

SERVICE STANDARDS - EARIST REGISTRAR'S OFFICE

Type of Front-line Service	Steps/Procedure	Documentary Requirements	Client/Requesting Party	Office / Person Responsible	Forms to Fill-up	Fees	Processing Time (Regular Period)	Processing Time (Enrolment/Graduation Period - Seasonal Only)
Admission A. Pre-Enrolment Procedures for New Students (Entrance Exam.) (Seasonal)	Step 1 Screening of Credentials Screening of Credentials Determination of available slots	Original & Xerox Copy of the following: For New Students: Form 138 (High School Report Card) Certificate of Good Moral Character Certificate of Live Birth (Xerox Copy) For Transferee: Transfer Credentials / Honorable Dismissal Copy of Grades Certificate of Good Moral Character	1.1 Incoming Freshmen or New students	Registrar's Office Dean's Office			5 - 10 mins	20 - 30 mins.
	Step 2 Payments of Entrance Fee			Cashier's Office		500.00	5-10 mins	30 mins. - 1 hr.
	Step 3 Issuance of ECAT Form	Official receipt of Entrance Fee		Registrar's Office	ECAT Application Form		20 mins	30 mins. - 1 hr.
	Step 4 Check /Process Accomplished ECAT Issuance of Exam Permit	ECAT Forms All documents enumerated in Step 1		Registrar's Office	application Form Capture picture of student applicant Examination Permit		30 mins	20 mins to 1 hr.
	Step 5 Examination Day	Examination Permit Official Receipt of ECAT		OSA - Testing Services Guidance Office SARMS			2 hrs.	
	Step 6 Personal Interview of Student Applicant Releasing of Results	Application for ECAT , Admission Form & HS Card		Dean's Office			10-20 mins.	
	Step 7 Physical Examination for those who qualifies for admission	Result of Medical Examination		Medical/Dental			30 mins	

SERVICE STANDARDS - EARIST REGISTRAR'S OFFICE

Type of Front-line Service	Steps/Procedure	Documentary Requirements	Client/Requesting Party	Office / Person Responsible	Forms to Fill-up	Fees	Processing Time (Regular Period)	Processing Time (Enrolment/Graduation Period - Seasonal Only)
B. REGISTRATION (Seasonal)	ENROLMENT PROPER FOR Old & New Students							
	Step 1 - College Enrolment Officer Dean's Office	Advisement Slip with approved Class Schedule including PE & NSTP Schedule Encoding of Subjects for Enrolment	Student	Enrolment Officers by College	Advisement Slip Registration Form		30 mins	30 mins - 1 hr.
	Step 2 - Cashier's Office	Advisement w/ Assessment Form For Payment of Tuition & Misc. Fees	Student	Concerned Dean's Enrolment Officer by College Cashier	Official Receipt		30 mins - 1 hr.	1 hr. -3 hrs.
	Step 3 (OPTIONAL) Financial Mgt. Division Re-Assessment of Fees	OPTIONAL - ONLY APPLICABLE TO Scholars & Students with previous acct. balance For Re- assessment of Fees	Student	Financial Mgt. Division	Scholarship Form Promissory Note		30 mins - 1 hr.	30 mins - 1 hr.
	Step 4 - Registrar's Office Validation & Recording of Enrolment Issuance of Certificate of Registration (C.O.R.)	Official receipt of Tuition & Misc. Fees Other required documents (original copy) ID for validation - Old students Only	Student	Registrar's Office			10 - 15 mins	10 - 30 mins
C. Evaluation of Grades/Earned Units	Apply for Evaluation of Grades Verifies lacking grades/deficiency	Certificate of Registration Classcards Curriculum Checklist Credentials & other SARMS Forms Faculty Grades Sheets	Student Records In-charge	Student Registrar' Office Records In-charge Dean's Office	Application for Evaluation Curriculum Checklist	none	10-30 mins.	1 - 2 days

SERVICE STANDARDS - EARIST REGISTRAR'S OFFICE

Type of Front-line Service	Steps/Procedure	Documentary Requirements	Client/Requesting Party	Office / Person Responsible	Forms to Fill-up	Fees	Processing Time (Regular Period)	Processing Time (Enrolment/Graduation Period - Seasonal Only)
D. Request for SARMS FORMS								
1. Transcript of Records	Accomplish TOR Application Form Pay corresponding fees	Clearance as to submitted credentials Official Receipt	Student Other school & -----	Registrar's Office Dean's Office Cashier's Office	Transcript of Records Official receipt	100.00	10 days to 1 month	10 days to 1 month
2. Certification of Grades/Units Earned	Accomplish request for Cert. Pay corresponding fees	Clearance as to submitted credentials Official Receipt	Student Other school &	Registrar's Office Dean's Office Cashier's Office	Certification of Grades Official receipt	20.00	1 to 10 days	1 to 10 days
3. Certification of Good Moral Character	Accomplish request for Cert. Pay corresponding fees	Official Receipt	Student Other school &	Registrar's Office Dean's Office Cashier's Office Guidance Services	Good Moral Character Form Official receipt	20.00	30 mins.	30 mins - 2 hrs.
4. Honorable Dismissal & Copy of Grades	Accomplish request form Pay corresponding fees	Accounting & Deans Clearance Parent/Guardian Consent I.D.	Student Other school	Registrar's Office Dean's Office Cashier's Office	Honorable Dismissal Copy of Grades Good Moral	40.00	10 days	10 days
5. Completion Form	Present Incomplete Report of Grades Pay corresponding fees	Completion allowed within 1 year period	Student	Registrar's Office Dean's Office Cashier's Office Concerned Faculty Member	Completion Form	20.00	5 - 30 mins	5 - 30 mins
6. Change/Additional subject Form	Accomplish request form Pay corresponding fees	Advisement Slip Approved by respective College Deans	Student	Registrar's Office Dean's Office Cashier's Office	Change/Additional subject Form	20.00	5 mins.	5 - 30 mins.
7. Permit to Cross Enroll	Accomplish request form Pay corresponding fees	Recommendation from respective College Dean Official Receipt	Student Other school	Registrar's Office Dean's Office Cashier's Office	Permit to Cross Enroll	20.00	30 mins.	30 mins. - 1 hr.
8. Student Identification Card	Accomplish request form Pay corresponding fees	For New Student / Renewal of ID: Registration Form Official Receipt Replacement - Lost ID Clearance & Affidavit of Loss Official Receipt & Reg. Forms	Student		Student ID	100.00	30 mins.	30 mins. - 1 hr.
9. Authentication of Records		Original & Photocopy of Diploma, Transcript , Certification	Student	Registrar's Office Cashier's Office		40.00	10 mins.	10 - 30 mins.
10. Verification of Scholastic Records/ School Attendance / Graduation	Accomplish request form	Submit request for verification Authorization Letter from the student	Different Agencies	Registrar's Office Requesting Agency		none	10 - 30 mins.	30 mins. - 1 hr.
11. Issuance of Diploma & Certificate	Accomplish request form	List of Graduates Promotional Report I.D.	Student	Registrar's Office	Diploma / Certificates	150.00	10 mins.	30 mins. - 1 hr.

For Inquiries, suggestions, comments and recommendations, please call at telephone numbers 230-2216/230-2334/230-2477.

Dr. Editha V. Pillo

President