

**CAMPUS GUIDANCE AND COUNSELING CENTRE**

**STUDENT RECORDS MANAGEMENT SERVICES**

**Student Records Management Services**  
**REQUEST FOR DIPLOMA**

Schedule of Availability of Service: 7:00 am – 5:00 pm (Monday – Friday – For undergraduate students)  
 7:00 am – 5:00 pm (Monday to Saturday – For graduate school students)

Clients/Customers: Graduates

Requirement/s: Documents Request Form (DRF)

Processing Time: 7 – 9 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Request for Document Request Form (DRF) and accomplishes it	Provides the Document Request Form	1 – minute	None	Joffrey B. Jara	DRF
2	Submits accomplished Document Request Form (DRF)	Receives Document Request Form & checks status of client's record	1 – minute	None	Joffrey B. Jara	DRF
3	Receives DRF with assessed payment and pays to the Cashier	Indicates in the DRF the assessed fees	1 – minute	None	Joffrey B. Jara	DRF
4	Returns DRF and submits Official Receipt of Payment to receive diploma	Receives DRF and Official Receipt	1 – minute	P 200.00 for 2 <sup>nd</sup> issuance	Joffrey B. Jara	DRF, OR
5	Retrieves DRF and returns on the on the scheduled date to receive diploma	Returns the DRF to the Client	1 – minute	None	Joffrey B. Jara	DRF
6	On the scheduled date, submits the DRF to the releasing clerk and gets diploma	Receives DRF and release diploma; request client to sign in the logbook	3 – minutes	None	Joffrey B. Jara	Diploma

**\*End of Procedure\***

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**Mission**

Cagayan State University is committed to transform the lives of people and communities through high quality instruction and innovative research, development, production, and extension.

**Core Values**

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**CAMPUS GUIDANCE AND COUNSELING CENTRE**

**STUDENT RECORDS MANAGEMENT SERVICES**

**Student Records Management Services**

**REQUEST FOR OFFICIAL TRANSCRIPT OF RECORDS (First Issuance)**

Schedule of Availability of Service: 7:00 am – 5:00 pm Monday to Friday (For Undergraduate Students)  
 7:00 am – 5:00 pm Monday to Saturday (For Graduate Students)  
 (during Enrolment Period)

Clients/Customers: Graduates

Requirement/s: Documents Request Form (DRF), Terminal Clearance, Form 137; Transcript of Records – Transferees

Processing Time: 8 – 11 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Request for Document Request Form (DRF) and Terminal Clearance Form and Accomplishes them	Provides the DRF and Terminal Clearance Form	1 – minute	None	Joffrey B. Jara	DRF, Terminal Clearance, Form 137 or Transcript of Records
2	Submits accomplished DRF and Clearance to Records in Charge	Receives DRF, Form 137 or OTR and Clearance; verifies the completeness and checks status of client	2 – 3 minutes	None	Joffrey B. Jara	DRF, Terminal Clearance, Form 137 or Transcript of Records
3	Receives DRF with assessed payment and pays to the Cashier	Indicates in DRF the assessed fees	1 – 2 minutes	P 50.00 per page	Joffrey B. Jara	DRF

**\*End of Procedure\***

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**STUDENT RECORDS MANAGEMENT SERVICES**

**Student Records Management Services**

**REQUEST FOR OFFICIAL TRANSCRIPT OF RECORDS (First Issuance)**

Schedule of Availability of Service: 7:00 am – 5:00 pm Monday to Friday (For Undergraduate Students)  
 7:00 am – 5:00 pm Monday to Saturday (For Graduate Students)  
 (during Enrolment Period)

Clients/Customers: Graduates

Requirement/s: Documents Request Form (DRF), Terminal Clearance, Form 137; Transcript of Records – Transferees

