

REVISED

CAMIGUIN POLYTECHNIC STATE COLLEGE

Camiguin Polytechnic State College is mandated to provide higher professional, technical and special instructions for special purposes and to promote research and extension services, advanced studies and progressive leadership in agriculture, forestry, engineering, arts and sciences and other relevant studies (Sec. 3, RA 7923).

It is one of the State Colleges found in Region X offering the following courses: a. Graduate Program : Master of Arts in Education and Master in Public Administration; b. Collegiate: BS in Electrical Engineering, BS in Electronics and Communication Engineering, BS in Computer Science, BS in Information Technology, BS in Education, majors in General Science, Biological Science, English and TLE, BS in Technology, majors in Automotive, Electrical, and Electronics, BS in Agriculture, majors in Agro-Forestry, Crop Science and Animal Science, Bachelor in Elementary Education, BS in Business Administration major in HRDM, Bachelor of Public Administration, BS in Eco-Tourism.

Guided by a three-point developmental framework on quality and excellence, relevance and responsiveness, and efficiency and effectiveness, the College has maintained its

Corporate value of a continuing academic service to the people, particularly the youths in Camiguin. It has its greatest leap this year. Proper management, planning and prioritizing of needs are factors contributing to its accomplishments.

Worthy of acknowledgements are the support of the national government and other agencies. The greater bulk of it is drawn from the unfailing concern and continuing support of the Congressman, Governor and other local officials of the island. The unified and conglomerated efforts of the administration, faculty and staff, students and the existing PTA and Student Body Organizations in the College also play important roles in the development of the school.

CURRICULAR OFFERINGS

Academic Year 2016-2017

1. Graduate Studies

- a. Master of Arts in Education
- b. Master in Public Administration

2. Institute of Education

- a. Bachelor of Secondary Education
 - major in Technology and Livelihood Education
 - major in English
 - major in Biological Science
- b. Bachelor of Elementary Education

3. Institute of Arts and Sciences

- a. Bachelor of Science in Eco-Tourism
- b. Bachelor of Science in Business Administration
 - major in Human Resource Development Management
- c. Bachelor of Public Administration

4. Institute of Technology

- a. Bachelor of Technology (Ladderized Curriculum) with majors in
 - Automotive
 - Electrical
 - Electronics

5. Institute of Engineering and Computer Studies

- a. Bachelor of Science in Electrical Engineering
- b. Bachelor of Science in Electronics Engineering
- c. Bachelor of Science in Computer Science (Ladderized Curriculum)
- d. Bachelor of Science in Information Technology (Ladderized Curriculum)

6. Institute of Agriculture

- a. Bachelor of Science in Agriculture
 - major in Crop Science
 - major in Animal Science
 - major in Agro-Forestry

FOR PARTICULARS: Please contact Tele-Fax No. (088) 387-0044 or 387-1268 Local 113

Vision

CPSC envisions to become a vibrant, empowered and dynamic Institution of higher learning which is accessible, globally competitive, culturally and morally sensitive towards sustainable eco-tourism and natural resource development.

Mission

Pursuant to Sec. 3 of R.A. 7923, the College shall provide professional, technical and special instructions for special purposes and to promote research and extension services, advanced studies and progressive leadership in Agriculture, Forestry, Engineering, Arts and Sciences, and other relevant studies.

CPSC REDRESS AND FEEDBACK MECHANISMS

Camiguin Polytechnic State College is committed to the highest standards of public service delivery. It is our best interest to serve you with utmost efficiency, integrity, timeliness and professionalism.

