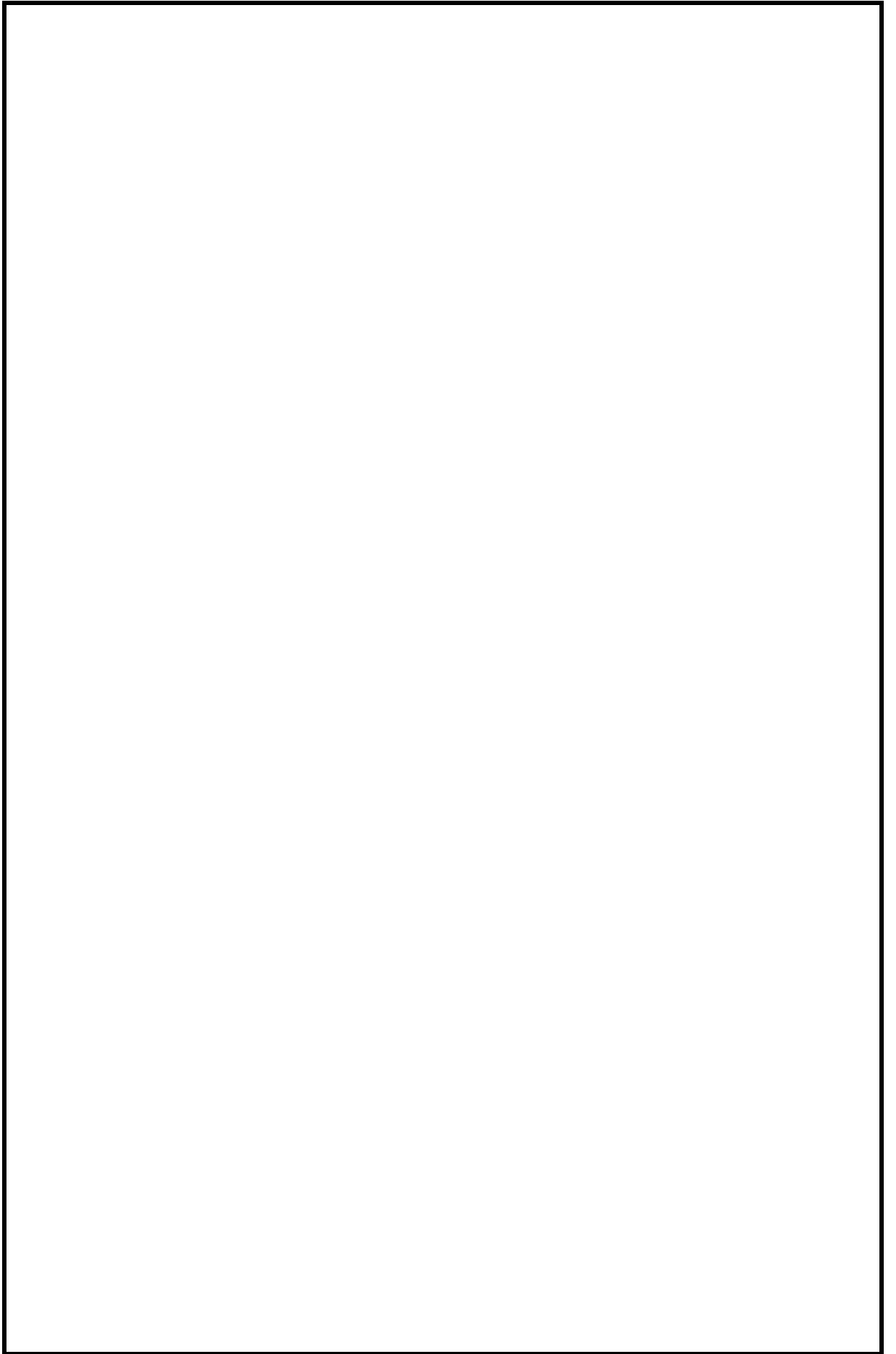




University of the Philippines Open University

CITIZEN'S CHARTER

2019 (1st Edition)

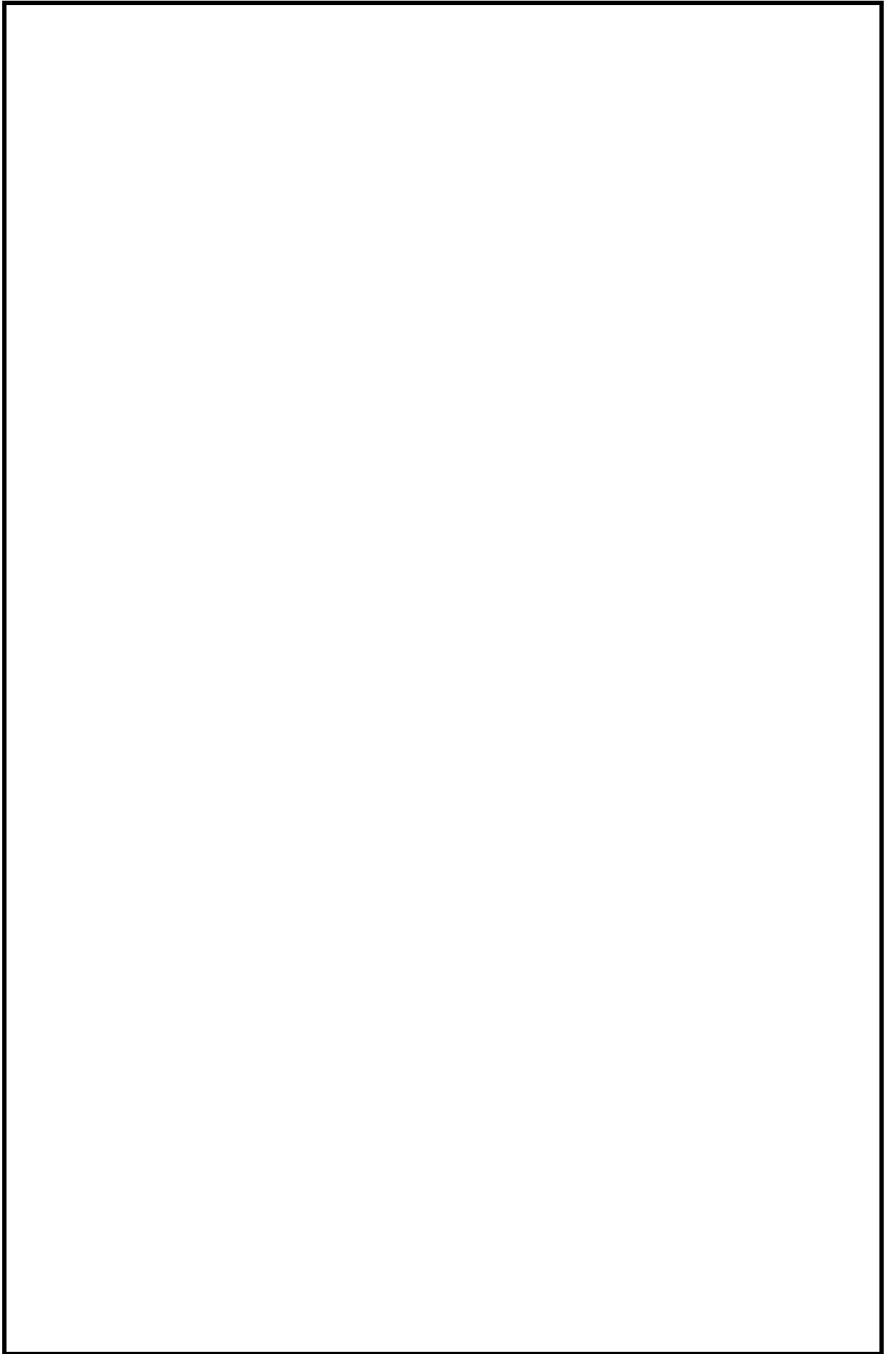




University of the Philippines Open University

CITIZEN'S CHARTER

2019 (1st Edition)





I. Mandate

UPOU is mandated to contribute towards upgrading the quality of the educational system of the country by developing innovative instructional strategies and technologies, and sharing these with other colleges and universities through cooperative programs. Republic Act 10650 (Open Distance Learning Law) has tasked UPOU to assist relevant national agencies, higher education institutions, and technical and vocational institutions in developing their distance education programs through training, technical assistance, research and other academic programs.

II. Vision

The UP Open University shall be at the forefront of the knowledge society as a leading institution of open learning and distance education.

III. Mission

The UP Open University seeks to provide wider access to quality higher education. It shall adhere to the highest standards of academic excellence, guarantee academic freedom, and encourage social responsibility and nationalistic commitment among its faculty, staff and students.

IV. Service Pledge

We, the officials and employees of the University of the Philippines Open University do hereby pledge to:

Upgrade the quality of educational system of the country by developing innovative strategies and technologies and sharing these with other higher educational institutions;

Provide wider access to quality higher education and adhere to the highest standards of academic excellence, guarantee academic freedom, and encourage social responsibility and national commitments among its faculty, staff and students.

