



GORDON COLLEGE
OLONGAPO CITY

CITIZEN'S CHARTER
2023 (3rd Edition)

Gordon College was an off-shoot of the Olongapo City Training Center, then a training center for skilled manpower for employment at the former Naval facility of the United States. With the facility's closure and the slowing down of demand for skilled workers, City residents shifted to professional courses. The unavailability of affordable tertiary institutions for urban poor sector of the population led the City Government of Olongapo, during the incumbency of Hon. Katherine H. Gordon, then City Mayor, to open the Olongapo City Colleges through City Ordinance No. 9 Series of 1999.

Initially, the College offered Bachelor of Science in Accountancy and Bachelor of Science in Computer Science, IT, and Information Management to 177 enrollees. Additional four-year programs were offered in the succeeding years to accommodate the demand of City residents for other programs.

City Ordinance No. 42, Series of 2002 was passed in May 2002, providing a change in the name of Olongapo City Colleges to Gordon College in honor of its Founder. In the same year, the College was officially accepted as a member of the Association of Local Colleges and Universities (ALCU).

In 2004, a revision on the legal basis for the creation and operation of Gordon College was made through City Ordinance No. 36, Series of 2004. In the same year, the College was granted by the Commission on Higher Education (CHED), Region III a certification to operate with autonomy as per provisions of the Local Government Code of 1991.

Today, in addition to its undergraduate programs and TESDA accredited training programs, the College opened its graduate programs.

I. Mandate

A Local Economic Enterprise operating under the City Government of Olongapo providing quality yet affordable secondary and tertiary education to the residents of Olongapo City and nearby municipalities.

II. Vision

By 2025, the College envisions to be a premier local institution of higher learning in Region 3 committed to the holistic development of the human person and society.

III. Mission

To produce well-trained, skilled, dynamic, and competitive individuals imbued with values and attitudes responsive to the changing needs of the local, national, and global communities.

IV. Service Pledge

The Gordon College shall commit to:

- provide opportunities that will enable individuals to acquire a high level of professional, technical and vocational courses of studies;
- develop innovative programs, projects, and models of practice by undertaking functional and relevant research studies;
- promote community development through relevant extension programs;
- provide opportunities for employability and entrepreneurship of graduates.

OBJECTIVES

- To provide degree programs which are needed by the local, national, and global communities within the standards set by commission on Higher Education (CHED);
- To continuously evaluate educational programs to ensure high standard, quality, and relevance in delivery of the intended outcomes;
- To develop research in different disciplines to improve existing knowledge and practices;
- To provide extension programs to sustain the greater impact of the college to the community;
- To integrate moral principles/standards in the curriculum to strengthen the moral responsibilities of the lifelong learners;
- To strengthen the institution-industry collaboration/partnership to ensure graduates' employability and entrepreneurship;
- To increase the national passing percentage for board courses and national qualifications.

LIST OF SERVICES

Gordon College

External Services

1. College Registrar
2. Finance and Services Unit
3. Information and Communication Services Unit
4. College Guidance and Admission Office
5. Student Affairs and Services
6. College Clinic
7. College Library

Internal Services

1. Human Resource Services Unit

Gordon College
External Services

1. Enrolment (Continuing Students, Returnee, Shifter)

The Office of the College Registrar processes and facilitates the ENROLMENT applications of Undergraduate, Graduate and Senior High School students.

Office or Division:	Office of the College Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Last Term Grade (1 original)		Office of the Registrar – Rm. 103		
Prospectus / Program Checklist (1 original)		Dean's Office		
CLIENT STEPS		AGENCY ACTIONS		
1. Present last term grade.	1. Evaluate student term grades.	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Secure and fill-out Evaluation Form	1.1 Give subjects to be enrolled. Sign enrolment evaluation form.			
2. Present enrolment evaluation form and secure queuing number for Encoding and Assessment.	2. Issue queuing number for Encoding and Assessment.	None	3 Minutes	Dean/Program Coordinator CAHS – Rm. 306 CBA – Rm. 309 CCS – Rm. 307 CEAS – Rm. 319 CHTM – Rm. 323 IGS – Rm. 105 SHS – Rm. 124
3. Present enrolment evaluation form to encoding and assessment section.	3. Encode and assess student subjects. 3.1 Print and release Certificate of Registration (COR).	None	10 Seconds	Internal Security Officer – College Lobby
4. Present Certificate of Registration (COR). and secure queuing number for Payment.	4. Issue queuing number for Payment.	None	3 Minutes	Registrar's Staff – Rm. 103 (Window 1 and 2)
5. Submit Certificate of Registration (COR) and pay enrolment	5. Receive payment and issue official	None	10 Seconds	Internal Security Officer – College

fees.	receipt (OR). 5.1 Release Certificate of Registration (Student's Copy)			Lobby
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Table 1. Set of School Fees (Undergraduate Programs) per semester

Name of Fees	Amount for Paying Students	Amount for Students under Free Higher Education
Tuition	# of Units x PHP 300	0
NSTP	PHP 450	0
Guidance and Counseling	PHP 75	0
Library	PHP 200	0
Medical / Dental	PHP 200	0
Athletic/Sports Development	PHP 250	0
Student Insurance	PHP 75	0
Student Publication	PHP 150	0
Student Activities	PHP 350	0
Testing Materials	PHP 400	PHP 400
Audio Visual Room	PHP 300	0
Registration	PHP 500	0
ICT	PHP 250	0
ID Card	PHP 300	0 for the First Issue
Student Manual	PHP 100	0
Supreme Student Council	PHP 50	0
Research	PHP 50	0
Residency	PHP 500	PHP 500
Computer Laboratory	# of Subjects with Lab x 750	0
HRM Laboratory	# of Subjects with Lab x 1000	0
Science Laboratory	# of Subjects with Lab x 750	0
RLE Fee	Total RLE Cost / # of Students per Group	Total RLE Cost / # of Students per Group

Table 2. Set of School Fees (Graduate Programs) per semester

Name of Fees	Amount
Tuition	For new students: # of Units x PHP 800 For old students: # of Units x PHP 400
ID Card	PHP 200
Library	PHP 300
Medical	PHP 100
Testing	PHP 400
Processing	PHP 200
Registration	PHP 200
Residency	PHP 750

Table 3. Set of School Fees (Senior High School Programs) for the whole year

Name of Fees	Amount
Tuition	PHP 17, 519.59
ID Card	PHP 200
Library	PHP 420.43
Medical / Dental	PHP 468.43
Guidance and Counseling	PHP 413.88
Student Insurance	PHP 100
Testing Materials	PHP 502.81
School Paper	PHP 200
P.E.	PHP 300
Computer Laboratory	PHP 205.75
Science Laboratory	For STEM - PHP 730.52 For Other Strand – PHP 393.51

2. Enrolment (New Students – Freshmen, Transferee)

The Office of the College Registrar processes and facilitates the ENROLMENT applications of Undergraduate, Graduate and Senior High School students.

Office or Division:	Office of the College Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Undergraduate students:				
GCAT – Gordon College Admission Test Result (1 original)	Office of the Guidance Counselor			
2x2 ID Picture White background (1 original)	Photo Studio			
For High School Graduates - F-138 /Report Card (1 original)	From last Secondary School attended			
For Transferees - Official Transcript of Records (1 original) and Certificate of Eligibility to Transfer /Transfer Credential or Honorable Dismissal (1 original)	From last University/College attended			
Good Moral Character Certificate (1 original)	From last School attended			
PSA Authenticated Birth Certificate (1 photocopy)	Philippine Statistics Authority Office			
Medical Certificate	College Clinic			
Barangay Certificate of Residency	Barangay Hall			
For Graduate students:				
Transcript of Records from recognized colleges or universities (with remarks, “Copy for Gordon College” or “Granted Honorable Dismissal”) (1 original)	From last University/College attended			
2x2 ID Picture White background (2 original)	Photo Studio			
Certificate of Employment (1 original)	From recent employer			
For Senior High School students:				
For High School Graduates - F-138 /Report Card (1 original)	From last Secondary School attended			
2x2 ID Picture White background (2 original)	Photo Studio			
Good Moral Character Certificate (1 original)	From last School attended			
PSA Authenticated Birth Certificate (1 photocopy)	Philippine Statistics Authority Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE

		PAID		
1. Present Admission Requirements 1.1 Secure and fill-out Evaluation Form	1. Review Admission Requirements. 1.1 Give subjects to be enrolled. Sign enrolment evaluation form. 1.2 Return admission requirements.	None	5 Minutes	Dean/Program Coordinator CAHS – Rm. 306 CBA – Rm. 309 CCS – Rm. 307 CEAS – Rm. 319 CHTM – Rm. 323 IGS – Rm. 105 SHS – Rm. 124
2. Present enrolment evaluation form and secure queuing number for Encoding and Assessment.	2. Issue queuing number for Encoding and Assessment.	None	10 Seconds	Internal Security Officer – College Lobby
3. Submit admission requirements. Present enrolment evaluation form to encoding and assessment section.	3. Encode and assess student subjects. 3.1 Print and release Certificate of Registration (COR).	None	3 Minutes	Registrar’s Staff – Rm. 103 (Window 1 and 2)
4. Present Certificate of Registration (COR) and secure queuing number for Payment.	4. Issue queuing number for Payment.	None	10 Seconds	Internal Security Officer – College Lobby
5. Submit Certificate of Registration (COR) and pay enrolment fees.	5. Receive payment and issue official receipt (OR). 5.1 Release Certificate of Registration (Student’s Copy)	See Table of Set of School Fees	2 Minutes	Cashier – Rm. 104 (Window 1 to 4)
6. Present Certificate of Registration (Student’s Copy) to MIS staff.	6. Encode student information. 6.1 Take photo of the student.	None	5 Minutes	MIS Office – Rm. 302

3. Application for GCAT (Gordon College Admission Test)

The Office of the College Registrar processes and facilitates the scheduling of Gordon College Admission Test (GCAT) prior to student enrolment.

