



**Vision :** The premier university of science and technology in the Visayas.

**Mission:** Provide excellent instruction, conduct relevant research and foster community engagement that produce highly competent graduates necessary for the development of the country.

**FRONTLINE SERVICE:**

- **Publications / Reading Materials Distribution**

Step	Client Activity	Office Activity	Duration	In-charge
1	<u>For walk-in clients</u>  Proceed to the Administrative Office and relays his/her concerns	In-charge welcomes the visitor and inquires his/her purpose of the office visit	1-5 mins	EMUmpad / or any Administrative Staff
2	Signs in the Visitors Logbook	In-charge facilitates the signing of the visitor in the Visitors Logbook  In-charge refers the visitor to the Extension Division for his/her purpose	1-5 mins	EMUmpad / or any Administrative Staff
3	Fills-up the publications request form (PRF)  For phone call requests and e-mail requests	In-charge sees to it that all the necessary details in the form are properly filled-up  By arrangement	5 -10 mins	Ral-jie S. Managbanag / Marife Suaybaguio / Or any Extension Staff
<sup>1</sup> 4	Pays for the requested materials	In-charge issues official receipt for the said materials  There are instances that this procedure is waived; there are publications that are given free to the clientele  <b><u>Price List of Publications</u></b>  Hand-outs – free * Cultural Management Brochures – P60.00 / brochure	5 mins	Ms. Cynthia V. Godoy
3	Waits for the release of the reading materials	In-charge secures / prepares the requested publications / reading materials  Releases the publications / reading materials	10 mins-30 mins*	Ral-jie S. Managbanag / Marife Suaybaguio / Or any Extension Staff

*Note: \* - depending upon the number of requested publications; some publications are printed only upon request*

**Complaints:**

Please call **Dr. Erlinda A. Vasquez**, Director, Philippine Root Crop Research and Training Center, Visayas State University, Baybay City, Leyte Tel (053) 563-7229.

**FRONTLINE SERVICE:**

- **Technology Consultations and Briefings**

<b>Step</b>	<b>Client Activity</b>	<b>Office Activity</b>	<b>Duration</b>	<b>In-charge</b>
1	<p><u>For walk-in clients</u></p> <p>Proceeds to the Administrative Office and relays his/her concerns</p>	<p>In-charge welcomes the visitors and inquires his/her purpose of the office visit</p>	1-5 minutes	EMUmpad / or any Administrative Staff
2	<p>Signs in the Visitors Logbook</p>	<p>In-charge facilitates the signing of the visitor in the Visitors Logbook</p> <p>In-charge refers the visitor to the appropriate faculty-researcher / staff for his/her purpose</p>	1-5 minutes	EMUmpad / or any Administrative Staff
3	<p><u>For Consultation</u></p> <p>Consults the researcher-faculty / staff regarding his/her concern</p> <p><u>For Technology Briefing</u></p> <p>Client waits for the In-charge to start the technology briefing</p>	<p>Expert conducts consultation meeting with the requesting client</p> <p>Expert conducts field / site visit and assessment</p> <p>In-charge conducts technology briefings at the lobby or through a power point presentation / multimedia presentation, tour at the Center's facilities</p>	30 min- 2 hours	<p>Researcher-faculty/ Staff</p> <p>Experts</p> <p>EAVasquez EMUmpad Other Experts</p>

## FRONTLINE SERVICE:

- **Training Requests / Conduct of Training**

Step	Client Activity	Office Activity	Duration	In-charge
1	<u>For walk-in clients</u> Proceeds to the Administrative Office and relays his/her concerns	In-charge welcomes the visitors and inquires his/her purpose of the office visit	1-5 minutes	EMUmpad / or any Administrative Staff
2	Signs in the Visitors Logbook	In-charge facilitates the signing of the visitor in the Visitors Logbook  In-charge refers the visitor to the appropriate faculty-researcher / staff for his/her purpose	1-5 minutes	EMUmpad / or any Administrative Staff
3	Consults the researcher-faculty / staff regarding his/her concern Re: training requests / training inquiry	Expert conducts consultation meeting with the requesting client  Expert conducts a pre-training needs assessment	30 min- 1 hour *	Researcher-faculty/ Staff  Staff In-charge
4	Attends to the training activity	Training staff prepares necessary materials and logistics for the conduct of the training  Training team conducts the training	By arrangement  Depending on the requested trainings * 1-2 days for production training only; 4-5 days if training is from production, processing to utilization	Ral-jie S. Managbanag / Marife Suaybaguio / Or any Extension Staff plus the Training Experts
3	Pays the training fee	In-charge issues Official Receipt	15-30 min. Depending upon number of ORs to be issued; there are agencies that request for individual ORs/participant  This can be done while the training is being conducted	Ms. Cynthia V, Godoy

