



BULACAN AGRICULTURAL STATE COLLEGE

CITIZEN'S CHARTER

Revised 2021, 3rd Edition



Mandate

As a state university created in 1998 through Republic Act 8548, the Bulacan Agricultural State College has the following mandate:

- To provide higher professional, technical and special instructions for special purposes and promote research and extension services and advanced studies in agriculture, arts and science programs and other allied courses.
- To offer other graduate courses in the field of agriculture. It shall also offer short-term technical and vocational non-degree courses within its area of specialization, as the Board of Trustees may deem necessary to carry out its objectives and to meet the needs of the nation.

Vision:

A globally-engaged higher education institution of agriculture and allied disciplines.

Mission

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

Service Pledge:

WE, the members of the Faculty and Staff of this College, do hereby pledge and commit to:

Be the best to provide quality education to the youth of this country;

Aggressively ensure strict compliance to work standards and ethics at all times;

Sincerely strive for the proper implementation of the programs of government with transparency and fairness; and

Continuously take responsibility in the pursuit of our common goals for the people's welfare.



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Frontline Services

I. FINANCE DIVISION

1.1 Request for Statement of Account (Face-To-Face)

Description of Service: A process to request a statement that shows the total assessment and financial accountabilities of student.

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM Saturday, 8:00 AM-12:00PM; 1:00 PM-5:00PM
Who May Avail	Students, Parents, Authorized Representative
Duration	4 minutes

Checklist of Requirements	Where to Secure
Priority Number (if applicable) Request for Statement of Account Form Statement of Account	From Student Accounts' In-Charge

PROCEDURE:

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1. Secure priority number (if there is a queue), then proceed to Accounts' (SA) Windows 1 & 2 If there is no queue, proceed directly to Student Accounts' (SA) Windows 1 & 2 SCs/PWDs may proceed directly to Window 1 Submit accomplished form	Face to face	Fill out the Request for Statement of Account Form available at the Student Accounts' Window	Upon receiving the receipt of the request form, search for the student's name on the system Checks the correctness of student assessment	2 minutes	Student Accounts In-charge	None	Priority number (if applicable)



2.Claim printed Statement of Account	Face to face		Signs the “prepared by “ portion and forward it to the College Accountant for signature in the “Certified by” portion of the SOA	2 minutes	Student Accounts In-charge	None	Statement of Account
End of Transaction							

1.2 Request for Statement of Account (Online)

Description of Service: A process to request a statement that shows the total assessment and financial accountabilities of student.

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM Saturday,8:00 AM-12:00PM;1:00 PM-5:00PM
Who May Avail	Students, Parents, Authorized Representative
Duration	Less than two (2) working days

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> - Request for Statement of Account Form (e-mail) - Statement of Account 	From Student Accounts’ In-Charge

PROCEDURE:

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1. Email request for Statement of Accounts Online Email the request to; studentaccount@basc.edu.ph Acknowledge the request through autoreply with instruction and	Face to face	Email the Request to: studentaccount@basc.edu.ph	Acknowledges the request through autoreply with instructions and request form to fill out	1 working day	Student Accounts In-charge	None	None



request form to fill out							
2. Submit Accomplished Request Form	Online	Emails back the accomplished request form	Upon receipt of the email, generates the Statement of Account in PDF Form; electronically signs the "Prepared by" portion and forwards to the College Accountant for e-signature in the "Certified by" portion of SOA	2 minutes	Student Accounts In-charge	None	None
3. Emails back the signed copy of the Statement of Account	Online		Emails back the signed copy of the Statement of Account	2 minutes	Student Accounts In-charge	None	Statement of Account (PDF)
3. Emails back the signed copy of the Statement of Account	Online		Emails back the signed copy of the Statement of Account	2 minutes	Student Accounts In-charge	None	Statement of Account (PDF)
End of Transaction							

1.3 Request for Refund (Face-To-Face)

Description of Service: A process of requesting the refund of payments made due to overpayment, assessment errors and adjustments

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM Saturday, 8:00 AM-12:00PM; 1:00 PM-5:00PM
Who May Avail	Students, Parents, Authorized Representative
Duration	Not later than 12 working days



Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> - Priority Number (if applicable) - Request for Refund Form - Budget Utilization Request - Disbursement Voucher - Statement of Account 	From Student Accounts' In-Charge
Original Copy of Official Receipts	From Student

PROCEDURE:

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
<p>1. Secure priority number (if there is a queue), then proceed to Student Accounts' (SA) windows 1&2</p> <p>If there is no queue, proceed directly to Student Accounts' (SA) windows 1&2</p> <p>SCs/PWDs may proceed directly to Window 1</p>	Face to face	Fill out the Request for Statement of Account Form available at the Student Accounts' Window		3 minutes	Student Accounts In-charge	None	Priority number Request for Refund Form



<p>2. Submit Accomplished Request for Refund Form</p>	<p>Face to face</p>	<p>Submits Accomplished Request for Refund Form and other pertinent documents to support the refund.</p>	<p>Accepts the request forms and evaluates the account of the student on their individual ledger.</p> <p>Prepares Budget Utilization Request (BUR) and Disbursement Vouchers (DV) for student refund along with the appropriate attachments submitted by the client</p> <p>Forwards the documents to the Administrative Officer for signature</p> <p>Forwards the documents to the Budgeting Unit for assignment of fund source.</p> <p>Forwards the documents to the Director of Admin & Finance for the availability of funds.</p> <p>Forwards documents to the Office of the</p>	<p>10 working days</p>	<p>Student Accounts In-charge</p>	<p>None</p>	<p>Original copy of Official Receipts</p> <p>Budget Utilization Request</p> <p>Disbursement Voucher</p> <p>Statement of Account</p> <p>Accomplished Request Form</p>
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			President for approval. Forwards documents to the Cashiering Unit for the preparation of check				
3. Information on the availability of checks	Face to face		Informs the student of the availability of checks through their contact number/ emailaddress	3 minutes	Student Accounts In-charge	None	
End of Transaction							

1.4 Collection of Tuition and Other College Fees

Description of Service: Collecting payments of clients/students for tuition fee and other College fees.

Schedule of Availability of Service	Monday-Friday, 8:30AM - 4:00PM Saturday, 8:30AM – 12:00NN; 1:00PM – 4:00P
Who May Avail	Students, Parents, Authorized Representative
Duration	3 minutes

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> - Priority Number (if applicable) - Payment Order Slip (POS) - Official Receipt 	Office/College/Institutes

PROCEDURE:

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1. Secure priority number, then	Face to face		Accepts the cash/cheque as payment and encodes into the	1 minute	Collecting Officer	Depen ding on the	Priority Number (if applicable)



<p>proceed to cashier 1 to 3</p> <p>If there is no queue, proceed directly to windows 1 to 3</p> <p>SCs/PWDs may proceed directly to Window 1</p> <p>Present Accomplished Payment Order Slip</p>			system the data from the POS			transaction	Payment Order Slip (POS)
2. Issuance of Official Receipt	Face to face		<p>Prints Official Receipt</p> <p>Issues the Official Receipt to the client</p>	2 minutes	Collecting Officer		Official Receipt
End of Transaction							

1.5 Collection of Tuition and Other College Fees (Online)

Description of Service: Collecting payments of clients/students for tuition fee and other College fees.

Schedule of Availability of Service	Monday-Friday, 8:30AM - 4:00PM Saturday, 8:30AM – 12:00NN; 1:00PM – 4:00P
Who May Avail	Students, Parents, Authorized Representative
Duration	Not later than 6 working days

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> - Proof of Successful Payment - Official Receipt - Bank Statement 	Finance Division- Cashiering Unit

PROCEDURE:

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
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1. Present requirements for the release of check/cash	Face to-face	For suppliers and other clients, Present 2 valid IDs and Official Receipts. For employees and students, present the College ID to the Cashiering Unit Staff. For Authorized Representative, present authorization letter and 2 valid IDs	Acknowledges the email through autoreply with information on the online payment verification process	3 minutes	Cashiering Unit Staff	None	Identification Card, Official Receipts (Suppliers), Authorization Letter (Authorized Representative)
2. Claim of checks/cash	Face to-face		Releases the checks/cash Request the client to sign the "received by" portion of the Disbursement Voucher (DV)/payroll	2 minutes	Cashiering Unit Staff	None	Identification Card
End of Transaction							

1.6 Releasing of Checks/Cash

Description of Service: Releasing checks/cash to identified payee or authorized representative.

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Students, Parents, Authorized Representative
Duration	5 minutes



Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> - Valid Identification Cards - Official Receipts from Supplier/Contractor 	From Client

PROCEDURE:

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
	Face to face			2 minutes	Student Accounts In-charge	None	Priority number (if applicable)
	Face to face			2 minutes	Student Accounts In-charge	None	Statement of Account
End of Transaction							

VII. HUMAN RESOURCE MANAGEMENT DIVISION (HRMD)

2.1 Issuance of Certificate of Employment

Description of Service: Issuance of a Certificate of Employment refers to a process of authenticating employment and compensation

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Internal Clients: BASC Employees, COS/JO, and Part-Time Faculty External Clients: Retired and Resigned Employees, Former Part-Time Faculty, Former COS/JO Workers
Duration	3 working days (for 1 to 5 requests per single transaction and for active employees) 7 working days (for more than 5 requests per single transaction and for non-active employees)

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> - Frontline Services Request Form (letter/email/face to face) - Authorization letter and copy of valid ID of requestor and 	From HRMD Staff / https://www.basc.edu.ph/uhrd/download-forms/

PROCEDURE:

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
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1	Face to face/ online	Accomplishes the Frontline Services Request Form in person or through the downloadable form and emails it to <i>hrmd@basc.edu.ph</i>	Receives the Request Form and takes the following actions: a. Verifies details of the certificate b. Prepares certificate c. Signs certificate	2 days, 7 hours, and 55 minutes (for 1 to 5 requests per single transaction and for active employees) 6 days, 7 hours, and 55 minutes (for more than 5 requests per single transaction and for non-active employees)	HRMD Staff	None	Frontline Services Request Form Authorization Letter and copy of valid ID of the requestor (if through a representative)
2	Face to face/ online	If face to face, client / representative receives the Certificate and signs the logbook/ request form If online, client / representative receives the Certificate and acknowledges receipt via email	If face to face, records the signed document and releases it to the client / representative after signing the logbook / request form If online, records the signed document and releases it to the client / representative via email Keeps attachments of request form if applicable	5 minutes	HRMD Staff	None	Certificate of Employment Signed request form/ logbook
End of Transaction							

Notes: This service ensures that assistance is provided to employees who would like to request various certificates of employment face to face or via email.