Open equal opportunities to those who cannot leave their jobs or homes for full-time studies, physically challenged people by providing alternative access to quality higher education by offering baccalaureate and post-baccalaureate degree programs and non-formal courses via distance education.

Unwaveringly serve the stakeholders of the University efficiently, effectively, courteously and justly in accordance with the Code of Conduct of Public Officials and Employees (RA 6713).





V. LIST OF SERVICES

Office of the Chancellor

| | |
|--|----|
| 1. Preparation of Budget Proposal | 9 |
| 2. Preparation of Internal Operating Budget (IOB) | 10 |
| 3. Issuance of Notice/Advice of Allotment | 11 |
| 4. Issuance of Budget Clearance | 12 |
| 5. Answering of Inquiries | 13 |
| 6. Request for Visit | 14 |
| 7. Request to Document Activities | 15 |
| 8. Request for Lay-out and Design | 16 |
| 9. Request for Video Shoot and Editing | 17 |
| 10. Request for Training on ODeL | 18 |
| 11. Request for Alumni Coordination | 19 |
| 12. Publishing of Content in the UPOU website | 20 |
| 13. Request for Creation of UP/UPOU Email Accounts | 21 |
| 14. Request for Email Account One-Time Password (OTP)/Password Reset | 22 |
| 15. Request for Troubleshooting of MyPortal | 23 |
| 16. Creation of Student Account in MyPortal | 24 |
| 17. Creation of Course Sites in MyPortal | 25 |
| 18. Request for Creation of FIC Accounts in MyPortal | 26 |
| 19. Request for Assistance in Posting Assignments of FICs to Course Sites in MyPortal | 27 |
| 20. Request for Additional Access Privileges to Course Sites in MyPortal | 28 |
| 21. Request for General Technical Support | 29 |
| 22. Request for Web App Deployment | 30 |
| 23. Request for Systems Development | 31 |
| 24. Request for Scriptwriting or Assistance/Coaching during Script Development | 32 |
| 25. Request for Storyboard Development/Preparation | 33 |
| 26. Request for Video Recording/Documentation | 34 |
| 27. Request for Sound Recording | 35 |
| 28. Request for Sound Editing | 36 |
| 29. Request for Video Editing | 37 |
| 30. Request for Instructional Design | 38 |
| 31. Development of Learning Objects in Multimedia Formats (Podcasts and Simple Video Lecture) | 39 |
| 32. Development of Learning Objects in Multimedia Formats (Video Lecture and Instructional Video) | 41 |
| 33. Development of Learning Objects in Multimedia Formats (Interactive Video and Video with Animation) | 43 |
| 34. Request for Web Streaming | 45 |
| 35. Development of Supplementary Course Components (OERs) | 48 |
| 36. Gender-focused Research Grant | 50 |
| 37. Request for Legal Advice/Advisory | 52 |



| | |
|--|----|
| 38. Assistance in Handling Administrative/Student Disciplinary Cases | 53 |
| 39. Contract Review/Drafting | 54 |

Office of the Vice Chancellor for Academic Affairs

| | |
|---|-----|
| 1. Application and Processing of Request to Pursue Post Baccalaureate Degree of Faculty Members | 59 |
| 2. Application to the Teaching Assistantship Program | 60 |
| 3. Application for Professional Chair Awards and Faculty Grants) | 62 |
| 4. Application for Research Dissemination Grant (RDG) | 64 |
| 5. Request for Student Assistants/Graduate Assistants (SA/GA) Slots | 66 |
| 6. Application for Venue of Proctored Midterm/Final examinations | 67 |
| 7. Application for Scholarship Grants | 68 |
| 8. Application for Tuition Fee Refund of Scholar | 69 |
| 9. Application for Student Assistant / Graduate Assistant | 71 |
| 10. Application for Student Loan | 72 |
| 11. Application for Undergraduate Admission | 73 |
| 12. Application for Graduate Admission | 77 |
| 13. Application for Readmission | 83 |
| 14. Request for Transcript of Records (TOR) | 85 |
| 15. Request for Certifications and other Official Documents | 87 |
| 16. Request for Correction or Change of Name/Information of Student | 89 |
| 17. Request for Refund/Reimbursement of Payment through Check and eCredit | 91 |
| 18. Request for Refund/Reimbursement of Payment through Credit Card Reversal | 94 |
| 19. Application for Student ID | 96 |
| 20. Request for ID validation sticker - Walk-in | 98 |
| 21. Request for ID validation sticker - Direct Mailing | 99 |
| 22. Enrollment/Registration Process - Online Payment | 101 |
| 23. Enrollment/Registration Process - Bank Payment | 102 |
| 24. Request on the Use of an Anti-Plagiarism Software | 103 |
| 25. Availment of Library Services | 104 |
| 26. Request for Referral | 106 |

Office of the Vice Chancellor for Finance and Administration

| | |
|--|-----|
| 1. Application for Employment | 109 |
| 2. Request for Certificate of Employment | 111 |
| 3. Application for Leave of Absence | 112 |
| 4. Request for Service Record | 113 |
| 5. Request for Financial Report | 114 |
| 6. Rental of Facilities | 115 |
| 7. Rental of Learner's Hall | 117 |
| 8. Processing of Payments for Suppliers | 118 |



Faculty Offices

| | |
|--|-----|
| 1. Application for Graduation | 123 |
| 2. Completion of EXT (Online) and Removal | 125 |
| 3. Dropping of Courses | 126 |
| 4. Application for Leave of Absence | 128 |
| 5. Request for Cross Enrollment (from UPOU to other UP Unit) | 130 |
| 6. Waiver of MRR | 132 |





Office of the Chancellor





1. Preparation of Budget Proposal

This serves as a guideline for the preparation of budget proposal.

| | | | | |
|---|--|------------------------|------------------------|---|
| Office or Division: | Budget Office, OC | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | UP System | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Issues a sub-Budget Call (including guidelines) to Constituent Universities (CUs). | 1.1. Issues a sub-Budget Call (including guidelines) to all units. | None | 1 day | <i>Chancellor thru Chief Administrative Officer Budget Office</i> |
| | 1.2. Units will prepare their respective budget proposals, which will be submitted to the Budget Office. | None | 9 days | Units |
| | 1.3. Consolidates the budget proposals of units. This will be submitted to the Chancellor. | None | 9 days | <i>Chief Administrative Officer Budget Office</i> |
| | 1.4. Submits the budget proposal to the UP System. | None | 1 day | <i>Chancellor thru Chief Administrative Officer Budget Office</i> |
| | TOTAL | | 20 Days | |



2. Preparation of Internal Operating Budget (IOB)

This serves as a guideline for the preparation of Internal Operating Budget (IOB).

| | | | | |
|---|--|------------------------|------------------------|---|
| Office or Division: | Budget Office, OC | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | UP System | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Issues memorandum for the preparation of Internal Operating Budget (IOB) | 1.1. Issues memorandum to all its units with their corresponding budget ceiling. | None | 1 day | <i>Chancellor thru Chief Administrative Officer Budget Office</i> |
| | 1.2. Consolidates the Internal Operating Budget | None | 5 days | <i>Chief Administrative Officer Budget Office</i> |
| | 1.3. Submits IOB to UP System | None | 1 day | <i>Chancellor thru Chief Administrative Officer Budget Office</i> |
| | TOTAL | | 7 days | |



3. Issuance of Notice/Advice of Allotment

This serves as a guideline for the issuance of Notice/Advice of Allotment after the approval of the IOB by the Board of Regents.

| | | | | |
|---|--|------------------------|------------------------|---|
| Office or Division: | Budget Office, OC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | UPOU units | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for issuance of Notice/Advice of Allotment | 1. Issues Notice/Advice of Allotment to each unit which will serve as the unit's obligational authority to disburse amounts specified on the Notice/Advice of Allotment. | None | 1 day | <i>Chief Administrative Officer Budget Office</i> |
| | TOTAL | | 1 day | |



4. Issuance of Budget Clearance

This serves as a guideline for the issuance of budget clearance in case there are expenses that cannot be accommodated by the allocation given to the unit

| | | | | |
|--|--------------------------------------|------------------------|------------------------|---|
| Office or Division: | Budget Office, OC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | UPOU units | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter request | | Unit | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits a letter request address to the Chancellor. | 1.1. Evaluates the request. | None | 1 day | <i>Chief Administrative Officer Budget Office</i> |
| | 1.2. Renders decision on the request | | 1 day | <i>Chancellor Office of the Chancellor</i> |
| | TOTAL | | 2 days | |



5. Answering of Inquiries

This serves as a guideline for those who have inquiries related to the UPOU.

