STUDENT'S TEMPORARY CLEARANCE

I. Required Documents

- Internal Clearance

II. Schedule of Availability of Service

- Two (2) weeks before the scheduled Final Examination from Monday to Friday 8:00 a.m. to 5:00 p.m. (no noon break).

III. Procedure

STEP	CLIENT	OFFICE ACTIVITY	DURATION	PERSON IN-CHARGE
1	Presents his internal clearance	Checks if the student has no accountability. If a student has accountability, request the student to comply with the requirement to settle accountability.	5 min	Department clerk
2	Complies requirements to settle accountability	Checks & facilitates the student's compliance & counter signs/puts initials in the clearance	30 mins or <i>*depending on the need it could last longer</i>	Department clerk
3	Submits to Department Head for signature	Signs the student's clearance	2 mins	Department head

D. OFFERING OF UNSCHEDULED SUBJECTS

I. Required Documents

- Letter request addressed to the Department Head, duly endorsed by the adviser and approved by the College Dean.
- Request Form

II. Schedule of Availability of Service

- Two (2) weeks before the scheduled Final Examination
- Monday to Friday 8:00 a.m. to 5:00 p.m. (no noon break)

III. Procedure

STEP	CLIENT	OFFICE ACTIVITY	DURATION	PERSON IN-CHARGE
1	Presents 4 copies of completed request form addressed to the Department Head, through the adviser	Reviews the request & if in order, endorse the same	15 min	Academic Adviser
2	Presents to the department head (or the head of the department offering the requested subject if not offered by the Department)	Reviews the request & sign the same	15 min	Dept. Head

E. REQUEST FOR OVERLOAD

I. Required Documents

- Valid ID
- Filled up request form for overload

II. Schedule of Availability of Service

- During enrolment period
- Monday to Friday 8:00 a.m. to 5:00 p.m. with no noon break

III. Procedure

STEP	CLIENT	OFFICE ACTIVITY	DURATION	PERSON IN-CHARGE
1	Presents 4 copies of accomplished request form to the adviser for approval	Reviews the request & endorse it if in order	10 min	Academic adviser
2	Presents the request form duly endorsed by the adviser to the Department Head.	Reviews the request & affixes signature	15 min	Department Head

F. SHIFTING OF CURRICULUM AND CHANGE OF ADVISER

I. Required Documents

- Copy of grades from first semester in first year college up to the last semester that the student completed in 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 8:00 a.m. to 5:00 p.m. (no noon break).

III. Procedure

STEP	CLIENT	OFFICE ACTIVITY	DURATION	PERSON IN-CHARGE
1	Presents filled up shifting form with computed GPA and recommendation of the Dean of Students	Checks if the form is filled up correctly, the GPA is computed and recommended by the Dean of students	5-10min	Department clerk; Adviser
2	Presents the shifting form and application for change of academic advisers to the Department Head	Checks the request for shifting & affixes signature if in order	15 min	Department clerk, Academic adviser, Department Head

G. Application for Readmission

I. Required Document

- Accomplished required form from USSO

II. Schedule of Availability of Service

- Before the opening of the semester/school year

III. Procedure

STEP	CLIENT	OFFICE ACTIVITY	DURATION	PERSON IN-CHARGE
1	Presents accomplished form from USSO	Checks if the form is filled up correctly, directs client to the department head	3 min	Department clerk
2	Presents the accomplished form to the Department Head for recommending approval	Checks the request & affixes signature if in order	2 min	Department clerk

H. Academic consultation with Faculty / Academic Adviser

I. Required Document

- Present student ID

II. Schedule of Availability of Service

- Refer to the posted consultation time

III. Procedure

STEP	CLIENT	OFFICE ACTIVITY	DURATION	PERSON IN-CHARGE
1	Presents ID and consult to the corresponding faculty	Examine, evaluate the need of the students	5 – 10 min or <i>*depending on need of the student</i>	Faculty
2	Signs the log book in the office of the faculty	Present the log book	2 min	Faculty

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