2.2 Issuance of Employee's Identification Card

Description of Service: Issuance of Employee's Identification Card refers to a process of authenticating current employment in BASC.

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Internal Clients: Active BASC Employees, COS/JO Workers, Part-Time Faculty
Duration	3 working days (for 1 to 5 requests per single transaction) 7 working days (for more than 5 requests per single transaction)

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> - Frontline Services Request Form (letter/email/face to face) - Authorization letter and copy of valid ID of requestor and 	From HRMD Staff / https://www.basc.edu.ph/uhrd/download-forms/

PROCEDURE:

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Face to face/online	Accomplishes the Frontline Services Request Form in person or through the downloadable form and emails it to hrmd@basc.edu.ph	Receives the Request Form and takes the following actions: a. Verifies details of the request form and attachment/s b. Encodes the details found in the accomplished request form c. Scans signature and ID photo of the personnel d. Layouts the ID frame e. Prints the ID	2 days, 7 hours, and 55 minutes (for 1 to 5 requests per single transaction) 6 days, 7 hours, and 55 minutes (for more than 5 requests per single transaction)	HRMD Staff	None	Frontline Services Request Form Authorization Letter and copy of valid ID of the requestor (if through a representative) Affidavit of Loss (for lost ID) Approved Request for Hiring/Noti



							ce of Hiring/ Contract of Service (for newly-hired personnel) Old BASC ID (if for replacement)
2	Face to face	Client/representative receives the ID card and signs the logbook/request form	Releases the ID card to the employee after signing the logbook/request form; Keeps attachments of request form if applicable	2 minutes	HRMD Staff	None	Printed ID Card Signed request form/logbook
End of Transaction							

Notes: This service ensures that assistance is provided to employees who would like to request for their BASC ID face to face or via email

2.3 Issuance of Service Record

Description of Service: Issuance of a Service Record refers to a process of authenticating the services rendered in the government

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Internal Clients: BASC Employees with Plantilla Position External Clients: Retired and Resigned BASC Employees with Plantilla Position
Duration	3 working days (for 1 to 5 requests per single transaction and for active employees) 7 working days (for more than 5 requests per single transaction and for non-active employees)

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> - Frontline Services Request Form (letter/email/face to face) - Authorization letter and copy of valid ID of requestor 	From HRMD Staff / https://www.basc.edu.ph/uhrd/download-forms/



PROCEDURE:

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Face to face/ online	Accomplishes the Frontline Services Request Form in person or through the downloadable form and emails it to hrmd@basc.edu.ph	Receives the Request Form and takes the following actions: a. Verifies details of the service record b. Prepares service record c. Signs service record	2 days, 7 hours, and 55 minutes (for 1 to 5 requests per single transaction and for active employees) 6 days, 7 hours, and 55 minutes (for more than 5 requests per single transaction and for non-active employees)	HRMD Staff	None	Frontline Services Request Form Authorization Letter and copy of valid ID of the requestor (if through a representative)
2	Face to face/ online	If face to face, client / representative receives the Service Record and signs the logbook/ request form If online, client / representative receives the Service Record and acknowledges receipt via email	If face to face, records the signed document and releases it to the client / representative after signing the logbook / request form If online, records the signed document and releases it to the client / representative via email Keeps attachments of	5 minutes	HRMD Staff	None	Service Record Signed request form/ logbook Email (if online)



			request form if applicable				
End of Transaction							

Notes: This service ensures that assistance is provided to employees who would like to request for their service records face to face or via email.

2.4 Registration in Time Attendance Device (Biometrics Machine)

Description of Service: Registration in Time Attendance Device refers to a process of registering an employee's fingerprints in the biometrics machine for timekeeping.

1.6 Releasing of Checks/Cash

Description of Service: Releasing checks/cash to identified payee or authorized representative.

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Internal Clients: Active BASC Employees, COS/JO Workers, Part-Time Faculty
Duration	1 hour including waiting time

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> - Frontline Services Request Form (face to face) - Approved Request for Hiring/ Notice of Hiring/ Contract of Service for newly-hired personnel 	From HRMD Staff / https://www.basc.edu.ph/uhrd/download-forms/

PROCEDURE:

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Face to face	Accomplishes the Frontline Services Request Form in person	Issues the request form and reviews completeness of the details	5 minutes	HRMD Staff	None	Frontline Services Request Form Approved Request for Hiring/Notice of Hiring/ Contract of Service (for newly-hired personnel)



2	Face to face	Registers fingerprints in the biometrics machine	Encodes the details found in the accomplished request form; Registers fingerprints in the biometrics machine	50 minutes	HRMD Staff	None	Accomplished request form
3	Face to face	Client signs the request form upon validation of fingerprints in the biometrics machine	Checks if fingerprints are successfully registered in the biometrics machine; Keeps attachments of request form if applicable	5 minutes	HRMD Staff	None	Signed request form
End of Transaction							

2.5 Request for Training and Development of Employees

Description of Service: This refers to the processing of the documentary requirements of employees for their attendance to external training programs

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Internal Clients: Active BASC Employees with Plantilla Position
Duration	3 working days (including routing to signatories)
Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> - Training and Development Request Form (email/face to face) - Request Form must include a letter of invitation/ acceptance from the sponsoring agency/ organization, profile of the organizer, background information about the conference/ meeting, and duly accomplished CHED IAS Form No. 15 indicating the age of the requesting personnel 	<p>From HRMD Staff / <i>https://www.basc.edu.ph/chrd/download-forms/</i></p>

-For National/ Local Activity/ Conference, the Training and	
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Development Request Form must include a letter of invitation/ acceptance from the sponsoring agency/ organization	
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PROCEDURE:

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Face to face/ online	Accomplishes the Training and Development Request Form in person or through the downloadable form and emails it to <i>hrmd@basc.edu.ph</i>	Receives the Request Form and reviews, verifies, and logs details of the training request	15 minutes	HRMD Staff	None	<p>Training and Development Request Form For International Activity/ Conference: a letter of invitation/ acceptance from the sponsoring agency/ organization, profile of the organizer, background information about the conference/ meeting, and duly accomplished CHED IAS Form No. 15 indicating the age of the requesting personnel</p> <p>For National/ Local Activity/ Conference: letter of invitation/ acceptance from the</p>



							sponsoring agency/ organization
2	Face to face/ online		Endorses/denies the training request	5 minutes	HR Director/ Administrative Officer V	None	Endorsed/ Denied training request form
3	Face to face/ online		Forwards training request to the Finance Division for checking of the availability of funds; Once availability of funds is determined, request is forwarded to the respective VP for recommendation to the Office of the President for approval		HRMD Staff Admin & Finance Director Vice President President	None	
4	Face to face/ online	Employee receives a copy of the approved/ disapproved training request after signing in the logbook If received via email, the employee acknowledges receipt of the document	Records and releases document to the requestor/ requesting office in person or via email	5 minutes	HRMD Staff		Approved/ Disapproved training request form
End of Transaction							

Notes: This service ensures that assistance is provided to employees who would like to attend external training programs.

III. HEALTH SERVICES UNIT (HSU)

3.1 Pre-Enrolment Medical Examination (Pandemic Only)

Description of Service: This service is limited to assessing students' medical documents (no face-to-face examination is conducted). Any licensed physician must examine the student

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Internal Client: Student/s and transferees



Duration	10 minutes
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Checklist of Requirements	Where to Secure
Personal Health Declaration Form downloadable	https://www.basc.edu.ph/downloadable-forms/
Medical certificate from any Licensed Physician in their city/province	Any accredited hospital or clinic of a Licensed Physician
Laboratory results from laboratory or hospital	Any accredited Hospital or private laboratory facility
2 pcs recent 1x1 ID picture from a photography studio	Any photography studio in their province but not printed from cellphone devices

PROCEDURE:

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Online	Download Personal Health Declaration Form (PHDF) through BASC website Send filled-up form, original copies of medical certificate and laboratory results, and ID pictures through mail courier or at various boxes located at various LGUs				None	Accomplished PHDF, Medical Certificate from any physician, Laboratory results, 2 pcs recent 1x1 ID pictures
2	Online		Checks the completeness of PHDF, laboratory results, and other requirements Arrange patients records/documents and place them in color-coded envelopes	10 minutes	Nurse	None	Medical Certificate from any physician PHDF, Laboratory results, 2 pcs recent 1x1 ID picture
End of Transaction							

Notes:

- PHDF to be signed by parent/guardian.
- Requirements for Medical Check-Up are forwarded to the HSU by the Admission Unit.



For inquiry, please email us at: Email: clinic@basc.edu.ph

IV. OFFICE OF STUDENT AFFAIRS AND SERVICES (OSAS)

4.1 Conduct of Academic Related Student Activities (IN and OFF Campus)

Description of Service: Request to Conduct Academic Related Student Activities (IN and OFF Campus)

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Internal Clients: Students
Duration	4 days maximum

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> - Letter to the Parents/Guardian - Parental Consent Agreement - Excuse Letter - CMO 63 s. 2017 requirements for Off-Campus Activity 	https://bit.ly/Forms_DisciplineUnit

PROCEDURE:

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Online	Request Letter addressed to the College President and/or Vice President for Academic Affairs	Received the request letter	5 minutes	OSAS Staff	None	Request letter
2	Online	Submit required Documents to OSAS	OSAS staff will review the submitted requirements if complete	30 minutes NOTE: Requesting party need to submit their request to conduct activity / event 30 days before the date of the event	Student Accounts In-charge	None	IN –CAMPUS ACTIVITIES · Letter Request · Program Activities · Approved Course Syllabus · Minutes of the meeting (Highlighting on the agreed contribution) · Excuse letter signed by the requesting subject



							<p>teacher and acknowledge by the affected subject teachers.</p> <p>OFF-CAMPUS ACTIVITIES</p> <ul style="list-style-type: none">· Letter request· Itinerary of Travel· Program Activities· Approved course Syllabus· Minutes of the meeting (Highlighting on the agreed contribution)· Excuse letter signed by the requesting subject teacher and acknowledge by the affected subject teachers.· Copy of the letter sent to the institution/ company with acknowledge ment/ confirmation· Notarized Parent's Consent· Medical Certificate· Insurance
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3	Online		OSAS Director will affix his signature and endorse the Request to VPAA then to the College President	2-3 days	OSAS Staff	None	
4	Online / Face to Face		OSAS Staff will make a follow up on the approval of the request	10 minutes	OSAS Staff	None	
5	Online / Face to Face	Requesting party will get the documents from OSAS	OSAS staff will released the approved request thru email / face to face	5 minutes	OSAS Staff	None	Approved request lette
End of Transaction							