**Note:** Training fee is at 2,000.00/day inclusive of food and accommodation, training kit and materials, transportation within the campus, honorarium of the RPs, demo materials and other training related costs

Training courses offering is distributed in a flyer format

**FRONTLINE SERVICE:**

• **Rootcrop Planting Materials Distribution**

<b>Step</b>	<b>Client</b>	<b>Office Activity</b>	<b>Duration</b>	<b>In-charge</b>
1	For walk-in clients Client fills-up planting materials request form (PMRF)  For phone call requests	In-charge should see to it that all the necessary details are properly filled-up  By arrangement	3-5 min	Mr. Dioscoro M. Bolatete
2	Client pays for the requested materials	In-charge issues official receipt	3-5 min	Ms. Cynthia V. Godoy
		<b><u>Cost of Planting Materials</u></b> Sweetpotato – Php 0.50 cutting / Cassava – PhP 1.00 / cutting Gabi – PhP 12.00/sett Yam - PhP 50.00 / kilo		<b>Sweetpotato</b> – Mr. Federico P. Godoy/ Mr. Ricardo Maranguit / Ms. Resa Dacera <b>Cassava</b> – Ms. Anita D. Troyo / Ms. Resa Dacera/ Mr. Ricardo Maranguit
3	Client waits for the release of the planting materials	• Depending on the volume of requested planting materials  100 cutings and below 101 – and above	4 hours  By arrangement	
		In-charge issues certification for clean planting materials	5 min This could be undertaken while the client waits for the planting materials	Dr. Erlinda A. Vasquez
		Release of the planting materials	2 min	Mr. Dioscoro M. Bolatete

2

*Note : If there are available laborers to do the tasks; no prior assignments that needs to be finished immediately. Cut-off time for booking / order is at 1:00 p.m*

For more information, inquiries and complaints, please contact **Dr. Erlinda A. Vasquez**, Director, PhilRootcrops at Telefax (053) 563-7229.

**FRONTLINE SERVICE: CENTRAL ANALYTICAL SERVICES LABORATORY****Procedure: A. Testing & Analysis of Biological & Environmental Samples**

STEP	APPLICANT/CLIENT (VSU Funded Researches)**	LAB ACTIVITY	DURATION	PERSON-IN-CHARGE
1	Submit samples and fills up request form	Code samples and record in the logbook Issue charge invoice. Analyze samples for physico-chemical characteristics	5-10 minutes 5-10 minutes 14-21 working days	CVGodoy/ JGlory  CVGodoy/ JGlory
2	Process payment	Issue official receipt	10 minutes	CVGodoy/LGAsio
3	Present approved voucher/ cash payment to lab-in-charge	Release lab results	5 minutes	CVGodoy/LGAsio
4	Get laboratory result			CVGodoy/LGAsio

*\*\*For other clients outside VSU and VSU students, a down payment of at least 50% of total cost of analysis is required upon submission of samples*

**B. Hands-on Training**

STEP	APPLICANT/CLIENT (VSU Based Researches)**	LAB ACTIVITY	DURATION	PERSON-IN-CHARGE
1	Presents approved letter request	Discuss training details with client	20 minutes	CVGodoy
2	Training Proper	Hands-on-training	2-3 weeks	CVGodoy/ JGlory

**C. Laboratory Orientation**

STEP	APPLICANT/CLIENT	LAB ACTIVITY	DURATION	PERSON-IN-CHARGE
1	IO representative & visitors log-in the log book	Orient visitors about the functions and facilities of the laboratory	20 minutes	CVGodoy
2	Tour the laboratory	Demonstrate the operation & use of equipment	30minutes	CVGodoy/LGAsio

**Amount of Fee:** See attached sheet

**Requirements:**

- a. **Soil** - Two hundred grams (200 g) composite, pulverized, sieved soil and soil request form
- b. **Plant Tissue** - One – ten grams (5-10) dried, composite, powdered tissue sample and plant tissue request form
- c. **Water** - Five Hundred mL (500) fresh water samples and water request form
- d. **Organic** - Two Hundred grams (200 g) of composite, dried, pulverized sample and non-soil request form

**Complaints:**

Please call Dr. Othello B. Capuno, Office of the Vice President for Research and Extension, Tel (053) 335-2617, and Ms. Cynthia Dolores V. Godoy, Central Analytical Services Laboratory (CASL), PhilRootcrops Complex, VSU, Baybay City, Leyte. Tel. No. (053) 335-2616 or visit [http: www.vsu-visca.edu.ph/casl/casl.htm](http://www.vsu-visca.edu.ph/casl/casl.htm)