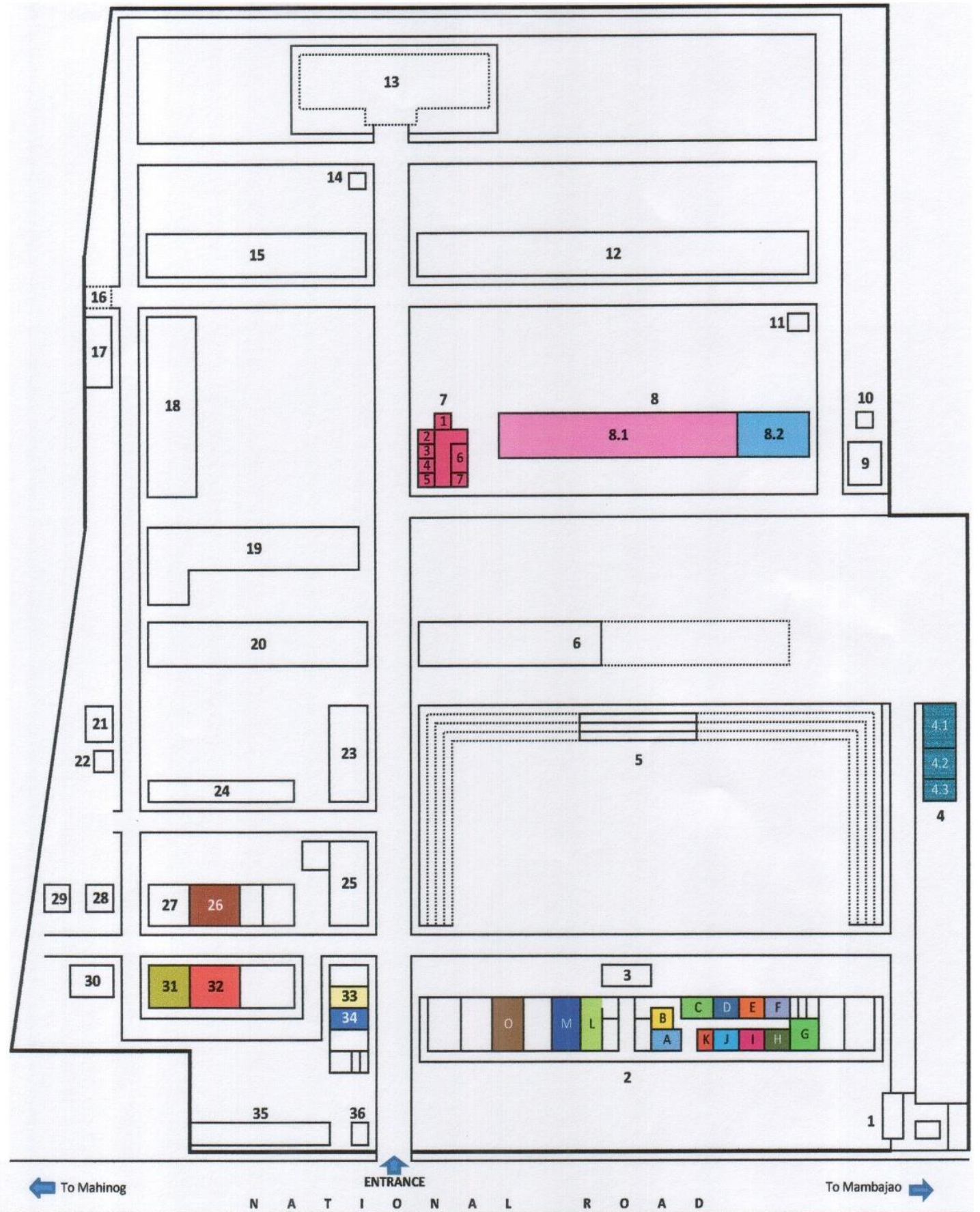
What to do if you have a complaint?

Should you experience dissatisfaction to our services, we request you to immediately bring this concern to our attention. You may directly call Telephone Nos. (088) 387-0044 and 387-1268 and talk to the Officer of the Day for your concern .You may also write your complaint and send to email address: camiguinpolytechnic@yahoo.com.