4.2 Handling of Scholarship and Privileges

Description of Service: Handling of Internally-Funded Academic, Externally Funded, and Non-Academic Internally-Funded Scholarship and Privileges

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Internal Clients: All Students
Duration	20 minutes

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> - Valid Identification Card - Certificate of Registration - Scholarship Data Form - Grantee's Card 	https://bit.ly/Forms_ScholarshipUnit

PROCEDURE:

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Face to face/ online	Apply for scholarship / Submit requirements	Verifies the name of applicant in the roster of qualified scholars	5 minutes	OSAS Staff	None	Endorsement / Certification of Qualified Scholars



							Certificate of Registration
2	Face to face/online	Download, fill up Scholarship Data Form	Checks the completeness of entries in form Verifies the name of the student in the submitted endorsement/certification of the list of qualified scholars.	10 minutes	OSAS Staff	None	Accomplished Scholarship Data Form to be uploaded in the link provided
3			Tag student's name in the electronic enrolment system under the scholarship where he/she is qualified	3 minutes	OSAS Staff	None	Accomplished Scholarship data Form
4		Claim validated scholar/grantee card	Send the PDF file of Scholar's / Grantee's Card	2 minutes	OSAS Staff	None	Scholar's / Grantee's Card
End of Transaction							

4.3 Handling of Student Complaints

Description of Service: Handling of Student Complaints

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Internal Clients: Students External Clients: Alumni, Authorized representative of the student
Duration	6 working days maximum

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> - Filled-out Complaint Form - Filled-out Letter of Response 	<i>https://bit.ly/Forms_DisciplineUnit</i>

PROCEDURE:



Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Online	Download and fill up complaint form	Record/ register the received form	3 minutes	OSAS Staff	None	Accomplished Complaint Form
2	Online	Download, fill up Scholarship Data Form	Head of Student Discipline will review and endorse the complaint to OSAS Director	10 minutes	OSAS Staff	None	Accomplished Scholarship Data Form to be uploaded in the link provided
3	Online	Respondent is required to attend the meeting	<p>The College OSAS Director will verify the facts of the complaint.</p> <p>Respondent is requested to submit a written response to the complaint.</p> <p>Complainant and respondent will try to settle the problem with the presence of the Campus/College Mediation Committee.</p> <p>If settled, closure of complaint.</p> <p>If not, the issue will go back to OSAS Student Discipline</p>	1 day	OSAS Director	None	Complaint Form, Letter of Response
4	Online		The OSAS Student Discipline Unit will notify the CSD about the unsettled complaint.	1 day	OSAS Staff Student Discipline Unit CSD	None	Notice Letter



			<p>The CSD will activate to proceed with the fact-finding process.</p> <p>Notify respondent and complainant about the meeting</p>				
5		Respondent is required to attend the meeting	<p>Investigation will be conducted to verify the complaint/issues and to find out possible resolution.</p> <p>CSD will set schedule for the meeting of two parties to conduct further investigation about the complaint.</p> <p>Minutes of the meeting should be prepared during investigations</p>	60 minutes	CSD	None	Complaint Letter, OSAS Logbook, Letter of Response, and Special Order, Minutes of the meeting
6		Respondent is required to attend the meeting	<p>If Amicable Resolution, Review the amenable resolution and both parties will be given a copy of the agreement/settlement or contract.</p> <p>If a Case is filed, forward the report</p>	<p>1 day</p> <p>15 minutes</p>	OSAS Staff	None	Agreement/ Settlement/ Contract



			to the CSD and evaluation				
End of Transaction							

Notes: Duration of the Activity depends on the availability of the parties involved.

4.4 Issuance of Certificate of Good Moral Character

Description of Service: Issuance of Certificate of Good Moral Character

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Internal Clients: Students External Clients: Alumni, Authorized representative of the student
Duration	25 minutes

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> - Filled-out Request for Good moral character - Official Receipt 	https://bit.ly/Forms_DisciplineUnit

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Online	Secure and fill up request form	Evaluates the request and verifies records of the student Issues Payment Order Slip (POS)	10 minutes	OSAS Staff	P70.00	Accomplished Request form
2	Online	Submit Payment order slip to cashier for payment	Issues Official receipt (OR) of payment	10 minutes	Cashier	None	Payment Slip
3	Online	Submit Scanned OR to OSAS	Prepares the Certificate Affix e-signature of OSAS or Discipline Unit Head	3 minutes	OSAS Director	None	Official Receipt – (Scanned Copy)
4	Online	Claim the Certificate thru email	Send the PDF file of the certificate via email	2 minutes	Staff CSD	None	
End of Transaction							

4.5 Conduct of Non-Academic Related Student Activities (In and OFF Campus)

Description of Service: Request of Student Organizations to conduct Activities



Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Internal Clients: Students
Duration	3 days maximum

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> - Request letter - Activity Design - Program of Activities - List of Participants 	https://bit.ly/Forms_StudentOrg

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Online	Request Letter and Activity design to conduct activities or events addressed Vice President for Academic Affairs and recommended by the and OSAS Director - Forwarded by the student council	Received the request letter and other supporting documents	10 Minutes NOTE: Requesting party need to submit their request to conduct activity, (2 weeks prior for In campus/ Off campus Activity)		None	Request Letter
2	Online		Forward complete documents to VPAA	10 minutes	OSAS Staff	None	<ul style="list-style-type: none"> · Approved Calendar of Activities · Program of events/activity (Signed by the President and Adviser) · Activity Design · List of Participants · Reservation of the Venue (RMD)
3	Online		Wait for the Approval of VPAA	2-3 day	VPAA Staff	None	
4	Online		Upon Approval the office will send an	10 minutes	OSAS Staff	None	



			acknowledgement receipt, then the office will forward the documents to the student council.				
End of Transaction							

4.6 Individual Counseling

Description of Service: Guidance and Counselling refers to a process of helping individuals/group to clarify their concerns/issues so that they will arrive at enlightened decisions in an atmosphere of trust and confidentiality

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Internal Clients: Students
Duration	1 ½ days

Checklist of Requirements	Where to Secure
Intake Form	OSAS Guidance and Counseling Staff

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Face to face	Fills out the Intake Form	Receives the Intake Form and forwards to the Guidance Counselor	½ day	OSAS Guidance and Counseling Staff	None	Filled Out Intake Form
2	Face to face	Visits the Guidance Counselor for assessment	Conducts Case Assessment	1 day	Guidance Counselor	None	None
End of Transaction							

Notes: This service ensures that assistance is provided to students who seek Guidance and Counselling service as walk-in, call-in, referred or thru online by Faculty and Staff.

4.7 Request for Psychological Testing

Description of Service: Psychological testing refers to everything from the administration of a test to the interpretation of a test score (Cohen, Swerdlik, & Sturman, 2012)

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Internal Clients: College Dean, Department Head, Faculty and Staff
Duration	2 days

Checklist of Requirements	Where to Secure
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Client's Letter Request for Testing	http://register.basc.edu.ph
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Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Face to face	Endorses to OSAS GC list of students or student for testing	Receives the endorsed list of students for testing	1 day	OSAS Staff	None	Letter Request for Testing
2	Face to face	Disseminates the schedule for testing.	Informs the schedule for testing as approved by the Guidance Counselor	1 day	Psychomet-rician	None	Schedule for Testing
End of Transaction							

Notes: This service determines the potentials and improvements of students for appropriate interventions.

4.8 Telecounseling Service

Description of Service: TeleCounseling is the process designed to help individuals overcome obstacles to their personal growth, whenever these may be encountered and towards achieving optimum development of their personal resources through the use of technology (i.e. telephone, mobile phone, smartphone, social media, e-mail) especially during emergency situation

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Internal Clients: Students
Duration	3days

Checklist of Requirements	Where to Secure
None	

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Online	Contacts the center thru e-mail, mobile phone, or social media	Responds to the request of the student	1 day	Guidance Counselor	None	None
2	Online	Undertakes telecounseling	Conducts telecounseling to the student	1 day	Guidance Counselor	None	None
3	Online	Undertakes telecounseling	Terminates the telecounseling session	1 day	Guidance Counselor	None	None
End of Transaction							



Notes: This service ensures that timely assistance is given to students who seek counselling service during emergency situation.

V. OFFICE OF CULTURE AND ARTS DEVELOPMENT (OCAD)

5.1 Selection of College Artists

Description of Service: Selection of College Artists

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Internal Clients: Students
Duration	5 days and 20 minutes

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> - College Artists Application for Membership - College Artist's Personal Information Sheet 	https://bit.ly/Forms_StudentOrg

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Online	Download and fill up the College Artists Application for Membership	OSAS Cultural Affairs Unit will call for Application for Performing and nonperforming arts group	2 days	OCAD Staff	None	College Artists Application for Membership
2	Online		The office will conduct series of Auditions for Performing Arts (Dance, Choir, Rondalla Band, Theater Arts) and Non-Performing Arts (Visual Arts, Photography)	10 minutes	OCAD Staff	None	
3	Online		OCAD Director will review the audition piece and be scored on a rubric for a chosen artistic disciplines, then ranked according to grade level to determine acceptance in the Performing and Non Performing Art Groups.	1 day	OCAD Director	None	Assessment and Appraisal of Performer's Merit



			Final Assessment will be recorded in the Assessment and Appraisal of Performer's Merits				
4	Online	Download and fill up the Personal Information Sheet and submit to OCA or sent thru email		20 minutes	OCA Staff	None	College's Personal Information Sheet
End of Transaction							

VI. OFFICE OF SPORTS DEVELOPMENT (OSD)

6.1 Selection of Varsity Athletes

Description of Service: Selection of Varsity Athletes

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Internal Clients: Students
Duration	8 days and 30 minutes

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> - Try-Out Form - Fitness Assessment Form - Sports skills assessment form - College Athlete's Personal Information Sheet 	https://bit.ly/Forms_Sports

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Online/ Face to Face	Download and fill up the Try-Out form	Sports staff received and check the submitted form Instruct the applicant to download the fitness assessment form	10 minutes	OSD Staff		Accomplished Try-out Form
2	Online/ Face to Face	Download Fitness assessment form	Schedule the fitness Assessment activity	3 days Note: Fitness assessment activity is divided into two sessions with 1-day	OSD Staff	None	Fitness assessment form



				rest interval			
3	Face to face	Undergo skills assessment for specific event	Assess sport skills for specific event	5 days	OSD Staff	None	Sport skills assessment form
4	Face to face	Download and fill up the Personal Information Sheet and submit to Sport office or sent thru email	Qualified applicants will be informed by the staff and will fill up the Personal Information Sheet	20 minutes	OSD Staff	None	College Athletes Personal Information Sheet
End of Transaction							