Office or Division:	Office of the College Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2x2 ID Picture White background (2 original)		Photo Studio		
For Freshmen - F-138/Report Card with last 3 grading periods (1 photocopy)		From Secondary School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and Fill-out Student Registration form. 1.1 Submit accomplished form together with the requirements.	1. Give Student Registration form.	None		Registrar's Staff – Rm. 103
2. Present Student Registration form and pay GCAT fee.	2. Receive GCAT Fee payment. 2.1 Issue Official Receipt (OR).	For Unit Earners - PHP 300 For Undergraduate students – None	2 minutes	Cashier – Rm. 104 (Window 1 to 4)
3. Submit Student Registration form and present Official Receipt (OR).	3. Receive Student Registration form and check Official Receipt.	None	3 minutes	Registrar's Staff – Rm. 103
4. Receive GCAT schedule SLIP.	4. Issue GCAT schedule slip.	None	1 minute	Registrar's Staff – Rm. 103

4. Adding / Dropping / Change Schedule of Classes

The Office of the College Registrar processes and facilitates the student requests for changing enrolled subjects.

Office or Division:	Office of the College Registrar
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Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration (1 Original)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out Add/Drop form.	2. Give Add/Drop form.	None	5 minutes	Registrar's Staff – Rm. 103
2. Present COR and accomplished form to instructor.	2. Check prerequisite of the subject and availability of schedule. 2.1 Affix signature on the form.	None	2 minutes	Respective Instructors
3. Report to the Dean for approval.	3. Review student's subjects. 3.1 Affix signature on the form.	None	2 minutes	Respective Deans
4. Submit form to the Office of the Registrar. 4.1 Receive student's and instructor's copy of the form. 4.2 Keep student's copy of the form for records purposes.	4. Check prerequisite of the subject, availability of schedule and student's enrolled units. Affix signature on the form. Record changes in subjects. 4.1 Issue student's and instructor's copy of form.	None None	5 minutes 1 minute	Registrar's Staff – Rm. 103 Registrar's Staff – Rm. 103

5. Issuance of Student Records

The Office of the College Registrar processes and facilitates the student requests for (Transfer Credentials, Official Transcript of Records - OTR, Certifications, Authentication and Verification).

Office or Division:	Office of the College Registrar
Classification:	Simple

Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Clearance (1 Original) or Last Term Grade (1 Original)		Cashier – Rm. 104 (Window 1 to 4)		
Student Request Form		Office of the College Registrar – Rm. 103		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Student Request form. Present the accomplished form for verification.	1. Verify student request.	None	2 minutes	Registrar's Staff – Rm. 103
2. Present request form and pay document fee. 2.1 Receive Official Receipt (OR)	2. Receive payment. 2.1 Issue Official Receipt (OR)	See Table of Document Fees	2 minutes	Cashier – Rm. 104 (Window 1 to 4)
3. Submit request form and present Official Receipt (OR). 3.1 Receive Claim Slip.	3. Receive request form and check OR. 3.1 Record student request and print Claim Slip.	None	3 minutes	Registrar's Staff – Rm. 103
4. Wait and return on the specified date of release.	4. Start processing the request.	None	For Certifications – 3 days For Official Transcript of records – 7 days	Registrar's Staff – Rm. 103

Table 1. Document Fees

Name of Fees	Amount
Transfer Credential	PHP 1000
Official Transcript of Records	PHP 400
Cert. of Authentication and Verification	PHP 150
Cert. of Enrolment and Billing	PHP 100
Cert. of Grades	PHP 150
Cert. of Graduation	PHP 200

Cert. of Other Fees	PHP 100
Cert. of Enrolment	PHP 150
Cert. of Earned Units	PHP 100
Detailed Course Description	PHP 100
Cert. of Good Moral Character	PHP 150
Cert. of Medium of Instruction	PHP 150
RLE Summary	PHP 200
Rush Fee	PHP 300
Term Grades	PHP 50
GCAT Result Copy	PHP 50

6. Enrolment

The Finance Services Unit plays an integral part on the enrolment process. This office is primarily responsible for collecting enrolment due from the students and posting the same into the system in order to reflect the updated status of the student's account.

Office or Division:	Finance Services Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and/or their representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Evaluation Form (E-Form 1)		Dean's Office		
Certificate of Registration (E-Form 2)		Office of the Registrar – Room 103		
Queuing Number		College Lobby		
Authorization & ID (In case of representatives)		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number from the system kiosk. 1.1 Refer to the LED monitor for the transactions being served by the cashier and wait for your number to be called.	1. Assist the clients on securing an queuing number	None	-	Internal Security Officer – College Lobby
2. Proceed to the cashier window once the queuing number is called. 2.1 Present E-FORM, Evaluation Form, Queuing Number. (Present Valid ID and Authorization Letter in case of representative)	2. Accept the required documents and pull out student's record from temporary enrolled list in the finance tool.	None	1 minute	Cashier – Room 104
3. Pay for the amount due to cashier	3. Accept payment and issue official receipt	Minimum amount required for enrolment per E-FORM 2	3 minutes	Cashier – Room 104

3.1 If under Free Higher Education (FHE), proceed to step 4	-	None	-	
4. Secure student copy of E-Form 1 and E-Form 2	4. Issue the updated and properly stamped E-Form 1 and E-Form 2	None	3 minutes	Cashier – Room 104

7. Payment of Outstanding Accounts

This transaction is one of the unit's all-year round front-line services.

Office or Division:	Finance Services Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and/or their representatives			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration (E-Form 2)			Student's Copy	
Authorization & ID (In case of representatives)			Student	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Secure queuing number from the system kiosk. 1.1 Refer to the LED monitor for the transactions being served by the cashier and wait for your number to be called.	1. Assist the clients on securing an queuing number	None	-	Internal Security Officer – College Lobby
2. Proceed to the cashier window once the queuing number is called. 2.1 Present E-FORM, & Queuing Number. (Present Valid ID and Authorization Letter in case of representative)	2. Pull out student's account in the finance tool to verify the outstanding balance. 2.1 Update E-Form 2 if needed and inform client for the amount due.	None	2 minutes	Cashier – Room 104
3. Pay for the amount due and secure the corresponding official receipt.	3. Accept payment and issue official receipt 3.1 Update and return client's E-Form 2	Full or portion of the amount due per client's account	2 minutes	Cashier – Room 104

8. Request of Documents

This transaction is one of the unit's all-year round front-line services.

Office or Division:	Finance Services Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and/or their representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Office of the College Registrar – Room 103		
Authorization & ID (In case of representatives)		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Secure queuing number from the system kiosk. 1.1 Refer to the LED monitor for the transactions being served by the cashier and wait for your number to be called.	1. Assist the clients on securing an queuing number	None	-	Internal Security Officer – College Lobby
2. Proceed to the cashier window once the queuing number is called. 2.1 Present Request Form & Queuing Number. (Present Valid ID and Authorization Letter in case of representative)	2. Pull out student's account in the finance tool 2.1 Check Student's Financial Records if requesting for either of the following: TOR, Diploma, Transfer Credentials, Certificate of Grades, Certificate of Units Earned	None	2 minutes	Cashier – Room 104
3. Pay for the amount due	3. Accept payment and issue official receipt. 3.1 Update	Amount due for particular request **	4 minutes	Cashier – Room 104

	Student's account if necessary			
	3.2 Update Request Form and release to client.			