| | | | | |
|---|--|------------------------|------------------------|---|
| Office or Division: | Information Office, OC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizen (G2C) | | | |
| Who may avail: | Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.1. Sends email to inquiries@upo.u.edu.ph or FB message to facebook.com/UPOpenUniversity OR Call 049 536 6001 to 06 local 710. OR Visit the Information Office | 1.1. Answers inquiry, or forwards the inquiry to concerned office. | None | 5 minutes | <i>Administrative Officer IV</i> Information Office |
| | 1.2. Sends response to the inquiry | | 5 minutes | <i>Administrative Officer IV</i> Information Office OR <i>Responsible employee</i> Unit |
| | TOTAL | | 10 minutes | |



6. Request to Visit UPOU

This serves as a guideline for those who would want to visit the UPOU.

| | | | | |
|---|--|------------------------|------------------------|--|
| Office or Division: | Information Office, OC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizen (G2C) | | | |
| Who may avail: | Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter of request | | Client | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sends email to inquiries@upou.edu.ph OR visits the Information Office | 1.1. Answers inquiry, or forwards the inquiry to concerned office. | None | 5 minutes | <i>Administrative Officer IV</i> Information Office |
| | 1.2. Confirms/ Denies request to visit UPOU | None | 5 minutes | <i>Administrative Officer IV</i> Information Office |
| | TOTAL | | 10 minutes | |



7. Request to Document Activities

This serves as a guideline for request for documentation of activities.

| | | | | |
|--|--|------------------------|------------------------|--|
| Office or Division: | Information Office, OC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | UPOU employees | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request via https://docs.google.com/a/upou.edu.ph/forms/d/1ZPLiB2dbmaa3ouO0N6h73gD5FpYC41TAT-X89j0XHq0/viewform?edit_requested=true OR 1.2. Calls 049 536 6001 to 06 local 710 OR Visits the Information Office | 1.1 Acknowledges the submitted request. | None | 5 minutes | <i>Administrative Officer IV</i> Information Office |
| | 1.2. Renders decision on the request. | None | 5 minutes | <i>Director</i> Information Office |
| | 1.3 Informs the requesting unit on the decision of the request | None | 5 minutes | <i>Administrative Officer IV</i> Information Office |
| | TOTAL | | 15 minutes | |



8. Request for Layout and Design

This serves as a guideline for request for layout and design.

| | | | | |
|---|--|------------------------|------------------------------|--|
| Office or Division: | Information Office, OC | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | UPOU employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Content | | Client | | |
| Required size | | Client | | |
| Preferred designs (if any) | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request via https://docs.google.com/a/upou.edu.ph/forms/d/1ZPLiB2dbmaa3ou00N6h73qD5FpYC41TAT-X89j0XHq0/viewform?edit_requester_d=true . OR Calls 049 536 6001 to 06 local 710 OR Visits the Information Office | 1.1 Acknowledges the submitted request. | None | 5 minutes | <i>Administrative Officer IV</i> Information Office |
| | 1.2. Renders decision on the request. | None | 5 minutes | <i>Director</i> Information Office |
| | 1.3 Informs the requesting unit on the decision of the request | None | 5 minutes | <i>Administrative Officer IV</i> Information Office |
| | 1.4 Renders the lay-outs and designs | None | 7 days | <i>Administrative Officer IV</i> Information Office |
| | 1.5 Submits sample lay-out and design for approval | None | 1 day | <i>Administrative Officer IV</i> Information Office |
| | TOTAL | | 8 days and 15 minutes | |



9. Request for Video Shoot and Editing

This serves as a guideline for request for video shoot and editing.

| | | | | |
|---|--|------------------------|------------------------|--|
| Office or Division: | Information Office, OC | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | UPOU employees | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Script | | | Client | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.1. Submit request via https://docs.google.com/a/upou.edu.ph/forms/d/1ZPLiB2dbmaa3ouO0N6h73gD5FpYC41TAT-X89j0XHq0/viewform?edit_requeste d=true OR 1.2. Calls 049 536 6001 to 06 local 710 OR Visits the Information Office | 1.1 Acknowledges the submitted request. | None | 5 minutes | <i>Administrative Officer IV</i> Information Office |
| | 1.2. Renders decision on the request. | None | 5 minutes | <i>Director</i> Information Office |
| | 1.3 Informs the requesting unit on the decision of the request | None | 5 minutes | <i>Administrative Officer IV</i> Information Office |
| | TOTAL | | 15 minutes | |



10. Request for Training on ODeL

This serves as a guideline for request for training on ODeL.

| | | | | |
|--|--|------------------------|------------------------|--|
| Office or Division: | Information Office, OC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Government (G2G) Government-to-Citizen (G2C) | | | |
| Who may avail: | UPOU employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request Letter | | Client | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sends official letter of request addressed to the Director of the Information Office. | 1.1 Acknowledges the submitted request. | None | 5 minutes | <i>Administrative Officer IV</i> Information Office |
| | 1.2. Renders decision on the request. | None | 5 minutes | <i>Director</i> Information Office |
| | 1.3 Informs the requesting unit on the decision of the request | None | 5 minutes | <i>Administrative Officer IV</i> Information Office |
| | TOTAL | | 15 minutes | |



11. Request for Alumni Coordination

This serves as a guideline for request to coordinate with alumni.

| | | | | |
|---|--|------------------------|------------------------|--|
| Office or Division: | Information Office, OC | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | UP community | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.1. Submits request via https://docs.google.com/a/upou.edu.ph/forms/d/1ZPLiB2dbmaa3ouO0N6h73gD5FpYC41TAT-X89j0XHq0/viewform?edit_requested=true OR Calls 049 536 6001 to 06 local 710 OR Visits the Information Office | 1.1 Acknowledges the submitted request. | None | 5 minutes | <i>Administrative Officer IV</i> Information Office |
| | 1.2. Renders decision on the request. | None | 5 minutes | <i>Director</i> Information Office |
| | 1.3 Informs the requesting unit on the decision of the request | None | 5 minutes | <i>Administrative Officer IV</i> Information Office |
| | TOTAL | | 15 minutes | |



12. Publishing of Content in the UPOU website

This serves as a guideline for the publishing of content in the UPOU website.

| | | | | |
|--|--|------------------------|------------------------|---|
| Office or Division: | Information Office, OC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | Designated Information Officer (DIO) of UPOU units | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Content for website publication | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits the content to the Information Office (IO). | 1.1 Reviews the content of the publication | None | 1 day | <i>Administrative Officer</i> Information Office |
| | 1.2 Publishes the content in the UPOU website | None | 1 day | <i>Administrative Officer</i> Information Office |
| | TOTAL | | 2 days | |



13. Request for Creation of UP/UPOU Email Accounts

This serves as a guideline for the creation of UP/UPOU email accounts.

| | | | | |
|----------------------------------|---|------------------------|------------------------|--|
| Office or Division: | Information and Communication Technology Development Office, OC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | All UPOU Units (employees subject to HRDO confirmation; students subject to OUR confirmation) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sends request via email | 1.1 Acknowledges receipt of the request | None | 5 minutes | <i>Administrative Assistant III</i> ICTDO |
| | 1.2 Creates the email | None | 5 minutes | <i>Administrative Assistant III</i> ICTDO |
| | 1.3. Releases the email to the employee/ student | None | 5 minutes | <i>Administrative Assistant III</i> ICTDO |
| | TOTAL | | 15 minutes | |



14. Request for Email Account One-Time-Password (OTP)/ Password Reset

This serves as a guideline for request for email account OTP/password reset.

| | | | | |
|----------------------------------|--|------------------------|------------------------|--|
| Office or Division: | Information and Communication Technology Development Office, OC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | All existing email account holders | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Alternate email address | | Employee | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sends request via email | 1.1 Acknowledges receipt of the request | None | 5 minutes | <i>Administrative Assistant III</i> ICTDO |
| | 1.2 Resets OTP/Password | None | 5 minutes | <i>Administrative Assistant III</i> ICTDO |
| | Releases the OTP/Password to the employee/ student via the alternative email address | None | 5 minutes | <i>Administrative Assistant III</i> ICTDO |
| | TOTAL | | 15 minutes | |



15. Request for Troubleshooting of MyPortal

This serves as a guideline for request for troubleshooting of MyPortal.

| | | | | |
|----------------------------------|---|-----------------------|------------------------------|---|
| Office or Division: | Information and Communication Technology Development Office – Office of the Chancellor (OC) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | All MyPortal users | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEE TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sends request via email. | 1.1 Sends request receipt confirmation. | None | 5 minutes | <i>Information Systems Researcher III ICTDO</i> |
| | 1.2 Performs requests. | None | 7 days | <i>Information Systems Researcher III ICTDO</i> |
| | 1.3 Updates the status of the request. | None | 5 minutes | <i>Information Systems Researcher III ICTDO</i> |
| | TOTAL | | 7 days and 10 minutes | |



16. Creation of Student Account in MyPortal

This serves as a guideline for creation of student account in MyPortal.