VII. OFFICE OF THE COLLEGE REGISTRAR (OCR)

7.1 Request or Student Credentials

Description of Service: For students requesting any of the following credentials:

- Transcript of Records
- Honorable Dismissal / Certificate of Transfer Credentials
- Certifications o Grades
 - o No Objection o GWA
 - o English as medium of Instruction
 - o CAV o Bona fide Student
 - o Earned Units o Graduation
 - o Completed Academic Requirements
- Diploma
 - o First copy of Diploma
 - o Re-issuance for lost or damaged Diploma
- Authentication of Documents
- Verification of Documents (as requested by clients)

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Internal Clients: Students External Clients: Alumni, Authorized representative of the student
Duration	Applicable for Walk-in or Online transactions: 3 working days – recent/active student records 7 working days – inactive student records 20 working days – very old record that are difficult to retrieve and reconstruct

Checklist of Requirements	Where to Secure
- Filled-out Request form	https://www.usep.edu.ph/downloadable-forms

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
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1	Walk-in/ Online	Fills out Request Slip/Online Form specifying what document/s or credentials to request and its purpose, then presents/submits it to the receiving in-charge via the Online Form or hardcopy		Active/ Inactive / Very old record: ½ day	Receiving/ Requesting In-charge		<p>Accomplished Request Slip (FM-BASCRSC-01) Lacking Credentials (whatever is applicable)</p> <p>College Clearance & ID</p> <p>Form 137-A/ Honorable Dismissal</p> <p>Official Transcript of Records</p> <p>PSA Birth /Marriage Certificate</p> <p>Mailing/ Documentary Stamps</p> <p>Authorization Letter, etc.</p> <p>Scanned copy of the above enumerated required documents, whichever is applicable per student</p>
2	Walk-in/ Online	<p>-Pulls out client's file</p> <p>- Evaluates academic credentials</p> <p>- Checks for completeness of</p>	<p>Accepts payment</p> <p>Issues Official Receipt/Verified Deposit Slip/Proof of Payment</p>	<p>Active: ½ day</p> <p>Inactive: 5 days</p> <p>Very old record: 18 days</p>	Receiving/ Requesting In-charge		<p>Order of Payment Slip (FM-BASCRSC-03)</p> <p>Accomplished Promissory Note (FMBASCP-RSC-05)</p>



		<p>submitted requirements</p> <ul style="list-style-type: none"> o If complete, issues Order of Payment Slip and advises the client to pay and send proof of payment (e.g. deposit slip or official receipt) o If not complete, issues Promissory Note and advises the client what to do 					
3	Walk-in/ Online	<p>Presents any of the following: Accomplished Order of Payment Slip (walk-in) Deposit Slip (bank transaction)</p>	<p>-Accepts payment -Issues Official Receipt/Verified Deposit Slip/Proof of Payment</p>	<p>Active/ Inactive / Very old record: ½ day</p>	<p>Cashier / Bank Teller/ Online Payment Channels</p>	<p>Transcript 70.00/ page Certifications 70.00 Honorable Dismissal 70.00</p>	<p>Accomplished Order of Payment Slip (FM-BASCRSC-03) Deposit Slip</p>
4	Walk-in/ Online	<p>Presents/emails Official Receipt or Proof of Payment to OUR receiving in-charge</p>	<p>Validates Official Receipt/Proof of payment in coordination with the Cashier's Office Issues Student Records Claim Slip</p>	<p>Active/ Inactive / Very old record: ½ day</p>	<p>OSAS Staff Receiving/ Requesting In-charge</p>		<p>Official Receipt/ Proof of Payment Student Records Claim Slip (FM-BASCRSC0-04)</p>
5	Walk-in/ Online	<p>Presents Student Records Claim Slip</p>	<p>Verifies claim slip with valid identification/ authorization letter and releases the requested academic credentials</p>	<p>Active/ Inactive / Very old record: ½ day</p>	<p>Releasing Counter Incharge</p>		<p>Student Records Claim Slip (FM-BASCRSC-04) Valid ID Authorization letter for representatives</p>



							Original Documents, if applicable
End of Transaction							

7.2 Request for Correction of Student's Records (Name, Birth Date & Birth Place)

Description of Service: For students requesting for correction of erroneous entries as to 46 name, date, and place of birth in their academic credentials

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Internal Clients: Students External Clients: Alumni, Authorized representative of the student
Duration	10 working days maximum (depends on the availability of signatories)

Checklist of Requirements	Where to Secure
- Filled-out Request form	https://www.basc.edu.ph/downloadable-forms

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Walk-in/ Online	Fills out Request Slip/Online Form specifying the correction/s to be done on his/her records		½ day	Receiving /requesting staff	Request for Correction of Record fee – 70.00	Accomplished Request Slip (FM-BASC-RSC-01) Request Letter addressed to: The College President President III THRU: The Registrar BASC San Ildefonso, Bulacan Clear copy of the PSA Birth Certificate Personal Affidavit/ Parent's



2	Walk-in/ Online		<p>Checks the requirements</p> <p>Pulls out client's file</p> <p>Evaluates academic credentials</p> <p>Checks for completeness of submitted requirements</p> <p>o If complete, issues Order of Payment Slip and advises the client to pay and send proof of payment (e.g. deposit slip or official receipt)</p> <p>o If not complete, issues Promissory Note and advises the client what to do</p>	½ day	Receiving / Requesting In - charge	None	Accomplished Promissory Note (FM - BASC -RSC - 05) Order of Payment Slip (FM -BASC - RSC -03)
3	Walk-in/ Online	<p>Presents any of the following: Accomplished Order of Payment Slip (walk-in)</p> <p>Deposit Slip (bank transaction)</p>	<p>Accepts payment</p> <p>Issues Official Receipt/Verified Deposit Slip/Proof of Payment</p>	1 day	Cashier/ Bank Teller/ Online Payment Channels		Order of Payment Slip (FM-BASCRSC-03) Deposit Slip
4	Walk-in/ Online	Presents/emails Official Receipt or Proof of Payment to OCR receiving in-charge	<p>-Validates Official Receipt/Proof of payment in coordination with the Cashier's Office</p> <p>-Issues Student Records Claim Slip</p>	½ day	Receiving / Requesting In-charge		<p>Official Receipt/ Proof of Payment</p> <p>Student Records Claim Slip (FM-BASCRSC0-04)</p>
5	Walk-in/ Online	Presents Student Records Claim Slip	Verifies claim slip with valid identification/	½ day	Releasing Counter Incharge		Student Records Claim Slip (FM-



			authorization letter and releases the requested academic credentials				BASCRSC-04) Valid ID Authorization letter for representative s
End of Transaction							

7.3 Application for Completion of INC Grades

Description of Service: Students with INC grades (earned not later than 1 year upon completion)

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Internal Clients: Active Students
Duration	Online = 2-3 working days (dependent on the number of days the payment was made upon receipt of the Order of Payment Slip and the number of days the completion grade was given by the faculty concerned)

Checklist of Requirements	Where to Secure
- Filled-out Request form	https://www.basc.edu.ph/downloadable-forms

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Online	Emails request for INC verification to the assigned OCR Evaluator		5-10 minutes	Evaluators		Accomplished Request for Completion of Grades (FMBASC-COG-01)
2	Online		Checks and verifies the INC grade incurred by the student Issues Order of Payment Slip to Paying students Issues verified completion form	5-10 minutes	Evaluators	14.00 per subject for Higher Education courses 50.00 per subject for Advanced Education courses	Order of Payment Slip (FM-BASCRSC-03) Verified Request for Completion of Grades (FMBASC-COG-01)
3	Walk-in/ Online	Paying student presents any of the following:	Accepts payment Issues Official Receipt/ Verified	½ day	Cashier/ Bank Teller/		Order of Payment Slip (FM -BASC -



		Accomplished Order of Payment Slip (walk -in) Deposit Slip (bank transaction) Non -paying student proceeds to Step 5	Deposit Slip/Proof of Payment		Online Payment Channels		RSC -03) Deposit Slip
4	Walk-in/ Online	Paying student presents/emails Official Receipt or Proof of Payment and verified completion form to OCR Evaluator	Validates Official Receipt/Proof of payment of Paying students in coordination with the Cashier's Office	½ day	Evaluators		Official Receipt/ Proof of Payment Verified Request for Completion of Grades (FM - BASC -COG - 01)
5	Walk-in/ Online	Submits/emails the verified completion form to the college concerned	Fills out the verified completion form, affixes date of completion and signature, submits the form for approval of the Dean Approves the completion form Facilitates the submission of the completely signed completion form to the OCR	½ day	Instructor/ Faculty College /Institute Dean College/ Institute Clerk		Official Receipt/ Proof of Payment Verified Request for Completion of Grades (FM - BASC -COG - 01)
6	Walk-in/ Online	Submits completed and signed form (by all required signatories)	Accepts and checks the completeness of the data in the form Acknowledges receipt of three (3) copies of completion form,	½ day	Evaluators		Verified, completely filled out, and signed Request for Completion of Grades (FMBASC-COG-01) in



			retains one (1) copy, and releases two (2) copies for Dean's and student's copy (for walk-in) Encodes the Final Grade indicated in the form If hard copy, scans form and inserts to the student's file envelope				triplicate copies (if walkin)
7	Walk-in/ Online	Claims completion form (student's copy) from the College Clerk Checks grade online through the student portal	Releases completion form (student's copy) and keeps the Dean's copy for record's purpose	1-3 minutes	OCR Clerk		
End of Transaction							

7.4 Replacement for Lost Student ID

Description of Service: For students requesting for replacement of lost ID

Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Internal Clients: All officially enrolled students
Duration	Walk-in = 20-30 minutes Online = 2-3 working days (dependent on the number of days the payment was made by the client upon receipt of the Order of Payment Slip)

Checklist of Requirements	Where to Secure
- Filled-out Request form	https://www.basc.edu.ph/downloadable-forms

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Walk-in	Submits required documents	Verifies the completeness of submitted documents	3-5 minutes 3-5 minutes	ID Printing In-charge Evaluators		Affidavit of Loss of ID Letter of Intent duly signed by the Head Guard