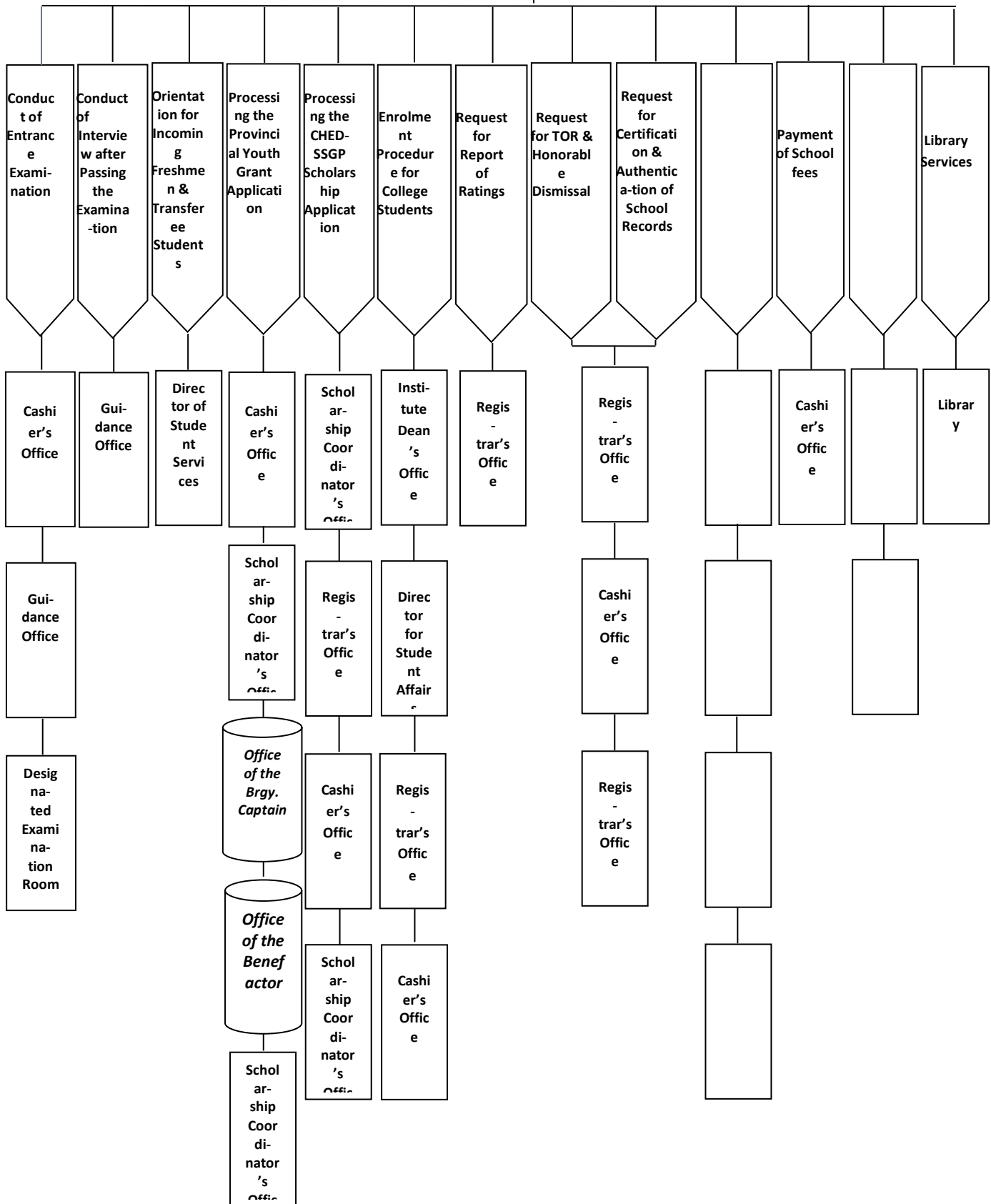
How to provide feedback?

Should you desire to render comments, suggestions, request and recommendations to the services rendered by the College, we encourage you to do it by accomplishing specific forms shown at the Annexes portion of this booklet or personally report your concerns at the Public Assistance Desk located at the administration office of the College.

LOCATOR MAP



FRONTLINE SERVICES FLOW CHART



FRONTLINE SERVICES

- ❖ Conduct of Entrance Examination
- ❖ Conduct of Interview after Passing Entrance Examination
- ❖ Orientation for Incoming Freshmen and Transferee Students
- ❖ Processing the Provincial Youth Grant Application
- ❖ Processing the CHED-SSGP Scholarship Application
- ❖ Enrolment Procedure for College Students
- ❖ Request for Report of Rating
- ❖ Request for Transcript of Records and Honorable Dismissal
- ❖ Request for Certification and Authentication of School Records
- ❖ Payment of School Fees
- ❖ Library Services

❖ CONDUCT OF ENTRANCE EXAMINATION

Schedule of Availability of Service:

3rd and 4th week of April until the 1st week of May for and last week of October incoming college freshmen

8:00am-5:00pm

Who May Avail of the Service?

Transferees from other colleges and universities who wish to continue their studies at CPSC

What are the Requirements?

1. Payment of Entrance Examination fee of P150.00 as evidenced by an Official Receipt
2. 2 pcs. Pencil

Duration:

1 hour and 30 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	<ul style="list-style-type: none"> Pays the entrance examination fee 	<ul style="list-style-type: none"> Receives payment for entrance examination Issues Official Receipt 	5 minutes	Guidance Counselor Cashier	₱150.00	OR
2	<ul style="list-style-type: none"> Submits the Official Receipt to the Guidance Office 	<ul style="list-style-type: none"> Receives OR and tells the client to wait for his schedule since it is based on the "first come-first serve" basis. 	5 minutes	Examiner		
3	<ul style="list-style-type: none"> Waits for his/her name to be called for the next batch of examinees 	<ul style="list-style-type: none"> Arranges/schedules the names of the examinees for the next batch. Calls the names of examinees scheduled to take the exam. 	15 minutes	Examiner/ Student Assistant		
4	<ul style="list-style-type: none"> Takes the exam 	<ul style="list-style-type: none"> Distributes answer sheets and test booklets. Gives instructions. 	1 hour	Examiner/ Student Assistant		
5	<ul style="list-style-type: none"> Finishes and submits answer sheets and test booklets 	<ul style="list-style-type: none"> Collects the answer sheets and test booklets. Announces the entrance interview schedule. 	5 minutes	Examiner/ Student Assistant		
6	<ul style="list-style-type: none"> Examinee leaves the room 					

END OF TRANSACTION

❖ **CONDUCT OF INTERVIEW AFTER PASSING ENTRANCE EXAMINATION**

Schedule of Availability of Service:

1st week of April for incoming high school freshmen

2nd and 3rd week of May for incoming college freshmen

8:00am--5:00pm

Who May Avail of the Service:

- Applicants who took the CPSC entrance examination

What are the Requirements:

- Photocopy of Report Card
- Photocopy of NCAE results for incoming college freshmen
- 1x1 ID picture
- Accomplished Personal Data Form and Interview Slip.