**Amount Due

Document	Fee
Certificate of Authentication & Verification	150.00
Certificate of Enrolment and Billing	100.00
Certificate of Grades	150.00
Certificate of Graduation	200.00
Certificate of Other Fees	100.00
Completion Form	50.00
Certificate of Enrolment	150.00
Certificate of Units Earned	100.00
Detailed Course Description	100.00
Exam Result Copy	50.00
Good Moral Character Certificate	150.00
Library Card	150.00
Medium of Instruction Certificate	150.00
Official Transcript of Records	400.00
RLE Summary	200.00
Term Grade	50.00
Transfer Credentials	1,000.00

9. Other Payment Transactions

Gordon College also derives income from other sources. Transactions arising from these activities are classified under other payment transactions.

Office or Division:	Finance Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Authority to Accept Payment Form			IGP Unit – Room 324	
Request Form			IGP Unit – Room 324	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Secure queuing number from the system kiosk. 1.1 Refer to the LED monitor for the transactions being served by the cashier and wait for your number to be called.	1. Assist the clients on securing an queuing number	None	-	Internal Security Officer – College Lobby
2. Proceed to the cashier window once the queuing number is called. 2.1 Present Request Form, Queuing Number & Authority to Accept Payment Form	2. Input client details in the system to set up a client account	None	2 minutes	Cashier – Room 104
3. Pay for the amount due indicated in the Authority to Accept Payment Form	3. Accept payment and issue the corresponding official receipt 3.1 Keep cashier's copy of the forms presented and return other copies to the client.	Amount assessed by the IGP unit	2 minutes	Cashier – Room 104

10. Request for Refund – Overpayment/ Withdrawal

The Finance Services Unit processes and facilitates request for refund in the event of student withdrawal or overpayment. Refund payrolls are prepared on a weekly basis in order to minimize the cost relative to the refund process. Refund request relative to erroneous document request however, may only be granted within the day of transaction prior remittance of collections via cancellation of such receipt.

Office or Division:	Finance Services Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Refund Form		Office of the College Registrar – Room 103		
Original & Photocopy of Certificate of Registration (E-Form 2)		Student		
Original & Photocopy of Official Receipt/s		Student		
Approved Adding/Dropping Form		Office of the College Registrar, Dean's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Secure queuing number from the system kiosk. 1.1 Refer to the LED monitor for the transactions being served by the cashier and wait for your number to be called.	1. Assist the clients on securing an queuing number	None	-	Internal Security Officer – College Lobby
2. Proceed to the cashier window once the queuing number is called. 2.1 Present the Accomplished Refund Form and the Approved Adding/Dropping Form, if applicable	2. Pull out student account from the system for verification	None	2 minutes	Cashier – Room 104
3. Submit the original copy of E-Form 2 and	3. Accept the requirements	Php 100 (To be	8 minutes	Cashier – Room 104

all the pertinent receipts together with 3 photocopies of each document	submitted 3.1 Accomplish the portion provided for the finance office 3.2 Issue Student's Copy of Refund Form and inform client about the approximate time table and means to follow up on their request	deducted from the refundable amount)		
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11. Receiving Communication Letters

Assist and provide services to clients who wish to submit communication letters addressed or referred to the College President regarding requests, permits, proposal or invitations.

Office or Division:	Information and Communication Services Unit			
Classification:	Simple/Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any Individual, Agency, Department, or Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Printed communication letter (1 original, 1 photocopy)				
Attachment/s if there is any (1 original, 1 photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Visitor's Logbook in the office lobby	1. Assist the client and check the completeness of the data	None	3 minutes	<i>Internal Security Officer</i> Security Services Unit
2. Submit the communication letter to the Information and Communication Services Unit (ICSU) located at the Office of the College President (Room 303) *Make sure to secure a receiving copy that will be given upon submission*	2.1 Receive the communication letter and check completeness of the following: i. Number of Copies ii. Details and Contact Information iii. Attachment/s 2.2 Give the client a receiving copy 2.3 Endorse the letter to the College President.	None	5 minutes	<i>Receiving Staff</i> Information and Communication Services Unit
3. Contact the following for inquires and follow-ups regarding submitted	3.1 Give feedback regarding the status of the communication letter.			

<p>communication letter:</p> <p>Email: gcinforcomm@gmail.com Telephone No.: (047) 602-7175</p>				
<p>4. 5. Return after receiving a feedback via call/sms/email.</p> <p>5. *Make sure to bring receiving copy*</p> <p>*Please note that processing time is at least three (3) working days and may depend on the complexity of the request*</p>	<p>5.1 Give a copy of the communication letter duly noted by the College President.</p> <p>5.2 Assist the client to the concerned department/unit where the request/invitation was referred to by the College President.</p>	<p>None</p>	<p>5-15 minutes</p>	<p><i>Receiving Staff Information and Communication Services Unit</i></p>

12. Enrolment (New Students and Transfer Students)

The Guidance and Admission Office facilitates the Gordon College Admission Test of Undergraduate and Senior High School students.

Office or Division:	Guidance and Admission Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
GCAT Form		Office of the Registrar – Rm. 103		
Photocopy of Report Card/ Transcript of Records		School Last Attended		
1 pc 2 x 2 picture				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For College: - Accomplish Admission Form from the Registrar's Office	1. Evaluate clients form and requirements.	None	5 minutes	Admission Officer in Charge
2. Submit Accomplished Form	2. Issue Schedule Slip	None	3 mins	Admission Officer in Charge
3. Take the GCAT Exam during scheduled date	3. Administer GCAT Exam	None	2 hours	Psychometrician
4. Claim GCAT Result	4. Interview and release GCAT Result	None	10 minutes	Guidance Counselors

Office or Division:	Guidance and Admission Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
GCAT Form		Office of the Registrar – Rm. 103		
Photocopy of Report Card		School Last Attended		
1 pc 2 x 2 picture				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For SHS: - Accomplish Admission Form from the Principal's Office	1. Evaluate clients form and requirements.	None	5 Minutes	Admission Officer in Charge
2. Pay the Admission Fee at the Finance Department	2. Issue Official Receipt	300 php	3 mins	Cashier
3. Submit Accomplished Form and present Official Receipt	3. Issue Schedule Slip	None	1 minute	Admission Officer in Charge
4. Take the GCAT Exam during scheduled date	4. Administer GCAT Exam	None	1 hour	Psychometrician
5. Claim GCAT Result	5. Interview and release GCAT Result	None	10 minutes	Guidance Counselors

Assessment of Student Affairs and Services

Implementation of CMO No. 09, s. 2013 “Enhanced Policies and Guidelines on Student Affairs and Services”

PART I. BASIC HEI PROFILE
<i>Instructions: Please duly fill-out the assessment form. You may use separate sheet if necessary. Indicate N/A if not applicable.</i>
Name of HEI: Gordon College
Address of HEI: Olongapo City Sports Complex, East Tapinac , Olongapo City, Zambales
Type of HEI (SUC, Private, LUC): Local College
Total number of BS programs offered:
Total number of enrolled students in higher education:

PART II. ASSESSMENT OF SAS
<i>Instructions: Put a checkmark on the box <input type="checkbox"/> beside the appropriate specific indicator if complied. You may use separate sheet if necessary.</i>
<p>The form is divided into five (5) major component/area of concern of SAS, as follows:</p> <ol style="list-style-type: none"> a. Management and administration b. Student Welfare c. Student Development d. Institutional Student Programs and Services e. Research on Student Affairs and Services

a. MANAGEMENT AND ADMINISTRATION

INDICATOR	SPECIFIC	REMARKS
1. Policies, procedures, guidelines and practices that supports the enhancement of student learning through SAS	<input type="checkbox"/> Presence of a clean, orderly and well-maintained office that is accessible to students <input type="checkbox"/> Active online presence (website, email, social media account) <input type="checkbox"/> Bulletin board distinct for SAS <input type="checkbox"/> Well-defined vision/mission/goal of SAS posted in school bulletin board and at the SAS office <input type="checkbox"/> Updated manual containing policies, procedures and guidelines on student affairs and services <input type="checkbox"/> Long/short-term developmental/work and financial plans for SAS and source of funds <input type="checkbox"/> Presence of organizational structure for the delivery of SAS <input type="checkbox"/> Organizational chart with photos of personnel posted in conspicuous place <input type="checkbox"/> Other information, pls. specify	
a. Head to	<input type="checkbox"/> Qualified officer/leader responsible to ensure	