	Online	Sends email letter request for replacement of lost ID with supporting documents	Issues Order of Payment Slip Verifies the completeness of submitted documents Issues Order of Payment Slip				Order of Payment Slip Scanned copy of Affidavit of Loss of ID Letter of Intent Order of Payment Slip
2	Walk-in	Presents Order of Payment Slip to the Cashier for payment	Accepts payment and issues Official Receipt	3-5 minutes	Cashier	50.00 w/o sling	Official Receipt Order of Payment Slip Deposit Slip
	Online	Presents any of the following: - Accomplished Order of Payment Slip (walk-in) - Deposit Slip (bank transaction)	Accepts payment and issues verified deposit slip	5-10 minutes	Bank Teller/ Online Payment Channels	100.00 with sling	
3	Walk-in	Presents Official Receipt for ID Picture taking	Takes picture	5- 10 minutes	ID Picture taking In charge		Official Receipt Proof of Payment
	Online	Uploads recent picture in the BASC Portal	Processes ID printing and emails claim stub	10- 15 minutes	ID Picture taking In charge		Recent picture
4	Walk-in	Claims New Student ID	Issuance of new ID Requests student to sign in the logbook	10-15 minutes	Releasing In-charge CSD		
End of Transaction							

7.5 Application for Graduation

Description of Service: For students applying for graduation



Schedule of Availability of Service	Monday-Friday, 8:00AM-5:00PM
Who May Avail	Internal Clients: All officially enrolled students
Duration	Walk-in = 20-30 minutes Online = 2-3 working days (dependent on the number of days the payment was made by the client upon receipt of the Order of Payment Slip)

Checklist of Requirements	Where to Secure
- Filled-out Request form	https://www.basc.edu.ph/downloadable-forms/

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Online	Email request and intent to apply for graduation to respective colleges through the Dean's office	-Issues Application for Graduation Form -Issues Order of Payment Slip for Graduate School students for payment of fees	3-5 minutes	OCR Clerk		Application of Graduation Form Order of Payment Slip
2	Walk-in Online	Presents Order of Payment Slip to the Cashier for payment Presents any of the following: -Accomplished Order of Payment Slip (walk-in) -Deposit Slip (bank transaction)	Accepts payment and issues Official Receipt Accepts payment and issues verified deposit slip	3-5 minutes 5-10 minutes	Cashier Bank Teller/ Online Payment Channels	200.00 – Graduation Fee 200.00 – Diploma Fee 300.00 – Alumni Fee	Official Receipt Order of Payment Slip Deposit Slip
3	Walk-in/ Online	Presents/emails Official Receipt and filled out Application for Graduation form to the Dean's office of the college concerned	V-alidates Official Receipt -Affixes signature to signify receipt of application -Retains two (2) copies for Dean's and Registrar's copy and issues Student's copy (for walk-in)	5-10 minutes (Upon receipt of Official Receipt)	College Clerk		Filled out Application for Graduation forms in triplicate copies (if hard copy) Official Receipt



			<p>-Consolidates list of candidates for graduation per program and endorses it to the respective Program Heads for evaluation of grades in preparation for the Academic Council deliberation</p> <p>- Endorses the Registrar's copy of the Application of Graduation forms to the OCR for evaluation of grades in preparation for the Academic Council deliberation</p>				
End of Transaction							

7.6 Application for Undergraduate Admission and Enlistment

Description of Service: For Incoming First Year and Transferees Applying for Admission and their Enlistment to the Program.

Schedule of Availability of Service	Monday-Friday, 8:00AM-4:00PM
Who May Avail	Internal Clients: All Senior High School Graduates and Transferee Students
Duration	Walk-in: 5-6 working days Online: 6-7 working days

Checklist of Requirements	Where to Secure
Undergraduate Admission Application Form	http://register.basc.edu.ph
Data Privacy and Non-Disclosure Agreement (DPNDA) Form	https://www.basc.edu.ph/downloadable-forms
Promissory Note Form	https://www.basc.edu.ph/downloadable-forms

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Walk-in/ Online	Register online and upload the required scanned	Posts announcements on the schedule and	1 day	OSAS Staff		-Duly accomplished



		<p>documents at http://register.basc.edu.ph</p>	<p>procedures of the undergraduate admission application on the BASC Official Website and Facebook Page</p> <p>-Verifies the completeness of data of the filled-out application form</p> <p>-Evaluates the academic credentials and documents</p> <p>-If there is lacking requirement and/or blurry document due to poor scanning, informs the applicant thru email to send a clear copy of the same within three (3) working days upon receipt to this email address: admissionsunit@basc.edu.ph</p>			<p>Application Form</p> <p>-Scanned copies of the ff. documents:</p> <p>a. Certified true copy of Form 137-A with GPA/semester in Grade 11 (for Senior High School)</p> <p>b. Original copy of Form 138-A with first semester GPA in Grade 12 (for Senior High School)</p> <p>c. Transcript of Records (for Transferees) d.1 copy of recent Passport-sized I.D. pictures with name tag</p> <p>e. Income Tax Return (ITR)/Certificate of Low Income of parents/guardians</p> <p>f. PSA copy of Birth Certificate</p> <p>g. Good Moral Character (for Transferees)</p> <p>h. Honorable Dismissal (for transferees) (Without BASCAT -if applicable)</p>
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							<p>-Duly accomplished Application Form Clear scanned copies of the following credentials:</p> <ul style="list-style-type: none">a. Certified true copy of Permanent Record (Form 137) with Grades of at least 85% in the four grading periods in the subjects English, Math and Science in Grades 9, 10 & 11; and a Grade Point Average (GPA)/General Average of at least 85% in Grades 9, 10 & 11 (for Senior High School)b. Transcript of Records (ToR) with Grades of at least 85% or its equivalent in all subjects taken in the semester/s at the last school attended (for Transferees)c. 1 copy of recent Passport - sized I.D. pictures with name tagd. Income Tax Return (ITR) or Certificate of Income of Parents/
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4	Walk-in/ Online	Views the individual BASCAT result through this link: http://register.basc.edu.ph/results	Posts announcements on the schedule and procedures of viewing the BASCAT results on the BASC Official Website and Facebook Page.	½ day	OSAS Evaluator	None	Registration Code
			Releases the individual BASCAT result to the applicant thirty (30) days after the last day of the conduct of the admission test.	½ day	OSAS Evaluator		List of qualified applicants per program List of qualified applicants who confirmed their slots
		Confirms the allotted slot in the program within the given specified date.	Notes the confirmed slot of each program.	½ day	OSAS Evaluator		Letter of Request for Consideration of waived slot Notice of Admission to the Program (NoAP) Form
		Submits letter of request for consideration of waived slot because of failure to confirm (If there are still available slots)	Replies and gives action to email of the qualified applicant who seeks reconsideration of the waived slot.	1 day	OSAS Evaluator		-Official list of enlisted confirmed qualified applicants in each program
	Downloads Notice of Admission to the Program (NoAP) Form if identified as qualified to the program applied for.	Releases (NoAP) to the qualified applicant through this link: http://register.basc.edu.ph/results	1/2 day	OSAS Evaluator			
		Sends NoAP to the qualified applicant through email in case he/she failed to download the form					



5	Walk-in/ Online	Qualified applicant submits scanned essential requirements through this email ad: <i>admissionsunit@basc.edu.ph</i>	Receives and verifies the submitted scanned requirements of the confirmed qualified applicants to a specific program	1 day	OSAS Evaluator	None	Scanned copies of the following essential requirements: a. Notice of Admission to the Program (NoAP) b. Form 138-A (Report Card for SHS graduates) c. Honorable Dismissal and Transcript of Records (for transferees) d. Signed Data Privacy and Non-Disclosure Agreement (DPNDA) Form
End of Transaction							

VIII. COLLEGE LEARNING RESOURCE CENTER (CLRC)

8.1 Book Borrowing, Returning, And Renewal Services (Online, Pick Up, And Within Library Premises)

Description of Service: This service is provided to users to obtain information resources from the library through remote access (online), pick-up, and within library premises mode of delivery of printed materials, specifically:

- a. Book borrowing through online – the client may avail of this service via document delivery services. It provides access to printed materials by scanning the published articles, images, abstracts of manuscripts, journals, magazines, vertical file materials, clippings, and book chapter requests (only 10%) ready for use by the requesting party.
- b. Book borrowing through pick-up – the client may borrow the printed book by appointment. The location, date, and time are agreed upon based on the client's availability and the library's guidelines for pick-up.
- c. Book borrowing within the library premises – this is the face-to-face book borrowing transaction within the library premises. This service is intended for the faculty and staff who report to the university based on the alternative work schedule and regardless, whether it is for home use or library use only. The process may be done manually or through the electronic library system (ELib).

Note: Visitors like alumni, outside researchers, and other stakeholders may avail only the book borrowing services via online. a) Book borrowing through Online



a) Book borrowing through Online

Schedule of Availability of Service	Monday-Friday, 8:00am-3:30pm
Who may avail of the service	- Enrolled students - University Employees - Thesis writers (enrolled/not enrolled) - Alumni and other researchers
Duration	24hours (simple transactions) 1 week (comprehensive/complicated transactions)s

Checklist of Requirements	Where to Secure
Certificate of Registration (screenshot only) -Old COR for finishing thesis writers For Faculty & Staff: College ID For COS or Outsourced -Employment Contract and Guarantee Letter from the Immediate Head	Office of the Registrar HRMD HMRD and Immediate Head
Document Delivery Form (which will be provided by every College or Campus Librarian	<i>clrcreaderservices@gmail.com /</i>

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Online	The client inquires about a topic or specific title	The librarian will ask the COR/I.D./subject load of the client	5 minutes	Librarian of the Day	N/A	COR for students, ID for faculty & staff (See note 2)
			Check and verify the validity of the document/s presented	5 minutes	Librarian of the Day	N/A	
			Check the availability of the requested title/s	Within the day - for few titles only	Librarian of the Day	N/A	None
			If the request is not available, the librarian recommends to select another related title from the OPAC or databases or may suggest specific	Within the day - for few titles only	Librarian of the Day	N/A	None



			titles to the client for selection				
2	Online	Selects related title from the OPAC or databases and submit the requested title/s	The librarian will verify and confirm the availability of the requested titles	Within the day - for few titles only	Librarian of the Day	N/A	None
			Scanning for printed materials - 10% only of the total page For electronic resources -unlimited	1-2 days for a comprehensive or in-depth request	Librarian of the Day	N/A	None
			Send the scanned pages or e-resources to the client via text/ chat/email		Librarian of the Day	N/A	None
3	Online	Acknowledges the receipt of the scanned pages	Request the client to fill-out the Document Delivery Form	15 minutes	Circulation staff	N/A	Document Delivery Form
			Screenshot the acknowledgment of the client	15 minutes	Circulation staff	N/A	Screenshot of client's confirmation message
End of Transaction							

Note 1: The number of minutes depends on how fast the client will respond.