Duration:

30 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	<ul style="list-style-type: none"> Gets Personal Data Form and Interview Slip at the Guidance Office 	<ul style="list-style-type: none"> Gives copy of the Personal Data Form and Interview Slip Gives instructions on how to fill up. 	5 minutes	Student Assistant Guidance Counselor		Guidance Office Personal Data Form and Interview Slip
2	<ul style="list-style-type: none"> Submits the fully accomplished Personal Data Form and Interview Slip 	<ul style="list-style-type: none"> Instructs the client to wait for his schedule since it is based on the "first come-first serve" basis. 	5minutes	Student Assistant Guidance Counselor		
3	<ul style="list-style-type: none"> Waits for his/her name to be called inside the Guidance Office 	<ul style="list-style-type: none"> Arranges the names of the interviewees. Calls the interviewee inside the Guidance Office 	5 minutes	Student Assistant Guidance Counselor		
4	<ul style="list-style-type: none"> Takes the interview 	<ul style="list-style-type: none"> Interviews the client 	10 minutes	Guidance Counselor		
5	<ul style="list-style-type: none"> Leaves the room 	<ul style="list-style-type: none"> Records result of interview 	5 minutes	Guidance Counselor		
END OF TRANSACTION						

❖ **Schedule of Availability of Service**

3rd week of May for incoming college freshmen

1st Week of June for transferees

8:00am-5:00pm

Who May Avail of the Service:

- Freshmen and Transferee Students

What is the Requirement:

1. Qualified Enrollee of the College

Duration:

1 hour

❖ **ORIENTATION FOR INCOMING FRESHMEN AND TRANSFEEE STUDENTS**

Schedule of Availability of Service

3rd week of May for incoming college freshmen

1st Week of June for transferees

8:00am-5:00pm

Who May Avail of the Service:

- Freshmen and Transferee Students

What is the Requirement:

1. Qualified Enrollee of the College

Duration:

1 hour

How To Avail Of The Service:

Step	Applicant/Client	Activity	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	<ul style="list-style-type: none"> Registers at the front desk of the ODSS 	<ul style="list-style-type: none"> Offers logbook to clients Explain registration procedures. 	5 minutes	DSS		
2	<ul style="list-style-type: none"> Occupies a seat 	<ul style="list-style-type: none"> Introduces the office and its functions Explains the relevance of the orientation activity Presents the school rules and regulations affecting students, particularly the registration or enrolment procedure; Relates the sanctions/punishments to be meted in case school rules and regulations will be violated Explains the relationship of the rules and regulations and the Student's Pledge 	40 minutes	DSS		
3	<ul style="list-style-type: none"> Signs the Student's Pledge 	<ul style="list-style-type: none"> Instructs the student to let their parents sign the Pledge in attestation of their full knowledge of the rules and regulations and Requires the clients to submit the signed SP the following day 	10 minutes	DSS		
4	<ul style="list-style-type: none"> Submits the duly signed Student's Pledge 	<ul style="list-style-type: none"> Files the document 	5 minutes	DSS		
END OF TRANSACTION						

❖ PROCESSING THE PROVINCIAL YOUTH GRANT APPLICATION

Availability of Service:

Monday to Friday

08:00 a.m. – 05:00 p.m.

During 2nd to 3rd week of May and 2nd – 3rd week of October

Who may avail?

- Residents of Camiguin or of Camiguin ancestry as determined by the Barangay Captain of the Barangay where the applicant resides;
- Interested parties who have expressed and shown their desires by availing/getting of PYG forms prepared for the purpose and are available at the College's PYG Coordinator's Office ;
- Not presently enjoying any form of scholarship/study grant, and
- Has passed the entrance examination

Requirements:

1. Duly accomplished and signed PYG Application form.
2. Approved application

Duration:

1 hour

How To Avail Of The Services:

Step	Applicant/Client	Activity	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	<ul style="list-style-type: none"> Pays the PYG application form at the Cashier 	<ul style="list-style-type: none"> Receives payment and issues corresponding official receipt 	5 minutes	Cashier	₱20.00	Official Receipt
2	<ul style="list-style-type: none"> Presents Official Receipt to the Office of the Scholarship Coordinator 	<ul style="list-style-type: none"> Issues/gives the PYG Form and instructs the client to fill up the form 	5 minutes	PY G Personnel Scholarship Coordinator		PYG Form
3	<ul style="list-style-type: none"> Accomplishes the form and have it photocopied 	<ul style="list-style-type: none"> Instructs client to proceed to the Barangay Captain for recommendation 	25 minutes	Students PYG Personnel PYG Coordinator		PYG Form
4	<ul style="list-style-type: none"> Proceeds to the Barangay Captain 	<ul style="list-style-type: none"> Signs/recommends application 	10 minutes	Brgy. Captain		
5	<ul style="list-style-type: none"> Proceeds to the PYG Provincial Office for approval 	<ul style="list-style-type: none"> Signs/approves application 	10 minutes	Benefactor		PYG Form
6	<ul style="list-style-type: none"> Submits approved application to CPSC PYG Coordinator 	<ul style="list-style-type: none"> Receives approved application Files documents by municipality 	5 minutes	PYG Coordinator		PYG Form
END OF TRANSACTION						

❖ **PROCESSING OF CHED-SSGP SCHOLARSHIP APPLICATION**

Availability of Services:

Monday to Friday

08:00- 05:00 p.m.

During 2nd-3rd week of May to 2ndt week of June

Who may avail?

Filipino Citizen, preferably of Camiguin ancestry;

Not more than 30 years of age at the time of application;

Of good moral character as certified by the high school principal or the dean of student affairs of the public educational institution where applicant last enrolled in;

Is physically and mentally fit for study;

Financially incapable to pursue college education and whose parents' annual gross income does not exceed P72,000.00;

Not presently enjoying any form of scholarship/study grant;

Have complied with the College admission requirements

Application Requirements:

4th year High School Card (Form 138) for incoming freshmen/Report of ratings of last semester attendance in college for other qualifiers;

Copy of the latest BIR Income Tax Return (ITR) of parents/guardian;

Certificates of Birth, Character, Medical Fitness and Non-Enjoyment of a scholarship/study grant issued by appropriate authority/agency.

Orientation-Consultative Conference of Grantees with the Scholarship Coordinator every start of the academic year.

Duration:

1 hour

How To Avail Of The Services:

Step	Applicant/Client	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	<ul style="list-style-type: none"> Secures CHED application form at the Office of the Scholarship Coordinator 	<ul style="list-style-type: none"> Issues CHED SSGP Forms Instructs to have the form filled up 	5 minutes	Scholarship Coordinator		CHED-SSGP Form
2	<ul style="list-style-type: none"> Fills up application form 	<ul style="list-style-type: none"> Guides the client to secure the signatures of concerned officials 	15 minutes	Scholarship Coordinator		
3	<ul style="list-style-type: none"> Secures the signature of the College Registrar and the Cashier in the application and billing forms 	<ul style="list-style-type: none"> Reviews the filled-up form 	10 minutes	Scholarship Coordinator		
4	<ul style="list-style-type: none"> Submits the signed forms to the CHED-SSGP Coordinator 	<ul style="list-style-type: none"> Reviews the document; 	25 minutes	Scholarship Coordinator		
END OF TRANSACTION						

❖ ENROLMENT PROCEDURE FOR COLLEGE STUDENTS

Schedule of Availability of Service

Monday to Friday during enrolment period

8:00 AM -5:00 PM

Who May Avail Of The Service?

- Old/Previous students
- Passers of the College Entrance Examination who are of good moral character
- Transferees who has not been suspended or expelled from other schools

What are the requirements:

a. Old Students

1. Student's ID
2. Student's Clearance

b. New Students

1. Form 138-A
2. Certificate of Good Moral Character
3. Medical Certificate
4. Police Clearance
5. 3 pieces ID Picture "Passport Size"
6. Authenticated Birth Certificate (from NSO)
7. Authenticated Marriage Contract/Certificate (from NSO) if Married

c. Transferees

1. Certificate of Honorable Dismissal
2. Reference copy of the Official Transcript of Record
3. Certificate of Good Moral Character
4. Medical Certificate
5. Police Clearance
6. 3 pieces ID Picture "Passport Size"
7. Authenticated Birth Certificate (from NSO)
8. Authenticated Marriage Contract/Certificate (from NSO) if Married

Duration:

1 hour

How To Avail Of The Service:

Step	Applicant/Client	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	<ul style="list-style-type: none"> Gets enrolment form from the Dean of the Institute where the course he/she intends to enroll is assigned. 	<ul style="list-style-type: none"> Gives enrolment form and make explanations if necessary. 	5 minutes	Institute Dean		Enrolment Form
2	<ul style="list-style-type: none"> Fills up enrolment form 	<ul style="list-style-type: none"> Provides list of subjects per year level and per major field of specialization 	15 minutes	Institute Dean		
3	<ul style="list-style-type: none"> Proceeds to the School Clinic for Medical check-up. 	<ul style="list-style-type: none"> Receive medical certificate & check if physically fit to enroll 	5 minutes	School Nurse		Medical Certificate
4	<ul style="list-style-type: none"> Proceed to NSTP coordinator 	<ul style="list-style-type: none"> Those who will enroll in the subject must fill-up profile form Check proper haircut for boys 	5 minutes	NSTP Coordinator		NSTP Form
5	<ul style="list-style-type: none"> Proceeds to the Director for Student Services for orientation and signing of student's pledge 	<ul style="list-style-type: none"> Orients student of the policies concerning absenteeism, regular attendance of classes, etc. Let student sign the Student Pledge 	15 minutes	Director for Student Services		
6	<ul style="list-style-type: none"> Submits the filled up enrolment form with the entrance credentials to the Office of the Registrar. 	<ul style="list-style-type: none"> Receives the filled up enrolment form and attachments Scrutinizes documents Inputs data of the enrollee in the computer system Prepares assessment slip and gives it the student 	15 minutes	Registrar's Office Personnel		
7	<ul style="list-style-type: none"> Submits the assessment slip to the Cashier 	<ul style="list-style-type: none"> Receives payment and issues OR 	5 minutes	Cashier		Assessment Slip Official Receipt
END OF TRANSACTION						

❖ **PROCESSING OF REQUISITION OF GRADES**

Schedule of Availability of Service

Monday to Friday

8:00 AM - 5:00 PM

Who May Avail of the Service

- Students of the College
- Parents/Guardians of Students, Sisters/Brothers/Relatives /Friends of Concerned Student with Written Authorization

What is the Requirement:

1. School ID

Duration:

15 minutes

How To Avail Of The Service: Option A (A Copy of Rating Is Issued)

Step	Applicant/Client	Service Provider Activity	Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	<ul style="list-style-type: none"> Pay at the cashier's office 	<ul style="list-style-type: none"> Receive money & issue Official Receipt 	5 minutes	Cashier Personnel	Php. 10/sem	Official Receipt
2	<ul style="list-style-type: none"> Approaches the registrar personnel & give the Official Receipt 	<ul style="list-style-type: none"> Input the ID Number in the System & print grades 	10 minutes	Registrar's Office Personnel		Report of Grades
END OF TRANSACTION						

How To Avail Of The Service: Option B (No Print-Out of Grade/Rating)

Step	Applicant/Client	Service Provider Activity	Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	<ul style="list-style-type: none"> • Proceed to the Student Kiosk 					
2	<ul style="list-style-type: none"> • Follow the procedures posted at the kiosk on how to operate 	<ul style="list-style-type: none"> • Enter Student ID Number • Enter Student ID Number again as password • Click OK or Hit Enter • Click Grades • Click OK • Select Specific School Year • Select Specific Semester • Click Accept • After Viewing your Grades.. Click Main Menu • Click Exit. 	3 minutes	Kiosk		
END OF TRANSACTION						

❖ PROCESSING OF TRANSCRIPT OF RECORDS AND HONORABLE DISMISSAL

Schedule of Availability of Service

Monday to Friday

8:00 AM – 5:00 PM

Who May Avail Of The Service

- Students of the College
- Parents/Guardians, Sisters/Brothers/Relatives /Friends of Concerned Student with Written Authorization

What is the requirement:

1. Clearance of last term attended

Duration:

Processing - 15 minutes

Waiting Period - 3-5 days

Releasing - 5 minutes

How To Avail Of The Service:

Step	Applicant/Client	Service Provider Activity	Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	<ul style="list-style-type: none"> Approaches the registrar's office personnel 	<ul style="list-style-type: none"> Entertains the client 	3 minute	Registrar's Office Personnel		
2	<ul style="list-style-type: none"> Tells the personnel of his purpose to request a TOR and HD Presents his clearance 	<ul style="list-style-type: none"> Asks for the clearance of the student-client, if the clearance is lost require the student to process a new one. Checks the record of the student Issues a fee /assessment slip for the cashier 	12 minutes	Registrar's Office Personnel		Clearance Permanent record
3	<ul style="list-style-type: none"> Proceeds to the Cashier's Office and pay the corresponding obligation 	<ul style="list-style-type: none"> Receive payment & issue Official Receipt 	5 minutes	Cashier Personnel	100.00/ Page	Official Receipt
4	<ul style="list-style-type: none"> Submit/shows the OR to the Registrar's Office Personnel 	<ul style="list-style-type: none"> Schedules the date when the client has to come back and informs the client regarding this In put data to the student's permanent record Finalizes (review, print, seal and sign) the student's TOR and/or HD 	3-5 days	Registrar's Office Personnel		TOR/ HD
5	<ul style="list-style-type: none"> Comes back as scheduled 	<ul style="list-style-type: none"> Issues the requested TOR and/or HD 	5 minutes	Registrar's Office Personnel		Logbook
END OF TRANSACTION						