INDICATOR	SPECIFIC	REMARKS										
lead the SAS	implementation of SAS <i>Name of Head of SAS:</i> <hr/> <i>Position/Title (e.g. Dean, Vice President, etc.):</i> <hr/> <input type="checkbox"/> At least three (3) years in experience in the field of SAS <input type="checkbox"/> Adequate trainings related to SAS with evidence of certificates issued by accredited training institutions/professional associations <input type="checkbox"/> Other information, pls. specify											
b. Personnel handling the SAS	<input type="checkbox"/> Adequate number of personnel handling the SAS <input type="checkbox"/> Adequate trainings related to SAS with evidence of certificates issued by accredited training institutions/professional associations <input type="checkbox"/> Other information, pls. specify											
	<input type="checkbox"/> Directory/list of offices/units/services that comprises the structure of the SAS <i>Provide matrix of personnel handling SAS like the example below (baseline reference for succeeding items):</i> <table border="1" data-bbox="477 1073 1313 1352"> <thead> <tr> <th data-bbox="477 1073 597 1184">No. of Personnel</th> <th data-bbox="597 1073 716 1184">Office/ Unit/ Service</th> <th data-bbox="716 1073 932 1184">Position</th> <th data-bbox="932 1073 1148 1184">Qualification</th> <th data-bbox="1148 1073 1313 1184">No. of years' experience in SAS</th> </tr> </thead> <tbody> <tr> <td data-bbox="477 1184 597 1352">2</td> <td data-bbox="597 1184 716 1352">Guidance Office</td> <td data-bbox="716 1184 932 1352"> 1. Guidance Counselor 2. Guidance Staff </td> <td data-bbox="932 1184 1148 1352"> 1. Licensed guidance counselor 2. Psychometrician </td> <td data-bbox="1148 1184 1313 1352"> 1. 2 years 2. 1 year </td> </tr> </tbody> </table>	No. of Personnel	Office/ Unit/ Service	Position	Qualification	No. of years' experience in SAS	2	Guidance Office	1. Guidance Counselor 2. Guidance Staff	1. Licensed guidance counselor 2. Psychometrician	1. 2 years 2. 1 year	
No. of Personnel	Office/ Unit/ Service	Position	Qualification	No. of years' experience in SAS								
2	Guidance Office	1. Guidance Counselor 2. Guidance Staff	1. Licensed guidance counselor 2. Psychometrician	1. 2 years 2. 1 year								
2. System of ensuring a judicious use of any fees collected for the implementation of SAS.	<input type="checkbox"/> Financial report readily available <ul style="list-style-type: none"> ○ Enumerate school fees collected for the implementation of SAS following the example below: <table border="1" data-bbox="444 1537 1313 1654"> <thead> <tr> <th data-bbox="444 1537 1027 1577">Name of Service with fee collected</th> <th data-bbox="1027 1537 1313 1577">Payment scheme</th> </tr> </thead> <tbody> <tr> <td data-bbox="444 1577 1027 1617">Dental fee</td> <td data-bbox="1027 1577 1313 1617">Annual</td> </tr> <tr> <td data-bbox="444 1617 1027 1654">Entrance exam fee</td> <td data-bbox="1027 1617 1313 1654">One-time</td> </tr> </tbody> </table> <input type="checkbox"/> Other information, pls. specify	Name of Service with fee collected	Payment scheme	Dental fee	Annual	Entrance exam fee	One-time					
Name of Service with fee collected	Payment scheme											
Dental fee	Annual											
Entrance exam fee	One-time											

- b. STUDENT WELFARE**
- Information and Orientation Services
 - Guidance and Counseling Services

- Career and Job Placement Services
- Economic Enterprise Development
- Student Handbook Development

INDICATOR	SPECIFIC	REMARKS
<p>Information and Orientation Services</p> <p>1. Clear, timely and organized student orientations</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Well-established orientation plan <input type="checkbox"/> Perform general orientation for first year and current students <input type="checkbox"/> General orientation comprises of the following: <ul style="list-style-type: none"> <input type="checkbox"/> HEI profile/identity (history, vision, mission, goals, etc.) <input type="checkbox"/> Academic rules and regulations as stated in the student handbook <input type="checkbox"/> Student conduct and discipline <input type="checkbox"/> Services and facilities <input type="checkbox"/> Others, pls. specify <input type="checkbox"/> Other information, pls. specify 	
<p>2. Accurate, responsible and effective updates on laws, regulations, issuances on higher education and other related policies.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Perform regular orientation/updates every semester on the following national laws: <ul style="list-style-type: none"> <input type="checkbox"/> RA 10627 Anti-Bullying Act <input type="checkbox"/> RA 9262-Violence Against Women and their Children <input type="checkbox"/> RA 7877-Anti-Sexual Harassment Act <input type="checkbox"/> RA 8049-Anti Hazing Law <input type="checkbox"/> RA 7610-Special Protection of Children Against Abuse, Exploitation and Discrimination Act <input type="checkbox"/> RA 8504-Philippine AIDS Prevention and Control Act of 1998 <input type="checkbox"/> RA 7277-Magna Carta for Persons with Disabilities <input type="checkbox"/> RA 9165-Comprehensive Dangerous Drugs Act <input type="checkbox"/> RA 9418-Volunteer Act of 2007 <input type="checkbox"/> RA 9512-Environmental Awareness and Education Act <input type="checkbox"/> Gender and development <input type="checkbox"/> Others, pls. specify 	
<p>3. Multiple strategies for accessing and assessing information</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Well-established communication plan <input type="checkbox"/> Readily available information and education materials for the students <input type="checkbox"/> Various means to display of info/updates (brochure, tarpaulins, flyers, etc.) <input type="checkbox"/> Active online presence (website, email, social media account) 	

INDICATOR	SPECIFIC	REMARKS
	<ul style="list-style-type: none"> <input type="checkbox"/> Accessible relevant information on institutional policies, announcements, consultations on tuition and other school fees increases, etc. <input type="checkbox"/> Other information, pls. specify 	
<p><u>Guidance and Counselling Services</u></p> <p>1. Presence of structure for guidance and counseling services</p>	<p><i>Name of Guidance Counsellor:</i></p> <hr/> <ul style="list-style-type: none"> <input type="checkbox"/> Separate office ensuring privacy and confidentiality of sessions <input type="checkbox"/> Well-maintained and properly labeled cumulative records of students that are kept in cabinets <input type="checkbox"/> Established records-keeping scheme that maintains confidentiality. <input type="checkbox"/> Other information, pls. specify 	
<p>a. Adequate number of personnel to handle guidance and counseling services</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Guidance counselor is licensed. <input type="checkbox"/> Maximum ratio of counselor to students is at 1:1000 <input type="checkbox"/> Adequate number of personnel qualified to handle the guidance and counseling services <input type="checkbox"/> Other information, pls. specify 	
<p>2. Culturally-inclusive and gender sensitive advising, supporting, coaching and counseling strategies.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Maintains specific programs/projects/activities such as, but not limited to the following: <ul style="list-style-type: none"> <input type="checkbox"/> Assessment programs <input type="checkbox"/> Psychological tests <input type="checkbox"/> Group/individual/peer counseling <input type="checkbox"/> Interventions <input type="checkbox"/> Outreach services to underserved students <input type="checkbox"/> Tutor <input type="checkbox"/> Workshops <input type="checkbox"/> Others, pls. specify <input type="checkbox"/> Other information, pls. specify 	
<p>a. Clear systems for testing, counseling, appraisal, follow-up and referral.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Appropriate standardized psychological test administered, scored and interpreted by qualified personnel <input type="checkbox"/> Individual test results communicated to concerned individuals <input type="checkbox"/> Updated manual containing policies, procedures and guidelines on systems for testing, counseling, appraisal, follow-up and referral <input type="checkbox"/> Other information, pls. specify 	

INDICATOR	SPECIFIC	REMARKS
b. Well-established linkage and collaboration mechanisms	<input type="checkbox"/> Maintains linkage and collaboration with different organizations/agencies as evidenced by Memorandum of Agreement/Understanding <input type="checkbox"/> Other information, pls. specify	
<u>Career and Job Placement Services</u> 1. Responsive strategies that assists students in their professional/career development.	<i>Person-in-Charge:</i> <hr/> <i>Position:</i> <hr/> <input type="checkbox"/> Presence of career/professional development plans <input type="checkbox"/> Regular conduct of follow-up and monitoring of students' placement <input type="checkbox"/> Presence of tracer study program <input type="checkbox"/> Other information, pls. specify	
2. Multiple resources on accessing and assessing information about professional/career development	<input type="checkbox"/> Conduct regular activities such as but not limited to the following: <ul style="list-style-type: none"> <input type="checkbox"/> Job fairs <input type="checkbox"/> Recruitment conferences <input type="checkbox"/> Resume-writing workshops <input type="checkbox"/> Interview skills trainings <input type="checkbox"/> Others, pls. specify <input type="checkbox"/> Strong linkage with industry-partners <input type="checkbox"/> Readily available updated directory/list of contact details of relevant agencies <input type="checkbox"/> Other information, pls. specify	
<u>Economic Enterprise Development</u> Various provision of assistance to students that determines support on financing the costs of their college attendance.	<i>Person-in-Charge:</i> <hr/> <i>Position:</i> <hr/> <input type="checkbox"/> Maintains programs/projects/activities to assist students in financing costs of college attendance, such as, but not limited to the following: <ul style="list-style-type: none"> <input type="checkbox"/> Student cooperatives <input type="checkbox"/> Income generating projects <input type="checkbox"/> Support services for summer/part-time employment <input type="checkbox"/> Others, pls. specify <input type="checkbox"/> Other information, pls. specify	
<u>Student Handbook</u>	<input type="checkbox"/> Latest student handbook readily available to students	