| | | | | |
|---|---|------------------------|------------------------|--|
| Office or Division: | Information and Communication Technology Development Office – Office of the Chancellor (OC) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | OUR | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sends request via email for the creation of Student Account in MyPortal. | 1. Sends request receipt confirmation. | None | 5 minutes | <i>Information Systems Researcher III</i> ICTDO |
| | 2. Performs requests. | None | 7 days | <i>Information Systems Researcher III</i> ICTDO |
| | 3. Updates the status of the request. | None | 5 minutes | <i>Information Systems Researcher III</i> ICTDO |
| | TOTAL | | 7 days and 10 minutes | |



17. Creation of Course Sites in MyPortal

This serves as a guideline for creation of course sites in MyPortal.

| | | | | |
|--|---|------------------------|------------------------------|---|
| Office or Division: | Information and Communication Technology Development Office – Office of the Chancellor (OC) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | Office of the University Registrar | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sends request via email for the creation of course sites in MyPortal. | 1.1 Sends request receipt confirmation. | None | 5 minutes | <i>Information Systems Researcher III ICTDO</i> |
| | 1.2. Performs requests. | None | 7 days | <i>Information Systems Researcher III ICTDO</i> |
| | 1.3. Updates the status of the request. | None | 5 minutes | <i>Information Systems Researcher III ICTDO</i> |
| | TOTAL | | 7 days and 10 minutes | |



18. Request for Creation of FIC Accounts in MyPortal

This serves as a guideline for creation of FIC accounts in MyPortal.

| | | | | |
|--|---|------------------------|------------------------------|---|
| Office or Division: | Information and Communication Technology Development Office – Office of the Chancellor (OC) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | Faculty Office | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sends request via email for the creation of FIC Accounts in MyPortal. | 1.1 Sends request receipt confirmation. | None | 5 minutes | <i>Information Systems Researcher III ICTDO</i> |
| | 1.2 Performs requests. | None | 7 days | <i>Information Systems Researcher III ICTDO</i> |
| | 1.3. Updates the status of the request. | None | 5 minutes | <i>Information Systems Researcher III ICTDO</i> |
| | TOTAL | | 7 days and 10 minutes | |



19. Request for Assistance in Posting Assignments of FICs to Course Sites in MyPortal

This serves as a guideline for request for assistance in posting assignments of FICs to course sites in MyPortal.

| | | | | |
|--|---|------------------------|------------------------------|---|
| Office or Division: | Information and Communication Technology Development Office – Office of the Chancellor (OC) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government-to-Employee (G2E) | | | |
| Who may avail: | OUR | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sends request via email for posting of FIC Assignments to Course Sites in MyPortal. | 1.1 Sends request receipt confirmation. | None | 5 minutes | <i>Information Systems Researcher III ICTDO</i> |
| | 1.2. Performs requests. | None | 7 days | <i>Information Systems Researcher III ICTDO</i> |
| | 1.3. Updates the status of the request. | None | 5 minutes | <i>Information Systems Researcher III ICTDO</i> |
| | TOTAL | | 7 days and 10 minutes | |



20. Request for Additional Access Privileges to Course Sites in MyPortal

This serves as a guideline for request for additional access privileges to course sites in MyPortal.

| | | | | |
|-------------------------------------|---|------------------------|-----------------------------|---|
| Office or Division: | Information and Communication Technology Development Office – Office of the Chancellor (OC) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | Faculty Office Staff, Program Chair, owner of the course site | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sends request service via email. | 1. Sends request receipt confirmation. | None | 5 minutes | <i>Information Systems Researcher III ICTDO</i> |
| | 2. Performs requests. | None | 1 day | <i>Information Systems Researcher III ICTDO</i> |
| | 3. Updates the status of the request. | None | 5 minutes | <i>Information Systems Researcher III ICTDO</i> |
| | TOTAL | | 1 day and 10 minutes | |



21. Request for General Technical Support

This serves as a guideline for request for general technical support, including software, hardware and network troubleshooting.

| | | | | |
|--|---|------------------------|------------------------------|---|
| Office or Division: | Information and Communication Technology Development Office – Office of the Chancellor (OC) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | OUR | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sends request via email for General Technical Support . | 1.1. Sends request receipt confirmation. | None | 5 minutes | <i>Administrative Assistant III ICTDO</i> |
| | 1.2. Performs requests. | None | 7 days | <i>Administrative Assistant III ICTDO</i> |
| | 1.3. Updates the status of the request. | None | 5 minutes | <i>Administrative Assistant III ICTDO</i> |
| | TOTAL | | 7 days and 10 minutes | |



22. Request for Web App Deployment

This serves as a guideline for request for web app deployment.

| | | | | |
|--|---|------------------------|------------------------------|---|
| Office or Division: | Information and Communication Technology Development Office – Office of the Chancellor (OC) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | All employees with approval from head of unit | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Systems Requirements Specifications | | Client | | |
| Unit Test Report | | Client | | |
| User Acceptance Test Report | | Client | | |
| Security Test Report | | Client | | |
| User's Manual | | Client | | |
| Administrator's Manual | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sends request service via an online ticketing system. | 1. Sends request receipt confirmation. | None | None | <i>Information Systems Researcher III ICTDO</i> |
| | 2. Performs requests. | None | 7 days | <i>Information Systems Researcher III ICTDO</i> |
| | 3. Updates the status of the request. | None | 5 minutes | <i>Information Systems Researcher III ICTDO</i> |
| | TOTAL | | 7 days and 10 minutes | |



23. Request for Systems Development

This serves as a guideline for request for systems development.

| | | | | |
|--|---|------------------------|------------------------------|---|
| Office or Division: | Information and Communication Technology Development Office – Office of the Chancellor (OC) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | All employees with approval from head of unit | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Rationale | | Client | | |
| 2. Objectives | | Client | | |
| 3. Specifications | | Client | | |
| 4. Features | | Client | | |
| 5. Mock-up | | Client | | |
| 6. Timeline | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sends request via an online ticketing system. | 1.1 Sends request receipt confirmation. | None | 5 minutes | <i>Information Systems Researcher III ICTDO</i> |
| | 1.2 Studies documents provided. | None | 2 days | <i>Information Systems Researcher III ICTDO</i> |
| | 1.3. Provides recommendations and action plans for the request | None | 5 days | <i>Information Systems Researcher III ICTDO</i> |
| | 1.4. Updates the status of the request. | None | 5 minutes | <i>Information Systems Researcher III ICTDO</i> |
| | TOTAL | | 7 days and 10 minutes | |



24. Request for Scriptwriting or Assistance/ Coaching during Script Development

This serves as a guideline for requesting for scriptwriting or assistance/coaching during script development.

| Office or Division: | Multimedia Center – Office of the Chancellor (OC) | | | |
|--|---|------------------------|------------------------------|--|
| Classification: | Complex | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | UP Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Consumables | | Requesting party | | |
| | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fills out the MC Online Request Form via https://goo.gl/forms/QmiFUVdHnprA2Cck2 and provides consumables (e.g batteries, external hard drives) | 1.1 Coordinates with the requesting party regarding the details of the service. | None | 5 minutes | <i>University Researcher II, Multimedia Center</i> |
| | 2. Provides the requested service. | None | 7 days | <i>Information Systems Researcher II/University Researcher II, Multimedia Center</i> |
| | 3. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2 | None | 5 minutes | <i>Administrative Assistant II Multimedia Center</i> |
| | TOTAL | | 7 days and 10 minutes | |



25. Request for Storyboard Development/Preparation

This serves as a guideline for requesting for storyboard development/preparation.

| | | | | |
|--|---|------------------------|------------------------------|---|
| Office or Division: | Multimedia Center – Office of the Chancellor (OC) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | UP Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Consumables | | Requesting party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fills out the MC Online Request Form via https://goo.gl/forms/QmiFUVdHnprA2Cck2 and provides consumables (e.g batteries, external hard drives) | 1.1 Coordinates with the requesting party regarding the details of the service. | None | 5 minutes | <i>University Researcher I</i> Multimedia Center |
| | 2. Provides the requested service. | None | 7 days | <i>University Researcher I</i> Multimedia Center |
| | 3. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2 | None | 5 minutes | <i>Administrative Assistant II</i> Multimedia Center |
| | TOTAL | | 7 days and 10 minutes | |



26. Request for Video Recording/Documentation

This serves as a guideline for requesting for video recording/documentation.

| | | | | |
|--|---|------------------------|-------------------------------|--|
| Office or Division: | Multimedia Center – Office of the Chancellor (OC) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | UP Employees | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Consumables | | | Requesting party | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fills out the MC Online Request Form via https://goo.gl/forms/QmiFUVdHnprA2Cck2 and provides consumables (e.g batteries, external hard drives) | 1.1 Coordinates with the requesting party regarding the details of the service. | None | 5 minutes | <i>University Researcher I Multimedia Center</i> |
| | 1.2. Provides the requested service. | None | 14 days | <i>University Researcher I Multimedia Center</i> |
| | 1.3. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2 | None | 5 minutes | <i>Administrative Assistant II Multimedia Center</i> |
| | TOTAL | | 14 days and 10 minutes | |