Processing Time: 8 – 11 minutes

TEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
4	Returns DRF and submits Official Receipts (OR) of Payment to Registrar	Indicates in DRF the date for client to pick-up Official Transcript of Records	1 – 2 minutes	None	Joffrey B. Jara	DRF, OR
5	Returns DRF and submits Official Receipts (OR) of Payment to Registrar; Retrieves DRF and returns on the scheduled date to pick-up OTR	Returns to the client the DRF	1 – minute	None	Joffrey B. Jara	DRF
6	On the scheduled date, submits the DRF to the records in-charge and gets OTR	Receives DRF and gives OTR	1 - 2 minutes	None	Joffrey B. Jara	OTR

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**STUDENT RECORDS MANAGEMENT SERVICES**

**\*End of Procedure\***

**Student Records Management Services**

**REQUEST OF CHED AUTHENTICATION (CAV/RED RIBBON)**

Schedule of Availability of Service: 7:00 am – 5:00 pm Monday to Friday (For Undergraduate Students)  
 7:00 am – 5:00 pm Monday to Saturday (For Graduate Students)  
 (during Enrolment Period)

Clients/Customers: Graduates

Requirement/s: Documents Request Form (DRF); 3 sets of Transcript of Records (Photocopy)  
 3 sets of Diploma (Photocopy)

Processing Time: 4 – 6 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Pay Certification fee (CAV) to the Cashier	Receives payment and issues Official Receipt	1 – minute	P 45.00 – Diploma (3 sets) and OTR (3 sets) P 30.00 CAV	Joffrey B. Jara	

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**STUDENT RECORDS MANAGEMENT SERVICES**

2	Proceeds to the Registrar's Office , submits Official Receipt and photocopies of OTR and diploma	Receives and checks payment; verifies and authenticates OTR's/ Diploma; Prints Certificate of Authentication and Verification (CAV)	3 – 5 minutes	None	Joffrey B. Jara	OR, TOR (photocopy) Diploma (photocopy)
3	Wait for the release of CAV and authenticated OTR and diploma	Signs CAV, OTR and Diploma	1 - minute	None	Joffrey B. Jara	CAV, OTR and Diploma
4	Receives the CAV and authenticated OTR and diploma	Release the CAV and requests the client to sign the logbook	1 – minute	None	Jack Quiniano Cristina Vivit	
<b>*End of Procedure*</b>						

**Student Records Management Services**

**EVALUATION OF REGULAR AND IRREGULAR STUDENTS**

Schedule of Availability of Service: 7:00 am – 5:00 pm Monday to Friday (For Undergraduate Students)  
 7:00 am – 5:00 pm Monday to Saturday (For Graduate Students)  
 (during Enrolment Period)

Clients/Customers: Regular and Irregular Students

Requirement/s: Students' Academic Records

Processing Time: Regular Student: 5 – 10 minutes  
 Irregular Students: 30 minutes – 1 hour

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**STUDENT RECORDS MANAGEMENT SERVICES**

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Request for evaluation of Student's Academic Records	Evaluates the students' academic records	5 – 10 minutes (Regular Students) 30 minutes – 1 hour (Irregular Students)	None	Joffrey B. Jara	Certificate of Grades of OTR, Subject Accreditation Form (For Transferees and Shifters)
<b>*End of Procedure*</b>						

**Student Records Management Services**

**EVALUATION OF REGULAR AND IRREGULAR STUDENTS**

Schedule of Availability of Service: 7:00 am – 5:00 pm Monday to Friday (For Undergraduate Students)  
 7:00 am – 5:00 pm Monday to Saturday (For Graduate Students)  
 (during Enrolment Period)

Clients/Customers: Student Transferring to other School (Transferring-Out)

Requirement/s: Student Clearance (Undergraduate)

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**CAMPUS GUIDANCE AND COUNSELING CENTRE**