INDICATOR	SPECIFIC	REMARKS
<p>Development</p> <p>1. Clear, timely and organized student handbook developed and implemented by a collegial body.</p>	<p><i>Identify latest version date/publication date of student handbook:</i></p> <hr/> <p><input type="checkbox"/> Well-established a committee that is tasked to develop, update, revise, and maintain the student handbook</p> <p><i>Identify composition of the committee:</i></p> <hr/> <hr/> <hr/> <p><input type="checkbox"/> Updated manual containing policies, procedures and guidelines on developing, updating, revising and maintaining the student handbook</p> <p><input type="checkbox"/> Other information, pls. specify</p>	
<p>2. Multiple strategies for accessing and assessing information.</p>	<p><input type="checkbox"/> Student handbook is accessed and widely disseminated:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Printed version disseminated during general orientation <input type="checkbox"/> Online version through school website/social media accounts <input type="checkbox"/> Accessible for persons with disabilities. <input type="checkbox"/> Others, pls. specify _____ <p><input type="checkbox"/> Other information, pls. specify</p>	

- c. STUDENT DEVELOPMENT**
- Student Organizations and Activities
 - Student Council/Government
 - Leadership Training
 - Student Discipline
 - Student Publication/Yearbook

INDICATOR	SPECIFIC	REMARKS
<p><u>Student Organizations and Activities</u></p> <p>1. Various opportunities for students to associate with others in social and cultural activities that enhance education and personal development.</p>	<p><input type="checkbox"/> Provision of adequate office space to various student organizations</p> <p><input type="checkbox"/> List of accredited/recognized student organizations are posted in school bulletin and publication</p> <p><i>Identify total number of accredited/recognized student organizations:</i></p> <hr/> <hr/> <p><input type="checkbox"/> Other institutional support to student organizations, pls. specify</p>	

INDICATOR	SPECIFIC	REMARKS
<p>2. Clear and well-established system of accreditation/recognition, renewal of accreditation/recognition, and monitoring of student organizations and activities.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Updated manual that contains but not limited to the following: <ul style="list-style-type: none"> <input type="checkbox"/> Constitution and by-laws <input type="checkbox"/> Policies, procedures and guidelines on proposing, reviewing, approving student activities <input type="checkbox"/> Accrediting, recognizing, approving, and renewal of student organizations <input type="checkbox"/> Monitoring of student organizations and their activities <input type="checkbox"/> Others, pls. specify 	
<p><u>Student Council/Government</u> Strong recognition to the right of students to organize and govern themselves as a student body.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Provision of adequate office space to student council/government <input type="checkbox"/> Updated manual that contains but not limited to the following: <ul style="list-style-type: none"> <input type="checkbox"/> Constitution and by-laws <input type="checkbox"/> Policies, procedures and guidelines <input type="checkbox"/> Others, pls. specify <input type="checkbox"/> Other institutional support to student council/government, pls. specify 	
<p><u>Leadership Training</u> Actively engages students in leadership in the institution and student affairs associations.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Well-established systems and teams that promote leadership development and mentoring <input type="checkbox"/> Maintains linkage and collaboration with different organizations/agencies as evidenced by Memorandum of Agreement/Understanding <input type="checkbox"/> Other information, pls. specify 	
<p><u>Student Discipline</u> Culturally-inclusive, gender and disability sensitive rules and regulations on student conduct/discipline and grievance</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Well-established committee <i>Identify composition of the committee:</i> _____ <input type="checkbox"/> Updated manual that contains but not limited to the following: <ul style="list-style-type: none"> <input type="checkbox"/> Culturally-inclusive, gender and disability sensitive set of rules and regulations on student conduct/discipline and grievance <input type="checkbox"/> Appropriate sanctions/interventions <input type="checkbox"/> Others, pls. specify <input type="checkbox"/> Provision for a constructive feedback with 	

INDICATOR	SPECIFIC	REMARKS
	various means of accessing and assessing information. <input type="checkbox"/> Maintains linkage and collaboration in the implementation of appropriate sanctions/interventions with different organizations/agencies as evidenced by Memorandum of Agreement/Understanding <input type="checkbox"/> Other information, pls. specify	
<u>Student Publication/Yearbook</u> Active student publication that promotes development and growth of campus journalism as provided for by Republic Act No. 7079 “Campus Journalism Act of 1991”	<i>Name of student publication:</i> <hr/> <input type="checkbox"/> Updated manual that contains but not limited to the following: <ul style="list-style-type: none"> <input type="checkbox"/> Policies, procedures and guidelines on developing, updating, revising and maintaining the student publication/yearbook <input type="checkbox"/> System of managing funds <input type="checkbox"/> Selection of members to the editorial board <input type="checkbox"/> Others, pls. specify <input type="checkbox"/> Well-established editorial board <i>Identify composition of the editorial board:</i> <hr/> <hr/> <input type="checkbox"/> Active programs/projects and activities for the improvement of journalistic skills of students concerned and promoting responsible and free journalism. <input type="checkbox"/> Yearbook is issued to graduating students <ul style="list-style-type: none"> <input type="checkbox"/> Optional <input type="checkbox"/> Compulsory <input type="checkbox"/> Other information, pls. specify	

d. INSTITUTIONAL STUDENT PROGRAMS AND SERVICES

- Admission Services
- Scholarship and Financial Assistance
- Food Services
- Health Services
- Safety and Security Services
- Student Housing and Residential Services
- Multi-faith Services

- Foreign/International Services
- Services for Students with Special Needs and Persons with Disabilities
- Cultural and Arts Programs
- Sports Development Programs
- Social and Community Involvement Programs

INDICATOR	SPECIFIC	REMARKS
<p><u>Admissions</u> Well-established policies and implementation of appropriate admission practices.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Qualified officer/leader responsible in the admissions <i>Person-in-Charge:</i> _____ <i>Position:</i> _____ <input type="checkbox"/> Adequate number of personnel <input type="checkbox"/> Updated manual that contains but not limited to the following: <ul style="list-style-type: none"> <input type="checkbox"/> Policies, procedures and guidelines <input type="checkbox"/> Roles, responsibilities and tasks <input type="checkbox"/> Others, pls. specify <input type="checkbox"/> Implementation of an admission/enrolment system <input type="checkbox"/> Requirements for admission are the following: <ul style="list-style-type: none"> <input type="checkbox"/> Entrance exam/Admission test <input type="checkbox"/> Medical certificate <input type="checkbox"/> Drug test result <input type="checkbox"/> Others, pls. specify <input type="checkbox"/> Other information, pls. specify 	
<p><u>Scholarship and Financial Assistance</u> Effective system of providing assistance to students in alleviating financial difficulties in attending and finishing their degrees.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Qualified officer/leader responsible in handling scholarship and financial assistance <i>Person-in-Charge:</i> _____ <i>Position:</i> _____ <input type="checkbox"/> Adequate number of personnel <input type="checkbox"/> Updated manual that contains but not limited to the following: <ul style="list-style-type: none"> <input type="checkbox"/> Policies, procedures and guidelines <input type="checkbox"/> Roles, responsibilities and tasks <input type="checkbox"/> Others, pls. specify 	

INDICATOR	SPECIFIC	REMARKS
	<p><i>Total number of students financially-assisted or with scholarship: _____</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Established advocacy activities on available scholarship/financial assistance <input type="checkbox"/> Other information, pls. specify 	
<p>Food Services Ensure available, adequate, safe and healthful food within the campus and immediate vicinity</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Provision for an eating area or a canteen with clean, safe and efficient facilities <input type="checkbox"/> Strict implementation of sanitation guidelines of the Department of Health <ul style="list-style-type: none"> <input type="checkbox"/> Updated sanitary permit <input type="checkbox"/> Others, pls. specify <input type="checkbox"/> Provision of services such as the following: <ul style="list-style-type: none"> <input type="checkbox"/> free drinking water <input type="checkbox"/> food service options such as food carts <input type="checkbox"/> well-packaged nutritious meal service for students <input type="checkbox"/> Others, pls. specify <input type="checkbox"/> Other information, pls. specify 	
<p>Health Services 1. Well-equipped with a stable access to basic primary health care</p>	<ul style="list-style-type: none"> √Qualified officer/leader responsible in handling Health Services <i>Person-in-Charge: Rebecca M. Llabres, RN,MAN</i> <i>Position: Health Unit Coordinator</i> √Basic primary health care administered by licensed medical, dental and allied professionals √Provision of basic primary health care such as the following: <ul style="list-style-type: none"> √Physical health examination √Oral health services √Vaccination such as: Hepatitis B Vaccine for College of Allied Health Studies √Adequate number of personnel √Provision for a clean, safe and efficient health-care facilities <ul style="list-style-type: none"> ▪ Monitor water potability by twice a year water analysis from all drinking water station in the campus √Clinic is duly accredited by DOH as evidenced by certificate √The head of the Health Unit has been granted a certification for Interactive Certification Course for 	