27. Request for Sound Recording

This serves as a guideline for requesting for sound recording.

| | | | | |
|--|---|------------------------|-------------------------------|---|
| Office or Division: | Multimedia Center – Office of the Chancellor (OC) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | UP Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Consumables | | Requesting party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fills out the MC Online Request Form via https://goo.gl/forms/QmiFUVdHnprA2Cck2 and provides consumables (e.g batteries, external hard drives) | 1.1 Coordinates with the requesting party regarding the details of the service. | None | 5 minutes | <i>University Researcher I</i> Multimedia Center |
| | 1.2. Provides the requested service. | None | 14 days | <i>University Researcher I</i> Multimedia Center |
| | 1.3. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2 | None | 5 minutes | <i>Administrative Assistant II</i> Multimedia Center |
| | TOTAL | | 14 days and 10 minutes | |



28. Request for Sound Editing

This serves as a guideline for requesting for sound and video editing.

| | | | | |
|--|---|------------------------|------------------------------|---|
| Office or Division: | Multimedia Center – Office of the Chancellor (OC) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | UP Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Consumables | | Requesting party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fills out the MC Online Request Form via https://goo.gl/forms/QmiFUVdHnprA2Cck2 and provides consumables (e.g batteries, external hard drives) | 1.1 Coordinates with the requesting party regarding the details of the service. | None | 5 minutes | <i>Administrative Assistant VI</i> Multimedia Center |
| | 2. Provides the requested service. | None | 2 days | <i>Administrative Assistant VI</i> Multimedia Center |
| | 3. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2 | Noe | 5 minutes | <i>Administrative Assistant II</i> Multimedia Center |
| | TOTAL | | 2 days and 10 minutes | |



29. Request for Video Editing

This serves as a guideline for requesting for sound and video editing.

| | | | | |
|--|---|------------------------|-------------------------------|--|
| Office or Division: | Multimedia Center – Office of the Chancellor (OC) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | UP Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Consumables | | Requesting party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fills out the MC Online Request Form via https://goo.gl/forms/QmiFUVdHnprA2Cck2 and provides consumables (e.g batteries, external hard drives) | 1.1 Coordinates with the requesting party regarding the details of the service. | None | 5 minutes | <i>Administrative Assistant VI/Information Systems Researcher II Multimedia Center</i> |
| | 2. Provides the requested service. | None | 14 days | <i>Administrative Assistant VI/Information Systems Researcher II Multimedia Center</i> |
| | 3. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2 | None | 5 minutes | <i>Administrative Assistant II Multimedia Center</i> |
| | TOTAL | | 14 Days and 10 minutes | |



30. Request for Instructional Design

This serves as a guideline for requesting for instructional design.

| | | | | |
|--|---|------------------------|------------------------------|---|
| Office or Division: | Multimedia Center – Office of the Chancellor (OC) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | UP Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Consumables | | Requesting party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fills out the MC Online Request Form via https://goo.gl/forms/QmiFUVdHnprA2Cck2 and provides consumables (e.g batteries, external hard drives) | 1.1 Coordinates with the requesting party regarding the details of the service. | None | 5 minutes | <i>University Researcher II</i> Multimedia Center |
| | 1.2. Provides the requested service. | None | 5 days | <i>University Researcher II</i> Multimedia Center |
| | 1.3. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2 | None | 5 minutes | <i>Administrative Assistant II</i> Multimedia Center |
| | TOTAL | | 5 days and 10 minutes | |



31. Development of Learning Objects in Multimedia Formats (Podcasts and Simple Video Lecture)

This serves as a guideline for requesting for development of learning objects in multimedia formats.

| | | | | |
|--|---|------------------------|------------------------|--|
| Office or Division: | Multimedia Center – Office of the Chancellor (OC) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Approved Multimedia production proposal (by the Program Chair and Dean) | | Requesting unit | | |
| Consumables | | Requesting unit | | |
| Consent of Talents | | Requesting unit | | |
| Copyright licenses of materials | | Requesting unit | | |
| Permission to use video/sound/ photograph materials for uploading on to the Internet | | Requesting unit | | |
| Permit to use the venue for shoot | | Requesting unit | | |
| Consent Form | | Multimedia Center | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. At least two weeks before the target production schedule, fills out the MC Online Request Form via https://goo.gl/forms/QmiFUVdHnprA2Cck2 and provides consumables (e.g batteries, external hard drives) | 1.1 Assigns MC staff member to lead the requested multimedia material production. | None | 10 minutes | <i>Director</i> Multimedia Center |
| | 1.2 Conducts pre-production meeting with the requesting unit to discuss the production script, production requirements, copyright issues, expectations, | None | 1 day | <i>University Researcher II</i> Multimedia Center |



| | | | | |
|--|---|------|------------------------------|---|
| | and other aspects required in the productions | | | |
| | 1.3 Conducts ocular visit to the location shoot | None | 1 day | <i>Audio-Video Equipment Operator I/Administrative Assistant VI Multimedia Center</i> |
| | 1.4 Proceeds the shoot or production. | None | 3 days | <i>University Researcher II, Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II Multimedia Center</i> |
| 2. Approves the final copy of the multimedia material prior to uploading to the UPOU Networks site and signs consent form. | 2.1 Uploads the multimedia material to the UPOU Networks. | None | 1 day | <i>Information Systems Researcher II Multimedia Center</i> |
| | 2.2. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2 | None | 5 minutes | <i>Administrative Assistant II Multimedia Center</i> |
| | TOTAL | | 6 days and 15 minutes | |



32. Development of Learning Objects in Multimedia Formats (Video Lecture and Instructional Video)

This serves as a guideline for requesting for development of learning objects in multimedia formats (video lecture and instructional video).

| | | | | |
|--|---|------------------------|------------------------|--|
| Office or Division: | Multimedia Center – Office of the Chancellor (OC) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Approved Multimedia production proposal (by the Program Chair and Dean) | | Requesting unit | | |
| Consumables | | Requesting unit | | |
| Consent of Talents | | Requesting unit | | |
| Copyright licenses of materials | | Requesting unit | | |
| Permission to use video/sound/ photograph materials for uploading on to the Internet | | Requesting unit | | |
| Permit to use the venue for shoot | | Requesting unit | | |
| Consent Form | | Multimedia Center | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. At least two weeks before the target production schedule, fills out the MC Online Request Form via https://goo.gl/forms/QmiFUVdHnp rA2Cck2 and provides consumables (e.g batteries, external hard drives) | 1.1 Assigns MC staff member to lead the requested multimedia material production. | None | 10 minutes | <i>Director</i> Multimedia Center |
| | 1.2 Conducts pre-production meeting with the requesting unit to discuss the production script, production requirements, copyright issues, expectations, | None | 1 day | <i>University Researcher II</i> Multimedia Center |



| | | | | |
|---|---|------|-------------------------------|---|
| | and other aspects required in the productions | | | |
| | 1.3 Conducts ocular visit to the location shoot | None | 1 day | <i>Audio-Video Equipment Operator II/Administrative Assistant II Multimedia Center</i> |
| | 1.4 Proceeds the shoot or production. | None | 7 days | <i>University Researcher II, Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II Multimedia Center</i> |
| 2.Approves the final copy of the multimedia material prior to uploading to the UPOU Networks site and signs consent form. | 2.1 Uploads the multimedia material to the UPOU Networks. | None | 1 day | <i>Information Systems Researcher II Multimedia Center</i> |
| | 2.2. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2 | None | 5 minutes | <i>Administrative Assistant II Multimedia Center</i> |
| | TOTAL | | 10 days and 15 minutes | |



33. Development of Learning Objects in Multimedia Formats (Interactive Video and Video with Animation)

This serves as a guideline for requesting for development of learning objects in multimedia formats (Interactive Video and Video with Animation).

| | | | | |
|--|---|------------------------|------------------------|--|
| Office or Division: | Multimedia Center – Office of the Chancellor (OC) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Approved Multimedia production proposal (by the Program Chair and Dean) | | Requesting unit | | |
| Consumables | | Requesting unit | | |
| Consent of Talents | | Requesting unit | | |
| Copyright licenses of materials | | Requesting unit | | |
| Permission to use video/sound/ photograph materials for uploading on to the Internet | | Requesting unit | | |
| Permit to use the venue for shoot | | Requesting unit | | |
| Consent Form | | Multimedia Center | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. At least two weeks before the target production schedule, fills out the MC Online Request Form via https://goo.gl/forms/QmiFUVdHnprA2Cck2 and provides consumables (e.g batteries, external hard drives) | 1.1 Assigns MC staff member to lead the requested multimedia material production. | None | 10 minutes | <i>Director</i> Multimedia Center |
| | 1.2 Conducts pre-production meeting with the requesting unit to discuss the production script, production requirements, copyright issues, expectations, | None | 1 day | <i>University Researcher II</i> Multimedia Center |



| | | | | |
|--|---|--|-------------------------------|--|
| | and other aspects required in the productions | | | |
| | 1.3 Conducts ocular visit to the location shoot | | 1 day | <i>Audio-Video Equipment Operator II Multimedia Center</i> |
| | 1.4 Proceeds the shoot or production. | | 10 days | <i>University Researcher II, Information Systems Researcher II, Audio-Video Equipment Operator I/ Administrative Assistant VI/ Administrative Assistant II Multimedia Center</i> |
| 2. Approves the final copy of the multimedia material prior to uploading to the UPOU Networks site and signs consent form. | 2.1 Uploads the multimedia material to the UPOU Networks. | | 1 day | <i>Information Systems Researcher II Multimedia Center</i> |
| | 2.2. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2 | | 5 minutes | <i>Administrative Assistant II Multimedia Center</i> |
| | TOTAL | | 13 days and 15 minutes | |