❖ PROCESSING OF CERTIFICATION AND AUTHENTICATION OF SCHOOL RECORDS

Schedule of Availability of Service

Monday to Friday

8:00 AM – 5:00 PM

Who May Avail of the Service

- Students of the College
- Parents/Guardians, Sisters/Brothers/Relatives /Friends of Concerned Student with Written Authorization

What are the Requirements:

- 1.Original TOR/Diploma
1. Photocopy of TOR/Diploma
2. Official Receipt of payment

Duration:

1 hour

How To Avail Of The Service:

❖ PROCESSING OF PAYMENT OF SCHOOL FEES

Step	Applicant/Client	Service Provider Activity	Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	<ul style="list-style-type: none"> Requests for a certification or authentication of his/her school records 	<ul style="list-style-type: none"> Check records of the client; Issues a charge slip and instructs the client to pay it at the Cashier's office 	15 minutes	Registrar's Office Personnel		Charge Slip
2	<ul style="list-style-type: none"> Proceeds to the cashier's office for payment; 	<ul style="list-style-type: none"> Receive payment & issue Official Receipt 	10 minutes	Cashier Personnel	₱50.00 (local) ₱100.00 (Red ribbon)	
3	<ul style="list-style-type: none"> Presents the official receipt to the registrar's office personnel 	<ul style="list-style-type: none"> Prepares/Prints the requested document Have the document signed by the Registrar Give the document to the client and leave a file copy in the office 	35 minutes	Registrar's Office Personnel		Log book
END OF TRANSACTION						

Schedule of Availability of Service

Monday to Friday

8:00 am-5:00pm

Who May Avail Of The Service

- Students of the College
- Parents/Guardians of Students
- Sisters/Brothers/Relatives /Friends of Concerned Student

What is the Requirement:

1. School ID

Duration:

15 minutes

How To Avail Of The Services:

Step	Applicant/Client	Activity	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	<ul style="list-style-type: none"> Asks the amount of his/her school accounts in the Cashier’s office 	<ul style="list-style-type: none"> Checks records Computes the amount Gives the account payable 	10 minutes	Cashier-Designate / Disbursing Officer-Designate / Clerk		Official Receipt
2	<ul style="list-style-type: none"> Gives payment to the cashier either partial or full 	<ul style="list-style-type: none"> Receives payment and encodes the amount paid by the client in the Official Receipt 	3 minutes	Cashier-Designate / Disbursing Officer-Designate / Clerk		Official Receipt
3	<ul style="list-style-type: none"> Asks for the OR and of the remaining balance, in case partial payment is made. 	<ul style="list-style-type: none"> Gives the Official Receipt to the client. 	2 minutes	Cashier-Designate / Disbursing Officer-Designate / Clerk		Official Receipt
<p>END OF TRANSACTION</p>						

❖ **LIBRARY SERVICES**

✓ **Borrowing Procedure**

Schedule of Availability of Service

Monday to Friday

8:00 – 5:00 p.m.

Who May Avail of the Services

- Students of the College
- Faculty and Staff of the College
- College Alumni
- Students/Users from Other Schools/Agencies With Recommendation From The College President

What is the Requirement:

Student ID for students

Agency ID for employees

Duration:

10 minutes

How To Avail Of The Services:

Step	Applicant/Client	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	<ul style="list-style-type: none"> Present client updated School Identification Card (ID) at the counter 	<ul style="list-style-type: none"> Examine School ID Request client to log-in his/her name in the log book 	10seconds	Student Assistant		Record Book
2	<ul style="list-style-type: none"> Know the library materials the client want to borrow (books/ periodicals/CD's/DVD's) Proceed to the Online Public Access Catalogue (OPAC) if the library has the material Copy the Call Number, title, author of the material(s) on a small piece of paper Give it to the counter in-charge to process If found, fill-in the book card/borrower's slip the information required for proper charging If the book is borrowed, ask the "Hold Request Slip Form" to fill-in for reservation 	<ul style="list-style-type: none"> Instructs client to consult the needed material(s) at the OPAC either by title/author/ subject/keyword Receive the written request material(s) Get the request material(s) either books, periodicals or electronic resources and present to client for examination To check-out/borrow the material(s) for reading use: <ul style="list-style-type: none"> Present School ID Find patron's barcode Find barcode of material(s) to borrow Client receive the borrowed material(s) for Check out 	2 minutes	Library Staff / Librarian -do- -do- -do-		Library System Piece of Paper Library System
END OF TRANSACTION						

✓ **Returning Procedure**

Schedule of Availability of Service

Monday to Friday

8:00 – 5:00 p.m.