Note 2: COR validity is good for the current semester.

Note 3: Document Delivery Form is available at the circulation counter and is filled out by the library staff with information on the title and author of the book, date of online delivery.

b) Book borrowing through Pick-Up

Schedule of Availability of Service	Monday-Friday, 8:00am-3:30pm
Who may avail of the service	Internal Clients ● Enrolled students ● University Employees
Duration	1-2 days

Checklist of Requirements	Where to Secure
Certificate of Registration for the current semester (COR) screenshot only	Office of the Registrar



Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Online	The client inquires about a topic or specific title	The librarian will ask the COR/I.D./subject load of the client	5 minutes (see Note 1)	Librarian of the Day	N/A	COR for students, ID for faculty & staff (See note 2)
			Check and verify the validity of the document/s presented	5 minutes	Librarian of the Day	N/A	
			Check the availability of the requested title/s	Within the day - for few titles only (see Note 1)	Librarian of the Day	N/A	None
			If the request is not available, the librarian recommends to select another related title from the OPAC or databases or may suggest specific titles to the client for selection	Within the day - for few titles only (see Note 1)	Librarian of the Day	N/A	None
2	Online	Selects related title from the OPAC or databases and submit the requested title/s	The librarian will verify and confirm the availability of the requested titles	Within the day - for few titles only	Librarian of the Day	N/A	None
3	Online	The client selects the date and time of pick up	The librarian confirms the schedule of pick-up	Within the day - for few titles only (see note 1)	Circulation staff	N/A	Book Card Document Delivery Form
			Prepares the requested book titles/resources	Within the day - for few titles only (see note 1)	Circulation staff	N/A	Book Card Document Delivery Form
4	Face to face	The client picks up the book at the kiosk/faculty room	The librarian delivers the requested library resources to the	45 minute	Librarian of the Day or the	N/A	*Student ID for old students *Any ID for



		and fill-out the Document Delivery Form, Book Card, and Borrower's Card	specified location, date, and time. Follows the health protocol requirement Ensure that the forms are properly filled out		Circulation Staff		new students *Book Card *Document Delivery Form
End of Transaction							

b) **Book borrowing within the library premises** - this is the face-to-face book borrowing transaction within the library premises. This service is intended for the faculty and staff who report to the College based on the alternative work schedule and whether it is for home use or library use only. The process may be done manually or through the electronic library system (ELib). The automated processing of borrowing of books using Book Kiosk is only available at the College Learning Resource Center.

Schedule of Availability of Service	Monday-Friday, 8:00am-3:30pm
Who may avail of the service	Internal Clients Officially Enrolled students College Employees
Duration	1 day, 2 hours and 45 minutes

Checklist of Requirements	Where to Secure
-Students: Validated Library Card -Faculty: College ID/ Subject Load -COS & Outsourced Employee: Employment contract and a guarantee letter from the Immediate Head	CLRC, College and External Campus Libraries College/Institutes Immediate Head/Supervisor

PROCEDURE for Book Borrowing Within the Library Premises (Manual)

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required



1	Within Library Premise	The client accesses the OPAC, selects title/s, and requests for a specific title of resources.	The Circulation/Reference Librarian assists the client in using the Online Public Access Catalog. If the requested title is not available, the librarian recommends other related titles	1 hour	Circulation / Reference Librarian	N/A	N./A
2	Within Library Premise	The client selects the recommended titles or may select related titles by copying the book's bibliographic information such as call number, title, and author and hand it over to the library staff in-charge.	The library staff in-charge will be the one to get the resources on the shelves, record, and gather all the titles in a designated area for selection/browsing by the client	20 minutes per title (depends on the # of titles)	Circulation Staff	N/A	N/A
3	Within Library Premise	The client browses each title of the book before confirming the final titles for home use or inside reading	The library staff prepares the book and asks the client to present his/her ID or the required documents	20 minutes per title	Circulation staff	N/A	N/A
4	Within Library Premise	The client presents the College ID / Library Card/ or the required documents	The library staff checks the validation of the identification card and other documents	5 minutes	Circulation Staff	N/A	College ID/ Library card Subject Load Employment contract Guarantee letter (see note 1)
5	Within Library Premise	The client fills out the Loan Out Slip (FM-BASC-BBS02), borrower's card, and book card.	The library staff checks the forms to ensure that it is appropriately filled out, processed the book records (stamps the due date in the loan out slip, Borrower's Card, Book Card, and Due	30-45 minutes	Circulation Staff	N/A	Borrower's card, Book card, Loan-out Slip, Due Slip



			Slip) and hand-over it to the client If the client is not registered yet in the circulation web, the Circulation staff encodes the client's necessary data into the system, checks out the books, and turns off the books' security features				
6	Within Library Premise	The client receives the book title/s	The library staff provides the customer's feedback form	5 minutes	Circulation Staff	N/A	Customer's Feedback Form
7	Within Library Premise	The client answers the feedback form and drops it into the suggestion box provided in the library					
End of Transaction							

*Note 1: *College ID for Students, Faculty, & Staff*

**Faculty part-timer approved subject/teaching load*

**COS & Outsourced Personnel: Employment contract Guarantee letter from the Immediate Head*

For Lost Library Card

In case the student does not have a library card, the following requirements must have complied:

- a. Library Card Application Form (FM-BASC-BBS-01)
- b. 2 pcs. 1x1 picture
- c. Photocopy of validated Certificate of Registration (COR) or Official Receipt (OR)

PROCEDURES for Book Borrowing Within the Library Premises (Automated)

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
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1	Within Library Premise using book kiosk	Through Book Kiosk Transaction: The client inserts the College ID to the Book Kiosk, encodes the ID number, and placed the book/s in the book kiosk for scanning (at least 5 books at a time)	The library staff ensures that the system is functional and working well. The system automatically records & generates receipt of books borrowed. If the client is not registered yet on the circulation web, the staff will require the client to provide the necessary registration information.	3 - 5 minutes	Circulation Librarian/ Staff	N/A	N/A
2	Within Library Premise	If not registered only: The client provides his/her contact details	Circulation staff encodes the necessary data of the client into the system	3 - 5 minutes	Circulation Librarian/ Staff	N/A	N/A
End of Transaction							

PROCEDURES for Returning and Renewal of Printed Books

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Online	The client notifies to return the book thru FB messenger/email or text (on the due date or overdue) The client requests for renewal	The librarian acknowledge the notification thru FB messenger/ email or text If overdue, informs the client that the book is due and must secure the Book Amnesty Form (see note 8) Update and renew the book/s in the system and stamps the Document	Within the day Within the day Within the day	Librarian of the Day	N/A	N/A



			Delivery Form for renewal (See note 7)					
2	Physical	Returns the book/s at the book dropbox with a return slip inserted in each book and the filled-out Book Amnesty Form (for long overdue)	The librarian retrieves the book from the book drop box, wearing gloves, a face mask, and a face shield.	Within the day	Librarian of the Day	N/A	N/A	
			The staff checks the book's proper labeling (name of the client and the returned date). Marks the isolation date started and date of pull-out	Within the day				Book Amnesty Form Document Delivery Form
			Checks the filled-out form to ensure that all data/ information is provided in the Book Amnesty Form	Within the day				
	Online		Informs the client through text/chat/email that the book was receive	Within the day				Book Return Slip (See note 4)
		Processes the books and returns them on the shelves after 9 days of isolation	N/A				N/A	
End of Transaction								

Note 1: The number of minutes depends on how fast the client will respond.

Note 2: COR validity is good for the current semester. Note 3: Allowable number of books and days

Type of client	Book Type/Location	No. of Books Allowed	Due Date
Faculty (Permanent)	Fil., Res., Cir., & Subject Ref.	10 books/subj load (the faculty must present a copy of the subject load)	1-10 books: 1sem, 11+ books: monthly (note: if someone has requested the book, the borrower must



			return it after 2 weeks)
Faculty (Part-timers	Fil., Res., Cir., & Subject Ref.	10 books/subj load (the faculty must present a copy of the subject load)	Monthly (note: if someone has requested the book, the borrower must return the book after 2 weeks)
Student	Circulation, Reserve, and Filipiniana	Circulation 5 books, Filipiniana and Reserve 3 books	Cir – 10 days, Fil & Res – 5 days (note: if someone has requested the book, the borrower must return the book after 3 days)
Non-Teaching Staff	Fil., Res., Cir., & Subject Ref.	10 books maximum	Monthly (note: if someone has requested the book, the borrower must return the book after 2 weeks)
COs, JOs, & Outsourced Personnel	Fil., Res., Cir., & Subject Ref.	5 books maximum	Weekly (note: if someone has requested the book, the borrower must return the book after 3 days)
Outside researchers and alumni (interlibrary use)		No services during the quarantine period (inside reading only)	
No overdue fines will be charged (during ECQ, MCQ, GCQ)			
<i>Note: The librarian has the authority to refuse home-use borrowing of library resources based on fair-use policy (to ensure that the utilization of library materials are fairly distributed to all clients).</i>			

Note 4: Book Return Slip is attached in the dropdown

Note 5: For long-overdue book: Library users who have unreturned books before COVID-19 may apply for book amnesty. Books were not returned starting the second semester of January 2020 are automatically exempted from incurring overdue fines. However, it has to be returned within a week after the GCQ is lifted in all areas in the region and neighboring regions. Book amnesty form is sent to the client email/messenger for signature and returns the signed form together with the book/s

Note 6: The client may renew the book up to 4 times. If the client fails to inform the library of the due date, the staff will send a reminder slip.

Note 7: Document Delivery Form is available at the circulation counter and is filled out by the library staff with information on the title and author of the book, date borrowed, and date due. This form is to be given to the client upon the release of the book/s for signature.



Note 8: Book Amnesty Form - Library users who have unreturned books before COVID 19 may apply for book amnesty. Books were not returned starting the second semester of January 2020 are automatically exempted from incurring overdue fines. However, it has to be returned within a week after the GCQ is lifted in all areas in the region and neighboring regions.

8.2 Handling Library Resources Requests (LRR) for Procurement

Description of Service: This service covers requests for acquiring library resources such as books, journals, magazines, electronic/online resources, and other instructional materials.