34. Request for Web Streaming

This serves as a guideline for requesting for web streaming.

| | | | | |
|---|---|------------------------|------------------------|--|
| Office or Division: | Multimedia Center – Office of the Chancellor (OC) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government-to-Government(G2G) | | | |
| Who may avail: | UP Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Multimedia materials | | Requesting party | | |
| Internet connection assistance/services | | ICTDO | | |
| Venue and set-up/decoration | | Requesting party | | |
| Media promotion materials | | Requesting party | | |
| Compilation of all questions sent in by online viewers through the streaming site, email, or SMS | | Requesting party | | |
| Video Release Form for featured speaker/s, performer/s or talent/s | | Multimedia Center | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. At least three weeks before the event, fills out the MC Online Request Form via https://goo.gl/forms/QmiFUVdHnprA2Cck2 and provides consumables (e.g batteries, external hard drives) | 1.1 Coordinates with the requesting party regarding the details of the service. | None | 10 minutes | <i>University Researcher II</i> Multimedia Center |
| | 1.2 Conducts pre- production meeting/s between the proponent/s to discuss the production script, production requirements, copyright issues, expectations, and other aspects required in the productions | None | 1 day | <i>University Researcher II</i> Multimedia Center |



| | | | | |
|--|---|------|----------|---|
| | 1.3. Conducts ocular visit of venue location/walk-through at least two weeks before the event | None | 1 day | <i>Administrative Assistant II Multimedia Center</i> |
| | 1.4 Checks the quality and licenses of the materials used. | None | 1 day | <i>University Researcher II/Information Systems Researcher II Multimedia Center</i> |
| | 1.5 Sets-up, conducts technical testing | None | 7 hours | <i>University Researcher II, Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II Multimedia Center</i> |
| | 1.6 Does web streaming | None | 4 hours | <i>University Researcher II, Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II Multimedia Center</i> |
| | 1.7 Edits the video | None | 12 hours | <i>Information Systems Researcher II/ Administrative Aide VI</i> |



| | | | | |
|--|--|------|----------------------------------|---|
| | | | | Multimedia Center |
| | 1.8 Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2 | None | 5 minutes | <i>Administrative Assistant II</i> Multimedia Center |
| | TOTAL | | 5 days 7 hours 15 minutes | |



35. Development of Supplementary Course Components (OERs)

This serves as a guideline for requesting for development of supplementary course components (OERs).

| | | | | |
|--|---|------------------------|------------------------|--|
| Office or Division: | Multimedia Center – Office of the Chancellor (OC) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | UPOU Faculty-in-Charge | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request Letter | | Dean's Office | | |
| OER Proposal/Concept Note | | Dean's Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fills out the MC Online Request Form via https://goo.gl/forms/QmiFUVdHnprA2Cck2 and provides consumables (e.g batteries, external hard drives) | 1.1 Convenes with the FIC and a multimedia specialist to prepare the production plan (i.e., script, storyboard, description, tags, etc.). | None | 3 hours | <i>University Researcher II</i> Multimedia Center |
| | 1.2. Conducts the pre-production meeting and actual production. | None | 3 hours | <i>University Researcher II</i> Multimedia Center |
| | 1.3 Shares the OER materials produced to the DO, and informs the OASIS of this progress. | None | 15 minutes | <i>Information Systems Researcher II</i> Multimedia Center |
| | 1.4 Facilitates the evaluation of the OER materials produced. | None | 4 hours | <i>University Researcher II/Information Systems Researcher II</i> Multimedia Center |



| | | | | |
|--------------------|--|------|--------------------------------------|---|
| 2. Reviews the OER | 2.1 Revises/re-edits the OER materials. | None | 7 days | <i>Information Systems Researcher II/Administrative Aide IV Multimedia Center</i> |
| | 2.2. Publishes the final OER materials to the UPOU Networks, shares the links to the DO and other OER repositories. | None | 1 day | <i>Information Systems Researcher II Multimedia Center</i> |
| | 2.3 Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2 | None | 15 minutes | <i>Administrative Assistant II Multimedia Center</i> |
| | TOTAL | | 9 days, 2 hours and 30 minues | |



36. Gender-focused Research Grant

This serves as a guideline for applying for gender-focused research grant.

| | | | | |
|--|--|------------------------|------------------------|---|
| Office or Division: | Office of Gender Concerns – Office of the Chancellor (OC) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | Employees and affiliate faculty with administrative load credits | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Gender-focused research proposal | | Proponent | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits gender-focused research proposal. | 1.1. Reviews the submitted gender-focused research proposals. | None | 15 days | <i>Internal/External Reviewer, Director Office of Gender Concerns</i> |
| | 1.2. Endorses the proposal to the Institutional Review and Ethics Committee (IREC) for ethics evaluation | None | 1 day | <i>Director Office of Gender Concern</i> |
| | 1.3 Endorses the proposal to the Data Protection Officer (DPO) for evaluation and recommendation. | None | 1 day | <i>Director Office of Gender Concern</i> |
| | 1.4 Endorses the IREC-certified proposals to the RPC for evaluation and recommendation | None | 1 day | <i>Director Office of Gender Concern</i> |



| | | | | |
|--|--|------|----------------|---|
| | 1.5 Endorses the awarding of the grant to the Chancellor. | None | 1 day | <i>Chair, Research and Publications Committee</i> Office of the Vice Chancellor for Academic Affairs |
| | 1.6 Renders decision on the endorsement | None | 1 day | <i>Chancellor</i> Office of the Chancellor |
| | 1.7 Informs the Legal Office to prepare and process the research grant contract. | None | 1 day | <i>Administrative Assistant</i> Office of Chancellor |
| | 1.8 Facilitates the signing of the Research Grant Contract | None | 5 days | <i>Administrative Aide VI</i> Office of Legal Counsel |
| | 1.9 Prepares the disbursement voucher of the proponent's research grant. | None | 1 day | <i>OGC Staff</i> Office of Gender Concern |
| | TOTAL | | 27 days | |



37. Request for Legal Advice/Advisory

This serves as a guideline for requesting for legal advice/opinion.

| | | | | |
|--|--|------------------------|-----------------------------|--|
| Office or Division: | Office of the Legal Counsel – Office of the Chancellor (OC) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Government (G2G) | | | |
| Who may avail: | Chancellor; UPOU officials | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sends request (e.g., inquiry, legal advice/opinion) in writing or by email. | 1.1 Informs the Chief Legal Officer regarding the request. | None | 10 minutes | <i>Administrative Aide VI</i> Office of the Legal Counsel |
| | 1.2 Gives legal advice/opinion in writing or by email. | None | 1 day | <i>Chief Legal Counsel</i> Office of the Legal Counsel |
| | 1.3. Forwards the legal advice/opinion to the requesting unit. | None | 10 minutes | <i>Administrative Aide VI</i> Office of the Legal Counsel |
| | TOTAL | | 1 day and 20 minutes | |



38. Assistance in Handling Administrative/Student Disciplinary Cases

This serves as a guideline for acquiring assistance in handling administrative/student disciplinary cases.

| | | | | |
|--|---|------------------------|------------------------|---|
| Office or Division: | Office of the Legal Counsel – Office of the Chancellor (OC) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government-to-Government (G2G)/Government-to-Citizen (G2C) | | | |
| Who may avail: | UPOU employees and students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter from the Dean/Official re: Administrative/Student Disciplinary Case | | Dean's Office/Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Notifies the existence of an administrative/student disciplinary case. | 1.1 Requests the creation of an Adhoc College/Administrative Investigating Committee (C/AIC). | None | 5 days | <i>Chief Legal Officer</i> Office of the Chief Legal Counsel |
| | 2. Facilitates the appointment of an independent prosecutor for the case to act in behalf of the UPOU. | None | 15 days | <i>Chief Legal Officer</i> Office of the Chief Legal Counsel |
| | 3. Advises and guides the Chancellor in understanding the case. | None | 7 days | <i>Chief Legal Officer</i> Office of the Chief Legal Counsel |
| | 4. Drafts the final resolution of the Chancellor upon the latter's advice and subject to his/her review and approval. | None | 15 days | <i>Chief Legal Officer</i> Office of the Chief Legal Counsel |
| | TOTAL | | 42 days | |