INDICATOR	SPECIFIC	REMARKS
	<p>School Health Personnel given by Philippine Academy of Physicians in School Health last August 18, 2019 at Orchids Suites, Malate ,Manila</p>	
<p>2. Well-established promotion of good health and well-being to students while in campus.</p> <p>3. Advancement of Community Welfare</p>	<p>√Maintains and provides the following health services:</p> <ul style="list-style-type: none"> √Health referrals √Health information service and advocacy/awareness campaigns on the following: <ul style="list-style-type: none"> √Healthy lifestyle √Mental health √Injury-related impairments resulting in disabilities √Nutritional support service √Violence √Alcohol, substance and tobacco use √Sexual and reproductive health (teenage pregnancy, HIV/AIDS, STI, etc.) √Conducts Seminars & Health Education based on DOH calendar months √ Provide a Bulletin board for health education, tarpaulin and flyers for health information dissemination purposes. ✓ Supports Medical/Dental Mission during Foundation Day of Gordon College <ul style="list-style-type: none"> √Provides FREE ECG, FBS, Uric Acid test & Nerve Screening <p>Medical Services includes the following:</p> <ul style="list-style-type: none"> ✓ Provide Annual Medical Assessment for all Senior and Colleges in all year level ✓ Provide complete physical examination to all ALCU players, PE students, OJT students ✓ Daily Medical consultation, first aid treatment for students and personnel ✓ Issuance of Medical Certificates for students & staff with ailment ✓ Referral of cases to TB DOTS (Directly Observed Treatment, Short Course) ✓ Referral of cases to James L. Gordon 	

INDICATOR	SPECIFIC	REMARKS
	<p>Memorial Hospital</p> <ul style="list-style-type: none"> ✓ First Aid Medics during intramurals, ALCU & other activities of the college. ✓ Participate in Fire Drill acted as Medics. <p>Dental Services includes the following:</p> <ul style="list-style-type: none"> ✓ Dental Consultation & treatment daily ✓ Dental Procedures like: <ul style="list-style-type: none"> ▪ Oral Prophylaxis (Cleaning) ▪ Simple tooth extraction ▪ Lecture on small groups about proper dental care. <p>Others</p> <ul style="list-style-type: none"> ✓ An Active player in the Community Responsive Social Advocacy by the following health Services: <ul style="list-style-type: none"> ✓ Initiate Blood Letting Activity three times a year ✓ Participate in Tree Planting Activity ✓ Participate in River Clean Up movement 	
<p><u>Safety and Security Services</u> Well-arranged setup for a safe and secure campus environment.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Qualified officer/leader responsible in handling Safety and Security <i>Person-in-Charge:</i> _____ <i>Position:</i> _____ <input type="checkbox"/> Provision of adequate licensed and competent security personnel <input type="checkbox"/> Building and the environment is safe <ul style="list-style-type: none"> <input type="checkbox"/> Updated building permit in compliance to Accessibility Law (BP 344) <input type="checkbox"/> Compliance to government requirements and standards (such as National Building Code, Fire Code, etc.) <input type="checkbox"/> Maintains and facilitates the following in accordance to RA 10121 "Philippine Disaster Risk Reduction and Management Act of 2010: <ul style="list-style-type: none"> <input type="checkbox"/> Fire drill <input type="checkbox"/> Earthquake drill <input type="checkbox"/> Contingency plan <input type="checkbox"/> First aid training <input type="checkbox"/> Others, pls. specify <input type="checkbox"/> Established a committee in cases of calamities, 	

INDICATOR	SPECIFIC	REMARKS
	<p>disasters, etc.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Established Institutional Calamity Management Team (per CMO No. 22, s. 2014 “Policies and Guidelines on Assistance to Students Severely Affected in Areas Declared under the State of Calamity”) <input type="checkbox"/> Others, pls. specify <ul style="list-style-type: none"> <input type="checkbox"/> Maintains linkage and collaboration in cases of calamities, disasters, etc. with different organizations/agencies as evidenced by Memorandum of Agreement/Understanding <input type="checkbox"/> Provision of insurance policy for students <input type="checkbox"/> Other information, pls. specify 	
<p><u>Student Housing and Residential Services</u> Adequately providing for delivering residential opportunities to students.</p>	<p><i>Person-in-Charge:</i> _____</p> <p><i>Position:</i> _____</p> <ul style="list-style-type: none"> <input type="checkbox"/> Provision of student housing/residential services <input type="checkbox"/> Manual that contains policies, guidelines, rules, regulations, etc. on accrediting boarding houses/dormitories <input type="checkbox"/> Readily available updated directory/list student housing, dormitories, and similar facilities <ul style="list-style-type: none"> <input type="checkbox"/> Posted in school bulletin board <input type="checkbox"/> School website <input type="checkbox"/> Others, pls. specify <input type="checkbox"/> Compliance to government standards and requirements such as Sanitation Permit, Accessibility Law, Building Standards, etc. <input type="checkbox"/> Regular conduct of monitoring of student housing, dormitories, and similar facilities <input type="checkbox"/> Monitoring report is published in school publication <input type="checkbox"/> Other information, pls. specify 	
<p><u>Multi-faith Services</u> Essentially providing students with a space and</p>	<p><i>Person-in-Charge:</i> _____</p> <p><i>Position:</i> _____</p>	

INDICATOR	SPECIFIC	REMARKS
<p>resources to support them in their spiritual development thereby giving an opportunity to students to live, share and express their faith as appropriate.</p>	<hr/> <input type="checkbox"/> Institutional policy encourages and respects right of religion <input type="checkbox"/> Provision of facilities for certain activities that give opportunity to students to live, share and express their faith as appropriate. <input type="checkbox"/> Other information, pls. specify	
<p><u>Foreign/International Services</u> Well-rounded support services to foreign students.</p>	<p><i>Person-in-Charge:</i> _____</p> <p><i>Position:</i> _____</p> <hr/> <input type="checkbox"/> With foreign students? <ul style="list-style-type: none"> <input type="checkbox"/> No <input type="checkbox"/> Yes <ul style="list-style-type: none"> ▪ If yes, pls. indicate adequate quota between Filipino and foreign students <ul style="list-style-type: none"> • Total number of Filipino enrollees: _____ • Total number of foreign students: _____ • TOTAL STUDENT POPULATION: _____ <input type="checkbox"/> Provision of services to support foreign students such as the following: <ul style="list-style-type: none"> <input type="checkbox"/> Liaison officer to assist link of foreign students to CHED, Department of Foreign Affairs, and Bureau of Immigration <input type="checkbox"/> Others, pls. specify <input type="checkbox"/> Presence of Code of Conduct that governs foreign students while in the Philippines in compliance with prescribed rules and regulations <input type="checkbox"/> Regular submission of list of foreign students and compliance reports required by concerned government agencies <input type="checkbox"/> Other information, pls. specify	
<p><u>Services for Students with Special Needs, Persons with Disabilities, Indigenous people, Solo Parents, etc.</u></p>	<p><i>Person-in-Charge:</i> _____</p> <p><i>Position:</i> _____</p> <hr/>	

INDICATOR	SPECIFIC	REMARKS
<p>Supportive policies/programs/activities that provides equal opportunities to students with special needs, persons with disabilities (PWDs), indigenous people, solo parents, etc.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Offers Special Education program <input type="checkbox"/> Supports inclusive education and admits students with special needs, PWDs, indigenous peoples, solo parents, etc. <ul style="list-style-type: none"> <i>Pls. provide information on the following:</i> <ul style="list-style-type: none"> • Number of enrolled students with special needs, PWDs: _____ • Number of enrolled Indigenous people: _____ • Number of enrolled Solo parents: _____ • Others, pls. specify: _____ <input type="checkbox"/> Provision of special academic accommodation with consultation to students, parents/guardians, teachers, personal assistants, and other concerned professionals, whenever necessary. <ul style="list-style-type: none"> <input type="checkbox"/> Scholarship/financial assistance <input type="checkbox"/> Technical aids <input type="checkbox"/> Material appliances <input type="checkbox"/> Tutor <input type="checkbox"/> Others, pls. specify <input type="checkbox"/> Provision of information/awareness of the rights of PWDs per RA 7277 "Magna Carta for Persons with Disabilities" <input type="checkbox"/> Provision of specific health services for PWDs, students with special needs and indigenous people <input type="checkbox"/> School facilities and infrastructure accessible per Accessibility Law (BP 344) <input type="checkbox"/> Regular submission of list of students/relevant reports as required by CHED <input type="checkbox"/> Other information, pls. specify 	
<p><u>Cultural and Arts Program</u> Supportive policies/programs/activities that preserves, develops and promotes Philippine arts and culture.</p>	<p><i>Person-in-Charge:</i> _____</p> <p><i>Position:</i> _____</p> <ul style="list-style-type: none"> <input type="checkbox"/> Provision of separate office space <input type="checkbox"/> School activities provide opportunities for appreciation of culture and arts <input type="checkbox"/> Strong institutional support to promote Philippine 	