Schedule of Availability of Service	Monday-Friday, 8:00 am - 5:00 pm Excluding Weekends and Holidays
Who may avail of the service	Faculty, Staff, and Students
Duration	1-14 days

Checklist of Requirements	Where to Secure
College ID (Faculty & Staff) Validated ID/Valid Certificate of Registration (Student)	CLRC

PROCEDURE: Face-to-face

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Face to face	Presents requirement	Verifies authenticity of the submitted requirement	5 minutes	Librarian/ Library Staff	None	College ID (Faculty & Staff) Validated ID/Valid COR (Student)
2	Face to face	College ID (Faculty & Staff) Validated ID/Valid COR (Student)	Provides the controlled LRR form	5 minutes	Librarian/ Library Staff	None	
3	Face to face	Properly fills out the LRR form	Provides guidance and/or clarification	Depends upon the submission time of the client	Librarian/ Library Staff	None	Filled out LRR Form
4	Face to face	Submits the filled-out LRR form	Confirms receipt by stamping date received.	2 minutes	Librarian/ Library Staff	None	Filled out LRR Form



5	Face to face		Performs bibliographic verification	Less than 10 title requests –1-3 working days More than 10 titles requests – 4- 14 working day	Librarian/ Library Staff		Verified LRR Form
End of Transaction							

PROCEDURE: Online

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Online	Inquires about how to recommend / request resources	Verifies if the requestor is a bona fide faculty, staff, or student of the College by asking for the corresponding requirement	10 minutes	Librarian/ Library Staff	None	N/A
2	Online	Presents requirement as proof	Verifies authenticity of the submitted requirement. Once verified, the staff provides the link or copy of the electronic LRR form	10 minutes	Librarian/ Library Staff	None	College ID (Faculty & Staff) Validated ID/Valid COR (Student)
3	Online	Properly fills out the LRR form	Provides guidance and/or clarification	Depends upon the submission time of the client	Librarian/ Library Staff	None	Filled out LRR Form
4	Online	Submits the filled-out LRR form	Confirms receipt by stamping date received.	2 minutes	Librarian/ Library Staff	None	Filled out LRR Form
5	Online		Performs bibliographic verification	Less than 10 title requests	Librarian/ Library Staff		Verified LRR Form



				-1-3 working days			
				More than 10 titles requests - 4- 14 working day			
End of Transaction							

Notes: • The LRR form should be filled out properly by providing information on all applicable fields to prevent delays during verification

- The library welcomes title recommendations to be added to the collection. Still, purchasing decisions will be made based on the following criteria: current collection development policies and guidelines, budget restrictions, procurement plan, and the availability of the requested titles in the market.
- Determining the availability of titles in the market might take up to two (2) months, depending on suppliers/dealers' responsiveness.

8.3 Feedback on the Procurement of Requested Library Resources

Description of Service: This service covers the periodic procurement status updates provided to the requesting party regarding their recommended library resources. It contains information about current procurement orders to keep the requestors informed of the status. Initial feedback may be given after the approval of the Purchase Request

Schedule of Availability of Service	Monday-Friday, 8:00am-5:00pm Excluding Weekends and Holidays
Who may avail of the service	Faculty, Staff, and Students
Duration	1-14 days per status reporting

Checklist of Requirements	Where to Secure
None	

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Online	The client may inquire or not on the status of their book request.	Initial stage of the procurement Option 1: Informs requesters personally or through	24 hours If 3 requesters and below: 1- 7	Librarian	None	Copy of Approved Purchase Request (if available)



			<p>SMS, instant messaging, calls, etc.</p> <p>Option 2: Sends a copy of the approved Purchase Request (PR) and may include other remark</p>	<p>working days after approval</p> <p>Above 3 requesters, 7-14 working days after approval</p>			
2	online/ face-to fac3	Further inquiries about the status of requested library resources	<p>Provides specific respond to simple inquiries (directional & how-to's)</p> <p>Responds to orientation appointment requests</p> <p>The staff responds to complex inquiries needing specific instructions or data from external sources, etc</p>	<p>Within the day (Inquiries received beyond office hours will be responded to the following working day)</p> <p>Within the day (Length and schedule of actual orientation will depend on the time allotted by the client)</p> <p>2 - 7 days (depends on the urgency of the response from other sources)</p>	<p>Librarian</p> <p>Librarian</p> <p>Librarian</p>	<p>None</p> <p>None</p> <p>None</p>	<p>None</p> <p>None</p> <p>None</p>



3	Online	Receives and accepts feedback/ answer to the query	Confirms that the query was answered	3-5 minutes	Librarian	None	None
End of Transaction							

Notes: Titles to be included in the Purchase Request is based on the collection development policy, budget requirements, procurement plan, and on the availability of the requested titles in the market. Interval in releasing the feedback/reports varies and will depend on the situation, flow, and bulk of procurement

8.4 Online Literacy Services

Description of Service: This service covers online orientation on the library's use (its policies, guidelines, and processes), including e-resources (databases, research applications, e-books, e-journals, etc.), services available, and facilities

Schedule of Availability of Service	Monday-Friday, 8:00am-3:30pm
Who may avail of the service	Internal Clients: Students, Faculty, Staff External Clients: Alumni
Duration	1-7 days

Checklist of Requirements	Where to Secure
None	None

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Online	Sends inquiry via remote means	Acknowledges receipt of the inquiry	2 minutes upon receipt	Client/ Librarian	None	None
			Determines the complexity of the inquiry and may ask for more follow-up questions	3 minutes	Librarian	None	None
2	Online	Answers to follow up questions or may inquire for more (from simple to complex)	Provides specific respond to simple inquiries (directional & how-to's)	Within the day (Inquiries received beyond office hours will be responded)	Librarian	None	None



			Responds to orientation appointment requests	to the following working day) Within the day (Length and schedule of actual orientation will depend on the time allotted by the client)	Librarian	None	None
			The staff responds to complex inquiries needing specific instructions or data from external sources, etc.	2 - 7 days (depends on the urgency of the response from other sources)	Librarian	None	None
3	Online	Receives and accepts feedback/ answer to the query	Confirms that the query was answered	3-5 minutes	Librarian	None	N/A
End of Transaction							

8.5 Online Reference & Information Services

Description of Service: This service assists users in finding answers to inquiries requiring specific information sources and materials through messenger chat or instant messaging and emails. The reference librarian will search, retrieve, request, receive, and download information from various sources, agencies, libraries, and all over the World Wide Web to accommodate the client's queries

Schedule of Availability of Service	Monday-Friday, 8:00am-3:30pm
Who may avail of the service	Internal Clients: Students, Faculty, and Staff External Clients: Alumni, Students, and Faculty from other campuses, Researchers
Duration	30- 45 minutes/within the day (simple) 1-2 days (complex)



Checklist of Requirements	Where to Secure
The client may directly send an inquiry through the official Facebook page and Gmail address of the CLRC	Office of the Registrar

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Online	Contacts the library through Facebook, chat, text, or email for an inquiry	Asks for information and other documents	5-10 minutes/ within the day/the next day (see notes 1- 2)	Reader's Services Unit / Librarian of the Day	N/A	N/A
2	Online	Provides the required documents	Checks the validity of the submitted requirements	3-5 minutes	Reader's Services/ Librarian of the Day	N/A	Validated ID/ library card / COR
			Conducts a reference interview	10-30 minutes (see notes 1- 2)		N/A	N/A
3	Online	Asks the librarian for a particular resource or material	Search and checks the availability of the resources	10- 30 minutes/ within the day/the next day	Reader's Services/ Librarian of the Day	N/A	N/A
			Retrieve, request, receive and download information from various sources	10- 30 minutes/ within the day/the next day			
			Checks/verify the content and send it to the client.				
4	Online	Receives the resources and provide feedback	Receives the feedback / confirms that the client receives the resources	Within the day	Reader's Services/ Librarian of the Day	N/A	N/A
End of Transaction							

Note 1: It depends on the following:



- Clients respond time
- Internet connection of the client and the library personnel
- Power interruption

Note 2:

Categories
 Simple Reference Services
 30- 45 minutes within the day
 Complex Reference Services
 1-2 days

8.6 Library Card Application and Validation

Description of Service: This service covers library card applications, and validation for officially enrolled students for both walk-in and online transactions.

Schedule of Availability of Service	Monday-Friday, 8:00am-3:30pm
Who may avail of the service	Officially Enrolled Students
Duration	30 minutes

Checklist of Requirements	Where to Secure
Filled-out Library Card Application Form (FM-BASC-BBS 01)	(FM-BASC-BBS-01): <ul style="list-style-type: none"> ● Thesis/Periodicals Librarian of Main Library ● Office of the Campus Librarian – CA ● Office of the Campus Librarian – DRT
Original and Photocopy of the Certificate of Registration (COR)	Office of the Registrar
2 pcs. 1X1 picture with white background	Client

PROCEDURE: Physical

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Face to-face	Inquires the process of Library card application	Answers the inquiry of the client by presenting the list of requirements for library card application	5 minutes	Librarian	None	COR 2 pcs 1 x 1 picture (see notes)
			Provides application Form to library card applicants	10 minutes	Librarian	None	Library Card Application Form



2	Face to-face	Fills out Library Card Application Form	Checks the filled-out form	3-5 minutes	Librarian	None	None
			Fills out the necessary information	3-5 minutes	Librarian	None	None
			Checks and signs filled-out library application form	3-5 minutes	Librarian	None	None
			Creates and validates the Library card	3-5 minutes	Librarian	None	Validated Library Card
3	Face to-face	Claims Library card	Releases the Library card and requests client to sign the logbook	3-5 minutes	Librarian	None	Logbook of received library Card
End of Transaction							

Note 1: One Photocopy and Original Certificate of Registration with stamped "officially enrolled" 2 pcs 1 x 1 with plain background pictures (selfie and cut photos not allowed)

PROCEDURE: Online

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Online	Inquires online the process of Library card application	Answers the inquiry of the client by sending a list of requirement for Library Card Application	2 minutes	Librarian	None	COR 1 x 1 picture (see note)
			Asks copy of COR and verify the student he/she is officially enrolled	3-5 minutes	Librarian	None	