**STUDENT RECORDS MANAGEMENT SERVICES**

Processing Time: 20 – 30 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Gets and accomplishes Student Clearance for undergraduate and Request Form for Form 137 A	Provides the Document Request Form	1 - minute	None	Joffrey B. Jara	Student Clearance (undergraduate) Request Form
2	Pays certification and Transcript fee to the Cashier	Receives payment and issue Official Receipt	2 - 3 minutes	P 50.00/page of OTR; P 30.00 for Honorable Dismissal Form	Joffrey B. Jara	OR
3	Proceeds to the Registrar's Office submits accomplished Clearance, Official Receipt (OR) and Form 137 A or Transcript of Records	Receives Clearance and Form 137A or OTR and verifies status of client record; Prints Honorable Dismissal and Certificate of Grades	51 – 25 minutes	None	Joffrey B. Jara	DRF, OR
4	Wait for the issuance of Transfer credentials. However, a scheduled date is calendared only during enrolment period	Signs Honorable Dismissal and Certificate of Grades	1 - minute	None	Joffrey B. Jara	Honorable Dismissal with Certification of Grades
5	Receives Transfer Credentials	Requires the client to sign in Logbook	1 - minute	None	Jack Quiniano Cristina Vivit	Transfer Credential
<b>*End of Procedure*</b>						

**Student Records Management Services**

**REQUEST FOR CERTIFICATION OF GRADES/ ENROLLMENT AND BILLING/RE-ASSESSMENT**

Schedule of Availability of Service: 7:00 am – 5:00 pm Monday to Friday (For Undergraduate Students)

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## CAMPUS GUIDANCE AND COUNSELING CENTRE

### STUDENT RECORDS MANAGEMENT SERVICES

7:00 am – 5:00 pm Monday to Saturday (For Graduate Students)

(during Enrolment Period)

Students

Document Request Form (DRF)

4 – 5 minutes

Clients/Customers:

Requirement/s:

Processing Time:

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
<b>1</b>	Pays certification to the Cashier	Receives payment and issue Official Receipt	1 - minute	P 30.00 Certificate of Grade, P 30.00 Enrolment and Billing; P20.00 Re-assessment		None
<b>2</b>	Proceeds to the Registrar's Office, submits Official Receipt and shows student ID	Receives and verifies receipt , retrieves, prints, sign and seals Certificate	2 - 3 minutes	None	Joffrey B. Jara Jack Quiniano	Certificate of Grade/ Enrolment and/or Re-assessment
<b>3</b>	Receives Certificate of Grades/ Enrollment and/or Re-assessment	Releases the certificate requested	1 - minute	None	Joffrey B. Jara Jack Quiniano	None
<b>*End of Procedure*</b>						

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**CAMPUS GUIDANCE AND COUNSELING CENTRE**

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**Student Records Management Services**

**REQUEST FOR OFFICIAL TRANSCRIPT OF RECORDS (Re-Issuance)**

Schedule of Availability of Service: 7:00 am – 5:00 pm Monday to Friday (For Undergraduate Students)  
 7:00 am – 5:00 pm Monday to Saturday (For Graduate Students)  
 (during Enrolment Period)

Clients/Customers: Graduates

Requirement/s: Document Request Form (DRF)

Processing Time: 8 – 11 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Requests for Document Request Form and accomplishes it	Provides the Document Request Form	1 - minute	None	Joffrey B. Jara	DRF
2	Submits accomplished DRF	Receives DRF; verifies the completeness and checks status of client record	2 - 3 minutes	None	Joffrey B. Jara	DRF
3	Receives DRF with assessed payment and pays to the Cashier	Indicates in DRF assessed fees	1 - minute	P 50.00/ page	Joffrey B. Jara	Student Advising Form (SAF)

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Requirement/s: Document Request Form (DRF)

Processing Time: 8 – 11 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
4	Returns DRF and submits Official Receipt (OR) of Payment to the Registrar	Receives DRF and OR and Records-in-charge prints and signs OTR	3 - 5 minutes	None	Joffrey B. Jara	DRF, OR
5	Wait for the release of the OTR	Registrar sign OTR	1 - minute	None	Joffrey B. Jara	OTR
6	Receives OTR	Releases the OTR and asks the client to sign in the Logbook	1 - minute	None	Joffrey B. Jara	OTR

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**\*End of Procedure\***

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