INDICATOR	SPECIFIC	REMARKS
	<p>Culture and the Arts</p> <ul style="list-style-type: none"> <input type="checkbox"/> Facilities, instruments, equipment and other related materials <input type="checkbox"/> Observance of local/national celebrations, festivals, etc <input type="checkbox"/> Others, pls. specify <ul style="list-style-type: none"> <input type="checkbox"/> Provision of academic accommodation to students with active participation to culture and arts <input type="checkbox"/> Other information, pls. specify 	
<p><u>Sports Development Program</u> Supportive policies/programs/activities that preserves, develops, promotes and increased participation in sports.</p>	<p><i>Person-in-Charge:</i> _____</p> <p><i>Position:</i> _____</p> <ul style="list-style-type: none"> <input type="checkbox"/> Established membership in sports associations <input type="checkbox"/> Provision of space/area and facilities/equipment for recreation and healthful use of free time <input type="checkbox"/> Regular conduct of sports activities <input type="checkbox"/> Provision of academic accommodation to student-athletes <input type="checkbox"/> Other information, pls. specify 	
<p><u>Social and Community Involvement Programs</u> Promotion of strong student participation in civic engagement that incorporates service learning and volunteering for active citizenship, social awareness and environment protection.</p>	<p><i>Person-in-Charge:</i> _____</p> <p><i>Position:</i> _____</p> <ul style="list-style-type: none"> <input type="checkbox"/> Provision of opportunities for active involvement of students in community service and volunteer activities such as the following: <ul style="list-style-type: none"> <input type="checkbox"/> Exposure to activities as required by the National Service Training Program (NSTP) <input type="checkbox"/> Participation to the National Greening Program (NGP) <input type="checkbox"/> Medical missions <input type="checkbox"/> Fund raising events <input type="checkbox"/> Feeding programs <input type="checkbox"/> Clean-up drives <input type="checkbox"/> Specific activities of Alumni Associations <input type="checkbox"/> Others, pls. specify <input type="checkbox"/> Established MOA with partner 	

INDICATOR	SPECIFIC	REMARKS
	community/agency/institution <input type="checkbox"/> Other information, pls. specify	

e. RESEARCH ON STUDENT AFFAIRS AND SERVICES

INDICATOR	SPECIFIC	REMARKS
Responsive system of monitoring/evaluation/assessment on the impact of student affairs and services to students' growth and development.	<i>Person-in-Charge:</i> <hr/> <i>Position:</i> <hr/> <input type="checkbox"/> Well-established assessment plans and activities <input type="checkbox"/> Active involvement of students in the assessment activities <input type="checkbox"/> Available data provided to the entire school community that summarizes the outcomes of student affairs and services initiatives/policies/programs/activities <input type="checkbox"/> Strong partnership across campus to widen research on student learning <input type="checkbox"/> Other information, pls. specify	

13. Borrowing of Books and/ Library Holdings

The College Library is a place where houses the books, newspaper and other information related materials. The primarily responsibility of this office is to provide superior services and information resources that support the college curriculum and students, faculty and staff research needs.

Office or Division:	College Library- Circulation Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and/or administrator faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card		Circulation Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Library Borrower's Card at the Circulation Section.	1. Check the library card if updated or if there's an unreturned books.	None	2 minutes	Admin Aide/ Admin Assistant at the Circulation Section
2. Go to shelves and pick the books and present to Circulation Section.	2. Assess the availability of books if there's another copy left in the shelves.	None	2 minutes	Admin Aide/ Admin Assistant at the Circulation Section
3. Sign the book card.	3. Inform the client the due of books.	None	1 minute	Admin Aide/ Admin Assistant at the Circulation Section
	3.1 Sign the library card.		1 minute	
	3.2 Log the information of borrowed books in the "Borrower's Log Book".		2 minutes	

14. Returning of Borrowed Books and other Library Holdings

This transaction is one of the unit's all-year round front-line services.

Office or Division:	College Library- Circulation Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and/or administrator faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowed Books		Circulation Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the book borrowed.	1. Check the book if overdue, and physical appearance if some page/s are missing or damage	None	3 minutes	Admin Aide/ Admin Assistant at the Circulation Section
2. Get the Library Card	2. Sign the Library Borrower's Card and mark "returned" and affix the date and time.	None	2 minutes	Admin Aide/ Admin Assistant at the Circulation Section
2.1 If Overdue Books, Sign the "Overdue Log Form"	Check the Log Form and collect the overdue fee	Five Pesos per hour	2 minutes	

15. Request of Library Borrowers Card

This transaction is one of the unit's all-year round front-line services.

Office or Division:	College Library- Circulation Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and/or administrator, faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Enrolment Form		Circulation Section		
Recent 1x1 Picture				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Enrolment Form, recent 1x1 picture	1. Check the enrolment form and get 1x1 picture	None	1 minute	Admin Aide/ Admin Assistant at the Circulation Section
2. Fill out the information indicated in the Library Borrower's Card	2. Give blank Library Borrower's Card	None	2 minutes	Admin Aide/ Admin Assistant at the Circulation Section
3. Sign the Library Borrower's Issuance Form	3. Check the information filled out by the client/customer if correct 3.1 Paste the 1x1 picture 3.2 Give the Library Borrower's Card to the Client/ Customer.	None	2 minutes	Admin Aide/ Admin Assistant at the Circulation Section

Gordon College
Internal Services

1. Application for Leave of Absence

The Human Resource Management Unit processes and facilitates the applications for leave of the college personnel.

Office or Division:	Human Resource Management Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to another Government Agency, Employee or Official			
Who may avail:	Government Agency, Employee or Official			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CSC Form 6(Application for Leave)		Human Resource Management Unit – Rm. 326		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out Application for Leave Form from the Human Resource Management Unit	<p>1. Receive Application for Leave</p> <p>1.1 Log and submit the application for leave to the Information and Communication Unit for signature of the College President</p> <p>1.3 Receive the signed application for leave by the college president from Information and Communication Unit</p> <p>1.4 Log and Forward to the City Human Resource</p>	None	3-5 days	HRMU Staff – Rm. 326 Head, Information and Communication Unit – Rm. 303 College Administrator Staff – Rm. 327 Office of the City Human Resource Management Division Staff - Rm. 308

	<p>Management Division for signature of the City Mayor</p> <p>1.5 Receive signed application for leave from the City Human Resource Management Division</p>			
2. Get a copy of signed Application for Leave at the Human Resource Management Unit	2. Issue a copy of application for leave	None	10 Seconds	HRMU Staff

2. Request for Certificate of Employment

The Human Resource Management Unit prepare and process the request for certificate of employment of the current/resigned/retired college personnel.

Office or Division:	Human Resource Management Unit (HRMU)			
Classification:	Complex			
Type of Transaction:	G2G – Government to another Government Agency, Employee or Official			
Who may avail:	College Employee or Official			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Certificate of Employment		Human Resource Management Unit – Rm. 326		
Human Resource Management Unit Feedback Form		Human Resource Management Unit – Rm. 326		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out Certificate of Employment Form from the Human Resource Management Unit.	1. Receive request form for Certificate of Employment. 1.1 Prepare Certificate of Employment. 1.2 Submit to the Director, Human Resource Management Unit for signature. 1.3 Seal the Certificate of Employment with the College Seal.	None	1-2 days	HRMU Staff Director, Human Resource Management Unit
2. Receive the Certificate of Employment.	2. Issue Certificate of employment	None	10 Seconds	HRMU Staff

2.1 Fill-out HRMU Feedback Form				
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3. Request for Offset (Compensatory Time-Off)

The Human Resource Management Unit facilitates the request for offset (Compensatory Time-Off).

Office or Division:	Human Resource Management Unit (HRMU)			
Classification:	Complex			
Type of Transaction:	G2G – Government to another Government Agency, Employee or Official			
Who may avail:	College Employee or Official			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Offset (Compensatory Time-Off)		Human Resource Management Unit – Rm. 326		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out Request for Offset (Compensatory Time-Off) Form from the Human Resource Management Unit.	1. Receive request form for Request for Offset (Compensatory Time-Off) 1.1 Verify and encode the request for offset (Compensatory Time-Off)	None	30 seconds	HRMU Staff
2. Receive the personal copy of request for offset (Compensatory Time-Off)	2. Issue the personal copy of request for offset (Compensatory Time-Off)	None	10 Seconds	HRMU Staff

4. Request for Make-up Class

The Human Resource Management Unit processes the request for make-up class of the college faculty members.