2	Online	Submits the list of requirements thru email or FB Messenger	Checks the validity and completeness of the requirements submitted online	3-5 minutes	Librarian	None	None
			Provides electronic application Form to Applicants(email)	3-5 minutes	Librarian	None	None
3	Online	Fills out library card application form through online and email or chat	Checks the filled-out form	3-5 minutes	Librarian	None	Library Card Application Form
			Fills out the necessary information	3-5 minutes	Librarian	None	None
			Checks and signs filled-out library application form	3-5 minutes	Librarian	None	None
			Creates and validates the Library card	3-5 minutes	Librarian	None	Validated Library card
4	Online	Claims the Library card	Releases the Library card and log the name of the client	3-5 minutes	Librarian	None	None
End of Transaction							

Note 1: One Photocopy and Original Certificate of Registration with stamped "officially enrolled" 2 pcs 1 x 1 with plain background pictures (selfie and cut photos not allowed)

PROCEDURE: For Student with Lost Library Card

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Face to-face	Inquires the process of Library card reapplication (for card replacement)	Answers the inquiry of the client by sending a list of requirement for Library Card Application	3- 5 minutes	Library staff	None	COR 2 pcs 1 x 1 pictures Affidavit of Loss Library Card Application Form



			Provides application Form to library card applicants	3- 5 minutes	Library staff	None	
2	Face to-face/ online	Fills out library card application form and submits through online the needed document	Checks the validity and completeness of the requirements submitted online Creates and validates the Library card	3-5 minutes 5-15 minutes	Library Staff	Php 30.00 Replacement (free during pandemic)	COR 2 pcs 1 x 1 pictures Affidavit of Loss Payment Order slip for the replacement fee Validated Library card
3	Face to-face	Claims the Library card	Releases the Library card and log the name of the client	3-5 minutes	Library Staff	N/A	Logbook of received library Card
End of Transaction							

8.7 Securing Library Clearance

Description of Service: This service covers how to secure library clearance both in physical and online transactions.

Schedule of Availability of Service	Monday-Friday, 8:00am-3:30pm
Who may avail of the service	Officially Enrolled Students College Employees Alumni Transferees
Duration	Within the Day

Checklist of Requirements	Where to Secure
Clearance Form College/Institutes	College/Institutes

PROCEDURE: Physical & Online

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Physical /Online	Physical: Submits Clearance Form for Signing Online: Requests for the signing of clearance through email	Checks library accountabilities; Student; a. With accountability b. With no accountability Transferees	See Note 1: 30 minutes 10-15 minutes 30 minutes	Circulation / Reference In-Charge / Librarian of the Day	None	Clearance Form



			a. With accountability b. With no accountability Full Time and Part-Time Faculty; a. With accountability b. With no accountability For retirement a. With accountability b. With no accountability Alumni, College Employees(JO and COS) a. With accountability b. With no accountability	10-15 minutes 5-8 hours 1-3 hours 5-8 hours 1-3 hours 30 minutes 10-15 minutes			
2	Physical /Online	Claims signed Clearance Form	Releases signed Clearance Form. (Online and Physical Mode) Requires clients to sign the logbook. (Physical Mode)	5 minutes	Circulation/ Reference In-Charge/ librarian of the day	None N/A	None
End of Transaction							

Notes: To ensure that clients with accountability will be reached out, the library also forwarded a list of students with accountabilities to their respective College/Institutes Deans.

1. Time duration will differ depending on the response of librarians from other colleges and campuses. Factors such as internet connection and important mandatory university activities are considered for the different time response duration.

2. **For students and transferees**, the only accountabilities are unreturned books. Students with unreturned books are required to settle their accountabilities first. Their names will be encoded in the BASC Clearance System for further notice of their library accountabilities, and also, a List of Students with Library Accountabilities are forwarded to their respective colleges to help notify the



students. They can coordinate with the library for settlement through telephone, messenger, email, FB page notification, or visit the library in the specified service hours.

3.For Faculty, Retirees, and College Employees, the only accountabilities are unreturned books. Faculty, retirees, and College employees with unreturned books are required to settle their accountabilities first. They can coordinate with the library for settlement through telephone, messenger, email, FB page notification, or visit the library in the specified service hours.

8.8 Access to Digital Library Services

Description of Service: The College Learning Resource Center (CLRC) provides access to all its electronic resources through the BASC Digital Library. This service is available to all the stakeholders of the College, from students to administrators. This platform offers e-books, audiobooks, e-learning materials, magazines, videos, and other multimedia titles, all in one link. Faculty members may also add their content or learning materials to this repository or platform for students to access anytime. It is a digital library where users transact the borrowing and returning of subscribed library materials.

Schedule of Availability of Service	24hours 7 days a week
Who may avail of the service	BASC students, faculty, and administrators
Duration	11 minutes and 5 seconds

Checklist of Requirements	Where to Secure
	CLRC Learning Resource Center Facebook Page/basc Digital Library

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Online	inquire about how access to the digital library and ask assistance about sign up process	Asks the client if he/she has already had an official email address	10 minutes	Virtual and ICT personnel	None	None
			If not yet registered: Instructs the client to register to BASC Digital Library using their official BASC email address through an automated responder in the BASC Learning Resource Center	10 minutes	Virtual and ICT personnel	None	None



			page inbox/chatbox (See Note 1) If already registered: Proceed to step 2	10 minutes	Virtual and ICT personnel		
2	Online	Sign-up to the Digital Library	Provides instructions on how to explore the system	Within the day	Virtual and ICT personnel	None	None
3	Online	Access the resources in the platform	Asks for follow up questions and sends a digital library survey link for feedback	5 minutes	Virtual and ICT personnel	None	None
End of Transaction							

Note 1: 1. Duration depends on the urgency of the response of the client and the type of questions being asked.

2. Registration

i. Via Web

ii. Visit <https://basc.odilo.us>

Click the sign-up tab Provide the following details:

- Name
- Full Name
- Password
- Department Course

Via Mobile

Download the "ODILO" app (IOS and Google play)

***for Android users

- Country - choose the Philippines
- Library – Bulacan Agricultural State College ***for IOS users

● You just need to look for the Bulacan Agricultural State College

ii. Input email address and password

Note: First-time users for mobile must sign up and tick the "terms and condition" box to activate

8.9 Handling Request for Audio-Visual Materials

Description of Service: Faculty of the College can borrow Audio-Visual Materials on pick-up and delivery basis. Only duplicate copies of CDs are allowed to be loaned-out for home-use (10 days) by the faculty members (maximum of 5 CDs) of the College. The request to borrow the material must be made at least two days before pick-up/delivery. The faculty may contact the following: email (Irc@basc.edu.ph); or through the Virtual Services Librarian.

Schedule of Availability of Service	Monday to Friday 8:00AM-3:00PM
Who may avail of the service	BASC Faculty



Duration	4 hours 30 minutes
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Checklist of Requirements	Where to Secure
College Identification Card	CLRC Information Desk/ Online

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Online	Inquire about the availability of the desired AV resources	Checks the availability of the AV resources If not available: Provides a list of related AV materials for selection If available Checks functionality of the material Inform the client to confirm availability of resources	1 hour	Virtual and ICT personnel	N/A	N/A
2	Online	Selects the desired AV resources and express their desire to borrow the resources (See note 1)	Checks the AV titles for loaning out (See Note 2 and 3) Fill-out the AV card with items' description Process the resources for home use	5 minutes	Virtual and ICT personnel	N/A N/A	AVR Material Card
3	Online	Pick-up. Selects date and time of pick up from the CLRC	Confirms the schedule of pick-up or delivery of AV resources Prepares the book/s; and processes the borrowing in the circulation system	30 minutes to 1 hour 15 minutes	Librarian Librarian	None	
4	Physical	Delivery. Request the library to deliver the AV materials on the specified date, time, and location	Prepares the resources to be delivered to the college where the faculty-requestor belongs	30 minutes to 1 hour	Virtual and ICT personnel	None	AVR Material Card



5	Physical	Receives the resource and signs the AV card	Release the resources and will also sign the AV card	5 minutes	Virtual and ICT personnel	None	AVR Material Card
6	Physical	Drops the AV resources to the book drop		5 minutes	Virtual and ICT personnel	None	AVR Material Card
End of Transaction							

PROCEDURE: Returning of AV Resources

Step	Mode	Client	Service Provider	Duration of the Activity	Person In-charge	Fee/s	Form Required
1	Online	Informs the CLRC staff of AV resources	Acknowledges the notice of the client (Note 4)	2 min	Librarian	None	N/A
2	Online	Requests for renewal	Renew the resource in the system	5 minutes	Virtual and ICT personnel	N/A N/A	AV Card
3	Physical	Returns the AV resources at the book drop box with a return slip inserted in	Retrieves the resources from the drop box wearing gloves, face mask and face shield Place the resources under isolation for 9 days with proper labeling as to name of client, date of isolation and date of pullout from isolation. Acknowledges/ informs the client through the text/chat/email Processes the resources and returns them on the	Within the day 5 minutes 5 minutes	Librarian	None	AV Card



			shelves after 9 days of isolation				
End of Transaction							

Note:

1. The request to borrow the material must be made at least two days before pick-up/delivery
2. A faculty allowed to be loaned-out for home-use (10 days) by the faculty members (maximum of 5 CDs) of the College. If someone has requested the borrowed AV material title, the faculty will be notified by the Virtual Services Unit Head to return the CD on its due date.
3. Faculty shall be notified if the requested AV material is available or not through their contact information.
4. The faculty may contact the following: CLRC email (lrc@basc.edu.ph);

BASC Feedback and Redress Mechanism

We value your comments, suggestions, and needs. Please let us know how we have served you by doing any of the following:

1. Accomplish our feedback form available in the frontline and other offices and drop in the suggestion boxes located outside the offices,
2. Answer the online feedback form available at BASC Website and Student Portal,
3. Send your feedback through email at info@basc.edu.ph, or
4. Talk to the Strategic Performance Management Unit In-Charge at telephone number 044-762-1427.

PROCEDURE FOR FILING OF COMPLAINTS TO ALL CLIENTS:

Complaints* for violations of this Citizen’s Charter shall be filed with and acted upon in accordance with the following:

1. For violations committed by employees in the College, complaints shall be filed with and acted upon by the:
 - Office of the College President
 - Bulacan Agricultural State College
 - Telephone No. (044) 762 1427 Email address at info@basc.edu.ph
2. In any event, you may also contact the Office of the Ombudsman and the Civil Service Commission, respectively, at:
 - Office of the Ombudsman Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City Telephone Nos. (+632) 927-4102; 927-2404; 0926-699-4703 Civil Service Commission Constitution Hills, Batasang Pambansa Complex Diliman, 1126 Quezon City Telephone Nos. (+632) 932-0111 and 0917-839-8272