39. Contract Review/Drafting

This serves as a guideline for the processing of contract review/drafting.

| | | | | |
|--|---|------------------------|------------------------|--|
| Office or Division: | Office of the Legal Counsel – Office of the Chancellor (OC) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government-to-Government (G2G) Government-to-Business (G2B) | | | |
| Who may avail: | All units | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Project Documents | | Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sends request for preparation/ review of a contract | 1.1 Prepares/ Reviews the contract. | None | 2 days | <i>Administrative Aide VI/Chief Legal Counsel</i> Office of the Legal Counsel |
| | 1.2 Returns the prepared/reviewed draft to the requesting unit for review and approval. | None | 15 minutes | <i>Administrative Aide VI</i> Office of the Legal Counsel |
| | 1.3. Incorporates comments and suggestions (if any) of the requesting unit. | None | 20 minutes | <i>Administrative Aide VI/Chief Legal Counsel</i> Office of the Legal Counsel |
| | 1.4 Finalizes the contract and prints seven (7) original copies for signature/execution of the parties. | None | 10 minutes | <i>Administrative Aide VI</i> Office of the Legal Counsel |
| | 1.5 Affixes initials to the contract | None | 2 days | <i>Chief Legal Counsel</i> Office of the Legal Counsel |
| | 1.6. Forwards the contract to the Chancellor and the witness for signature. | None | 2 days | <i>Administrative Aide VI</i> Office of the Legal Counsel |



| | | | | |
|--|--|------|-------------------------------|--|
| | 1.7 Facilitates notarization of the Chancellor's signature | None | 1 day | <i>Administrative Aide VI</i> Office of the Legal Counsel |
| | 1.8 Forwards the contract for signing of the other party/ies | None | 5 days | <i>Administrative Aide VI</i> Office of the Legal Counsel |
| | 1.9. Forwards a copy of the contract to the Board of Regents for information/confirmation | None | 2 days | <i>Administrative Aide VI</i> Office of the Legal Counsel |
| | 1.10 Gives copy of the fully executed contract to the requesting unit and other party/ies. | None | 1 day | <i>Administrative Aide VI</i> Office of the Legal Counsel |
| | TOTAL | | 15 days and 45 minutes | |





**Office of the Vice Chancellor
for Academic Affairs**





1. Application and Processing of Request to Pursue Post Baccalaureate Degree of Faculty Members

This serves as a guide in the application and processing of request to pursue posit baccalaureate degree of UPOU faculty.

| | | | | |
|---|--|---|------------------------------|---|
| Office or Division: | Office of the Vice Chancellor for Academic Affairs | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | UPOU Faculty Members | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Admission notice | | University from which the applicant is currently enrolled | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.1 Submits a letter request to the Chancellor through channels | 1.1 Receives the request | None | 5 minutes | <i>Administrative Officer</i> Faculty Offices |
| | 1.2 Endorses the request to the Dean | None | 1 day | Faculty APC Faculty Offices |
| | 1.3 Endorses the request to the University Academic Personnel Board (APB) | None | 1 day | <i>Dean</i> Faculty Offices |
| | 1.3 Endorses the request to the Chancellor | None | 1 day | <i>University APB</i> |
| | 1.4 Renders decision on the request | None | 1 day | <i>Chancellor</i> Office of the Chancellor |
| | 1.5 Provides copy of the decision to the faculty member thru the Faculty Dean and HRDO | None | 5 minutes | <i>Administrative Aide VI</i> Office of the Vice Chancellor for Academic Affairs |
| | TOTAL | | 4 days and 10 minutes | |



2. Application to the Teaching Assistantship Program

This serves as a guide in the application and processing of Teaching Assistantship Program such as Teaching Fellows and Teaching Assistants in UPOU.

| | | |
|-----------------------------|--|------------------------|
| Office or Division: | Office of the Vice Chancellor for Academic Affairs | |
| Classification: | Complex | |
| Type of Transaction: | G2C – Government to Citizen | |
| Who may avail: | Faculty Offices | |
| | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| | 1 copy of UP Teaching Assistantship Program Application Form | OVCAA |
| | 1 copy of Admission notice | Applicant |
| | 1 copy of Official Transcript of Records and True Copy of Grades up to previous semester | Applicant |
| | 1 copy of Postgraduate Program of Study (for those currently enrolled) | Applicant |
| | 1 copy of Registration Form 5 for those currently enrolled | Applicant |
| | 750 – 1000 essay in English on the applicants career goals and interest in teaching, research and/or creative work | Applicant |
| | Two recommendation letters for applicant based on past performance from teachers/mentors endorsed by the unit head | Applicant |
| | Proposed courses to teach with specific tasks and duties | Faculty Offices |
| | Proposed post graduate program of study (applicable only for applicants who are baccalaureate graduates) | Applicant |
| | Proposed plan for teaching enhancement and training | Faculty Offices |
| | Proposed plan for research and creative work mentoring | Faculty Offices |
| | Justification letter for endorsing an applicant who is already in the thesis stage | Faculty Offices |
| | | |
| | | |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|------------------------|-----------------------------|---|
| 1. Accomplishes and submits the documents | 1.1 Submits documents | None | 1 day | <i>Dean Faculty of Studies</i> |
| | 1.2 Evaluates and endorses the application to the Chancellor | None | 1 day | <i>Vice Chancellor for Academic Affairs OVCAA</i> |
| | 1.3 Evaluates and endorses the application to the Chancellor | None | 1 day | <i>Chancellor Office of the Chancellor</i> |
| | 1.4 Submits all the documents to OVPA | None | 1 day | <i>Administrative Assistant II Office of the Chancellor</i> |
| | 1.5 Renders decision on the application | None | 1 day | <i>Vice President for Academic Affairs/ President University of the Philippines</i> |
| | 1.6 Informs the applicant through the Faculty Office on the decision of the application | None | 5 minutes | <i>Dean Faculty of Studies</i> |
| | TOTAL | | 5 days and 5 minutes | |



3. Application for Professorial Chair Awards and Faculty Grant Awards

The serves as guide in the processing of the application/nomination for professorial chair and faculty grant award.

| | | | | |
|---|--|--|------------------------|--|
| Office or Division: | Office of the Vice Chancellor for Academic Affairs | | | |
| Classification: | Highly Technical Transaction | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Regular faculty members | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Application for Professional Chair/Faculty Grant | | Office of the Vice Chancellor for Academic Affairs | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sends application for Professional Chair/Faculty Grant | 1.1. Receives the application | None | 5 minutes | <i>Administrative Officer</i> Faculty Offices |
| | 1.2 Evaluates the nomination/ application | None | 1 day | <i>Academic Personnel Committee (APC)</i> Faculty Offices |
| | 1.3 Recommends the nomination/ application to the UPOU Committee on Professorial Chair and Faculty Grant (CPCFG) | None | 1 day | <i>Dean</i> Faculty Offices |
| | 1.4 Evaluates and recommends the granting of the award to the Chancellor | None | 1 day | <i>CPCFG</i> |
| | 1.5 Submits to the UP President the recommendations for the grant of the Professorial Chair/Faculty Grant award | None | 1 day | <i>Chancellor</i> Office of the Chancellor |



| | | | | |
|--|--|------|-----------------------------|---|
| | 1.6 Renders decision on the application | None | 1 day | <i>Vice President for Academic Affairs/ President/Board of Regent University of the Philippines</i> |
| | 1.7 Prepares the contract | None | 1 day | <i>Chief Legal Counsel Office of the Legal Counsel</i> |
| | 1.8 Facilitates the signing of the contract and distribute signed contract | None | 2 days | <i>Administrative Aide VI Office of the Legal Counsel</i> |
| | TOTAL | | 8 days and 5 minutes | |



4. Application for Research Dissemination Grant (RDG)

This involves the guidelines for RDG that aims to financially support faculty members and staff in disseminating research outputs to international conferences.

| | | | | |
|---|---|---|------------------------|--|
| Office or Division: | Office of the Vice Chancellor for Academic Affairs | | | |
| Classification: | Highly Technical Transaction | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | All Employees and Affiliate/Adjunct faculty members and Lectures | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. UPOU HRDO Form no. CE 002 | | http://hrdo.upou.edu.ph | | |
| 2. Notice of abstract acceptance | | Applicant | | |
| 3. Full paper | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits application and required documents | 1.1 Receives the application | None | 5 minutes | <i>Administrative Officer Faculty Offices/Unit</i> |
| | 1.2 Evaluates and endorses the application | None | 1 day | <i>Dean/Head of Unit Faculty Offices/Unit</i> |
| | 1.3 Reviews documents for eligibility of applicant and issues clearance | None | 1 day | <i>Chief Administrative Officer Human Resources Development Office</i> |
| | 1.4 Reviews the documents and issues clearance | None | 1 day | <i>Chief Administrative Officer Budget Office</i> |
| | 1.5 Reviews and endorses the application 1.9 Office of the Dean prepares RDG DV | none | 1 day | <i>Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs</i> |



| | | | | |
|--|--|------|-----------------------------|---|
| | 1.6 Renders decision on the request | None | 1 day | Chancellor Office of the Chancellor |
| | 1.7 Prepares travel authority and Contract | None | 1 day | Chief Administrative Officer Human Resources Development Office |
| | 1.8 Facilitates the signing and distribute copies to concerned units/individuals | None | 1 day | Administrative Aide VI Human Resources Development Office |
| | TOTAL | | 7 days and 5 minutes | |