Office or Division:	Human Resource Management Unit (HRMU)			
Classification:	Complex			
Type of Transaction:	G2G – Government to another Government Agency, Employee or Official			
Who may avail:	College Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Revised GC Form 2 (Make-up Class Form)		College Administrator Office – Rm. 327		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out Make-up Class Form at the Office of the College Administrator	1. Receive request form for make-up class 1.1 Verify and affix signature	None	20 seconds	Head, HRMU Director, HRMU
2. Receive the signed make-up class	2. Issue signed make-up class	None	10 Seconds	HRMU Staff

5. Request for Recruitment and Selection

The Human Resource Management Unit processes and facilitates the end to end hiring process of applicants.

Office or Division:	Human Resource Management Unit (HRMU)			
Classification:	Complex			
Type of Transaction:	G2C – Government to transacting public			
Who may avail:	Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hiring Guidelines Form		Human Resource Management Unit – Rm. 326		
Demonstration/Observation Form		Human Resource Management Unit – Rm. 326		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for job announcement and posting of vacancies to the Human Resource Management Unit	1. Receive request for job posting 1.1 Prepare letter regarding the announcement and posting of vacancies 1.2 Submit letter of job announcement and posting of vacancies to the City Mayor's Office, City Human Resource Management Division & PESO	None	10 seconds	Head, HRMU
2. Forward application papers and documents from City Mayor's Office	2. Receive application papers and documents 2.1 Prepare summary of qualification & shortlist of applicants 2.2 Forward shortlist of	None	2-3 days	Head, HRMU

	<p>applicants scheduled for interview to Selection Board</p> <p>2.3 Send Notice of exam/interview/demonstration to applicants</p>			
<p>3. Receive notice of exam/interview/demonstration (Applicants)</p>	<p>3. Facilitate the exam/interview/demonstration process</p> <p>3.1 Summarize Rating of exam/interview/demonstration</p> <p>3.2 Send notice of orientation to applicants for hiring</p>	None	1-2 days	Head, HRMU
<p>4. Receive notice of schedule of orientation (Applicants)</p>	<p>4. Facilitate the new employees' orientation program</p> <p>4.1 Issue new employees' requirements</p> <p>4.2 Endorse new employees to their designated department</p>	None	1-2 days	Head, HRMU
<p>5. Submit requirements (Applicants)</p> <p>5.1 Receive and signed contract</p>	<p>5. Receive requirements</p> <p>5.1 Prepare and issue contract of new employees for signing</p>	None	3-5 minutes	Head, HRMU HRMU Staff

6. Application for Leave of Absence

The Human Resource Management Unit processes and facilitates the applications for leave of the college personnel.

Office or Division:		Human Resource Management Unit		
Classification:		Complex		
Type of Transaction:		G2G – Government to another Government Agency, Employee or Official		
Who may avail:		Government Agency, Employee or Official		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CSC Form 6 (Application for Leave)		Human Resource Management Unit – Rm. 326		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out Application for Leave Form from the Human Resource Management Unit	<p>1. Receive Application for Leave</p> <p>1.1 Log and submit the application for leave to the Information and Communication Unit for signature of the College President</p> <p>1.3 Receive the signed application for leave by the college president from Information and Communication Unit</p> <p>1.4 Log and Forward to the City Human Resource Management</p>	None	3-5 days	HRMU Staff – Rm. 326 Head, Information and Communication Unit – Rm. 303 College Administrator Staff – Rm. 327 Office of the City Human Resource Management Division Staff - Rm. 308

	<p>Division for signature of the City Mayor</p> <p>1.5 Receive signed application for leave from the City Human Resource Management Division</p>			
<p>2. Get a copy of signed Application for Leave at the Human Resource Management Unit</p>	<p>2. Issue a copy of application for leave</p>	<p>None</p>	<p>10 Seconds</p>	<p>HRMU Staff</p>

7. Request for Certificate of Employment

The Human Resource Management Unit prepare and process the request for certificate of employment of the current/resigned/retired college personnel.

Office or Division:	Human Resource Management Unit (HRMU)			
Classification:	Complex			
Type of Transaction:	G2G – Government to another Government Agency, Employee or Official			
Who may avail:	College Employee or Official			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Certificate of Employment		Human Resource Management Unit – Rm. 326		
Human Resource Management Unit Feedback Form		Human Resource Management Unit – Rm. 326		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out Certificate of Employment Form from the Human Resource Management Unit.	1. Receive request form for Certificate of Employment. 1.1 Prepare Certificate of Employment. 1.2 Submit to the Director, Human Resource Management Unit for signature. 1.3 Seal the Certificate of Employment with the College Seal.	None	1-2 days	HRMU Staff Director, Human Resource Management Unit
2. Receive the Certificate of Employment. 2.1 Fill-out HRMU Feedback	2. Issue Certificate of employment	None	10 Seconds	HRMU Staff

Form				
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8. Request for Offset (Compensatory Time-Off)

The Human Resource Management Unit facilitates the request for offset (Compensatory Time-Off).

Office or Division:	Human Resource Management Unit (HRMU)			
Classification:	Complex			
Type of Transaction:	G2G – Government to another Government Agency, Employee or Official			
Who may avail:	College Employee or Official			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Offset (Compensatory Time-Off)		Human Resource Management Unit – Rm. 326		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out Request for Offset (Compensatory Time-Off) Form from the Human Resource Management Unit.	1. Receive request form for Request for Offset (Compensatory Time-Off) 1.1 Verify and encode the request for offset (Compensatory Time-Off)	None	30 seconds	HRMU Staff
2. Receive the personal copy of request for offset (Compensatory Time-Off)	2. Issue the personal copy of request for offset (Compensatory Time-Off)	None	10 Seconds	HRMU Staff

9. Request for Make-up Class

The Human Resource Management Unit processes the request for make-up class of the college faculty members.

Office or Division:	Human Resource Management Unit (HRMU)			
Classification:	Complex			
Type of Transaction:	G2G – Government to another Government Agency, Employee or Official			
Who may avail:	College Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Revised GC Form 2 (Make-up Class Form)		College Administrator Office – Rm. 327		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out Make-up Class Form at the Office of the College Administrator	1. Receive request form for make-up class 1.1 Verify and affix signature	None	20 seconds	Head, HRMU Director, HRMU
2. Receive the signed make-up class	2. Issue signed make-up class	None	10 Seconds	HRMU Staff

10. Request for Recruitment and Selection

The Human Resource Management Unit processes and facilitates the end to end hiring process of applicants.

Office or Division:	Human Resource Management Unit (HRMU)			
Classification:	Complex			
Type of Transaction:	G2C – Government to transacting public			
Who may avail:	Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hiring Guidelines Form		Human Resource Management Unit – Rm. 326		
Demonstration/Observation Form		Human Resource Management Unit – Rm. 326		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for job announcement and posting of vacancies to the Human Resource Management Unit	1. Receive request for job posting 1.1 Prepare letter regarding the announcement and posting of vacancies 1.2 Submit letter of job announcement and posting of vacancies to the City Mayor's Office, City Human Resource Management Division & PESO	None	10 seconds	Head, HRMU
2. Forward application papers and documents from City Mayor's Office	2. Receive application papers and documents 2.1 Prepare summary of qualification &	None	2-3 days	Head, HRMU

	<p>shortlist of applicants</p> <p>2.2 Forward shortlist of applicants scheduled for interview to Selection Board</p> <p>2.3 Send Notice of exam/interview/demonstration to applicants</p>			
<p>3. Receive notice of exam/interview/demonstration (Applicants)</p>	<p>3. Facilitate the exam/interview/demonstration process</p> <p>3.1 Summarize Rating of exam/interview/demonstration</p> <p>3.2 Send notice of orientation to applicants for hiring</p>	None	1-2 days	Head, HRMU
<p>4. Receive notice of schedule of orientation (Applicants)</p>	<p>4. Facilitate the new employees' orientation program</p> <p>4.1 Issue new employees' requirements</p> <p>4.2 Endorse new employees to their designated department</p>	None	1-2 days	Head, HRMU
<p>5. Submit requirements (Applicants)</p> <p>5.1 Receive and signed contract</p>	<p>5. Receive requirements</p> <p>5.1 Prepare and issue contract of new employees for signing</p>	None	3-5 minutes	Head, HRMU HRMU Staff

FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback?	
How feedbacks are processed?	
How to file a complaint?	
How complaints are processed?	
Contact Information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)