Who May Avail Of The Services

- Students of the College
- Faculty and Staff of the College
- College Alumni
- Students/Users from Other Schools/Agencies With Recommendation From The College President

What is the Requirement:

Student ID for students

Agency ID for employees

Duration:

5 minutes

How To Avail Of The Services:

Step	Applicant/Client	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	<ul style="list-style-type: none"> • Request client to log-in his/her name in the log book • Present the material(s) at the counter 	<ul style="list-style-type: none"> • Accept borrowed material(s) • Physical checking of borrowed material(s) • Find barcode of borrowed material(s) • Update borrower's Circulation Record in the automated library system • Returned material(s) ready for shelving 	1 minute	Library Staff / Librarian		Record Book
2	<ul style="list-style-type: none"> • In case of overdue borrowed materials, client may pay immediately based on the corresponding amount per hour as assessed or ask a promissory note slip for later payment at the counter 	<ul style="list-style-type: none"> • Receive payment immediately and log-in the amount in the control slip • If pay later, request client to fill-in the promissory note 	1 minute	Library Staff / Librarian		
END OF TRANSACTION						

ANNEXES

CUSTOMER FEEDBACK FORM

Thank you for visiting Camiguin Polytechnic State College and availing of our services. Because we want to serve you better, please answer the questions relevant to your visit:

Name: _____ Address: _____

Department/Office Visited _____ Service Availed: _____



OUR OFFICE

- Is the office easy to locate? [] Yes [] No
- Is the office clean and orderly? [] Yes [] No
- Did you feel comfortable? [] Yes [] No
- Was there a long waiting line of customer? [] Yes [] No

OUR FRONTLINERS

- Is the employee in-charge available? [] Yes [] No
- Is the employee in-charge knowledgeable? [] Yes [] No
- Were you received properly? [] Yes [] No
- Were your needs attended to promptly? [] Yes [] No
- Were you made to wait long? [] Yes [] No

REQUIREMENTS

- Were you made aware of the requirements? [] Yes [] No
- Was there so many additional requirements? [] Yes [] No
- Where you given proper information on how to get requirement? [] Yes [] No
- Were your needs attended to promptly? [] Yes [] No

- Were you made aware of the fees you will pay? [] Yes [] No

OUR OFFICERS

- Were the authorized official/s available? [] Yes [] No
- Did it take him/them long to sign the document? [] Yes [] No
- Nagpaimportante ba? [] Yes [] No

OUR INFORMATION

- Is the document needed available? [] Yes [] No
- Is the document well-organized? [] Yes [] No
- Is the data complete? [] Yes [] No
- Is the data relevant to your request? [] Yes [] No
- Are instructions clear, brief and concise? [] Yes [] No

OTHER COMMENTS/SUGGESTIONS:

- _____
- _____

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Thank you very much,

CORAZON G. ALAVA, Ph D

SUC President II

Form 1

REQUEST FORM

_____ Date

Name of Requesting Party

Contact Number

Office and Address

Residence and Address
Particulars of Request/s:

Form 2

RECOMMENDATION/SUGGESTION FORM

_____ Date

Name of Recommending Party

Contact Number

Office and Address

Residence and Address

Reason/s for Complaint:

Form 3

COMPLAINT FORM

Date

Name of Complainant

Contact Number

Office and Address

Residence and Address

Name of Person Being Complained

Position and Office

Reason/s for Complaint:

Form 4

COMMENDATION FORM

Date

Name of Commending Party

Contact Number

Office and Address

Residence and Address

Name of Person Being Commended

Position and Office

Reason/s for Commendation:

DIRECTORY OF KEY OFFICIALS AND CONTACT NUMBERS

NAME	PLANTILLA POSITION/DESIGNATION	CONTACT NUMBER
DR. CORAZON G. ALAVA	SUC President II	09177121652
MACARIO B. OCLARIT	Chief Administrative Officer	09167623024
AIDA S. ONG	Vice President for Academic Affairs	09261570336
MICHELLE N. LACIERDA	Accountant III	09265264519
ANTONIETTA P. LABADAN	Administrative Officer V/ <i>Budget Officer</i>	09269587185
INECITO M. LABADAN	Registrar III	09263765005
ALICIA A. OCLARIT	College Librarian	09297647905
CONSUELO O. GAPUTAN	School Nurse	09278503764
LETTY L. DIAZ	Administrative Officer IV/Cashier	09061586006
VICTORIA C. RITARDO	Human Resource Management Officer – Designate	09175660583
JIMMY O. LIMBACO	AO II - Supply Officer	09275661029
REYNALDO F. MARGELINO, JR.	TESDA Program Focal Person	09168887813
ALFREDO C. BONGGOT, JR.	General Services Officer	
CERENIA B. GALAGAR	Head, Catarman Campus	
LORNA R. UAYAN	Head, Institute of Education	
MAURICIA G. GENELSA	Head, Institute of Arts and Sciences	
JOSELITO O. DAROY	Head, Institute of Engineering and Computer Studies	
EDMUND B. SABUERO	Head, Institute of Technology	
CHRISTI M. MAGTO	Instructor III – GAD Focal Person	09261637011