5. Request for Student Assistants and Graduate Assistants (SA/GA) Slots

This serves as a guideline for processing the SA/GA slots

| | | | | |
|--|---|------------------------|------------------------|--|
| Office or Division: | Office of the Student Affairs, Office of the Vice Chancellor for Academic Affairs | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | All UPOU offices | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Survey form to determine demand and supply of SAGA | | OSA | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. UPOU Offices sends request for SA/GA slots | 1.1 Makes a survey to determine the demand prior to annual budget | None | 4 days | <i>Administrative Aide VI</i> Office of Student Affairs |
| | 1.2 Recommends approval to the Chancellor on the number of slots and budget | None | 1 day | <i>Director</i> OSA |
| | 1.3 Chancellor renders decision | None | 1 day | <i>Chancellor</i> Office of the Chancellor |
| | 1.3 Announces available SAGA slots via print and electronic means | None | 1 day | <i>Administrative Aide VI</i> Office of Student Affairs |
| TOTAL | | | 7 days | |



6. Application for Venue of Proctored Midterm/Final examinations

This serves as a guide for students for the application for venue of Proctored Midterm/Final examination.

| | | | | |
|--|---|------------------------|------------------------|--|
| Office or Division: | Office of Student Affairs, Office of the Vice Chancellor for Academic Affairs | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | UPOU students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplishes application for venue at the http://osasystem.upou.edu.ph | 1.1 Consolidates the request generated through the system. | None | 1 day | <i>University Extension Associate I</i> Office of Student Affairs |
| | 1.2 Makes the exam arrangements with examiners/proctors and coordinates with Faculty Offices. | None | 1 day | <i>University Extension Associate I</i> Office of Student Affairs |
| | 1.3 Informs students of exam details. | None | 1 day | <i>University Extension Associate I</i> Office of Student Affairs |
| | TOTAL | | 3 days | |



7. Application for Scholarship Grants

This serves as guidelines for the application for scholarship grants to UPOU students.

| | | | | |
|--|---|------------------------------------|------------------------|---|
| Office or Division: | Office of Student Affairs, Office of the Vice Chancellor for Academic Affairs | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | UPOU students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| One (1) 2x2 photo | | Applicant | | |
| Current Income Tax Return of parents; if exempted from filing attach BIR Cert. of Exemption; if parents are unemployed, attach notarized affidavit of income | | Applicant | | |
| UP Form 5 | | Applicant | | |
| True Copy of Grades from previous semester(s) | | Office of the University Registrar | | |
| Cert. of Good Moral Character | | Office of the University Registrar | | |
| Birth Certificate | | Applicant | | |
| Three (3) recommendation letter from previous Professor | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Submits application documents | 1.1 Receives and screens the application | None | 1 day | <i>Administrative Aide VI</i> Office of Student Affairs |
| | 1.2 Evaluates application | None | 1 day | <i>Scholarship Committee</i> |
| | 1.3 Notifies the students on the results through email or mail | None | 1 day | <i>Administrative Aide VI</i> Office of Student Affairs |
| | 1.4 Uploads qualified applicants in the Official OUR Database System | None | 1 day | <i>Administrative Assistant III</i> Office of the University Registrar |
| | TOTAL | | 4 days | |



8. Application for Tuition Fee Refund of Scholar

This serves as guidelines for scholar/s who has paid his/her matriculation fee and request to refund his/her tuition fees.

| | | | | |
|-----------------------------------|---|---|------------------------|---|
| Office or Division: | Office of Student Affairs, Office of the Vice Chancellor for Academic Affairs | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Approved scholars | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Refund form | | https://osa.upou.edu.ph/scholarship/ | | |
| UP Form 5 | | Applicant | | |
| Proof of Payment | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits application for refund | 1.1 Receives application for refund. | None | 5 Minutes | <i>Administrative Aide VI</i> Office of Student Affairs |
| | 1.2 Evaluates the request for refund | None | 1 day | <i>Administrative Aide VI</i> Office of Student Affairs |
| | 1.3 Prepares the Disbursement Voucher (DV) | None | 1 day | <i>Administrative Officer</i> Office of Vice Chancellor for Academic Affairs |
| | 1.4 Verifies/ Checks and signs Box A | None | 5 minutes | <i>Administrative Officer/Unit Head</i> Respective Unit |
| | 1.5 Pre-audits the document | None | 1 day | <i>Administrative Aide</i> Accounting Office |
| | 1.6. Records the transaction to | None | 4 hours | <i>Administrative Aide</i> |



| | | | | |
|--|--|------|-----------------------------------|---|
| | books of accounts | | | Accounting Office |
| | 1.7.Reviews, signs and certifies the availability of funds | None | 4 hours | <i>Chief Accountant</i> Accounting Office |
| | 1.8 Approves the payment | None | 10 minutes | <i>Vice Chancellor for Finance and Administration/ Chancellor</i> OVCFA/OC |
| | 1.9 Prepares e-credit payment/ check | None | 4 hours | <i>Administrative Aide/ Cash Office</i> |
| | 1.10 Reviews and signs the advice/check | None | 30 minutes | <i>Chief AO, Cash Office and Vice Chancellor for Finance and Administration/ Chancellor</i> Cash Office/ OVCFA/OC |
| | 1.11 Release the advice/check to the bank/ supplier | None | 5 minutes | <i>Administrative Aide</i> Cash Office |
| | TOTAL: | | 4 days, 4 hours 55 minutes | |



9. Application for Student Assistant / Graduate Assistant

Serves as guidelines for students to apply as Student/Graduate Assistant while pursuing their studies in the University.

| | | | | |
|--|--|--|------------------------|--|
| Office or Division: | Office of Student Affairs, Office of the Vice Chancellor for Academic Affairs | | | |
| Classification | Complex | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Undergraduate and post graduates students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Biodata | | Office of Student Affairs | | |
| True Copy of Grades | | Office of the University Registrar/Office of the College Secretary | | |
| UP Form 5 | | Applicant | | |
| For graduating students only : Certification from the Secretary to the Faculty that the student is a candidate for graduation | | Faculty Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits the application | 1.1 Receives and evaluates application | None | 1 day | <i>Administrative Aide VI</i> Office of Student Affairs |
| | 1.2 Endorses the application to Head of Unit for evaluation | None | 1 day | <i>Director</i> Office of Student Affairs |
| | 1.3 Evaluates the applications and submits approved work schedule and signs basic papers | None | 1 day | <i>Unit head</i> |
| | 1.4 Facilitates the processing of appointment. | None | 2 days | <i>Administrative Aide/Chief Admin Officer</i> HRDO |
| | 1.5 Distributes copies of appointment papers. | None | 1 day | <i>Administrative Aide VI</i> Office of Student Affairs |
| | TOTAL | | 6 days | |



10. Application for Student Loan

This serves as guide for students who are applying for student loan.

| | | | | |
|----------------------------------|--|---|------------------------|--|
| Office or Division: | Office of Student Affairs, Office of the Vice Chancellor for Academic Affairs | | | |
| Classification | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Undergraduate and post graduates students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Application for Refund | | https://osa.upou.edu.ph/student-loan-program/ | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits the application | 1.1 Receives and evaluates application | None | 1 day | <i>Administrative Aide VI</i> Office of Student Affairs |
| | 1.2 Evaluates and renders decision on the application | None | 1 day | <i>Student Loan Board</i> |
| | 1.3 Informs the applicant and the Office of the University Registrar on the decision | None | 1 day | <i>Administrative Aide VI</i> Office of Student Affairs |
| TOTAL | | | 3 days | |



11. Application for Undergraduate Admission

This serves as guide to those applying for undergraduate admission in UP Open University

| | |
|-----------------------------|--|
| Office or Division: | Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs |
| Classification: | Highly Technical |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | UPCAT Successful Applicants, Qualified Transferees, Applicants with previous degree |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|---|
| Accomplished online application form for admission | https://our.upou.edu.ph/oas/ |
| Original and photocopy of academic credentials: <ul style="list-style-type: none"> • If a former UP student: <ul style="list-style-type: none"> • Original copy of the Official Transcript of Records (OTR) indicating date cleared by the concerned UP units; • Permit to Transfer; • If a former college student of another higher education institution: <ul style="list-style-type: none"> • Original copy of the Official Transcript of Records (OTR) bearing the school's dry seal and imprint, and the Registrar's signature in ink, and must bear an acceptable remarks. • If a former college student of multiple schools: <ul style="list-style-type: none"> • Original copy of the Official Transcript of Records (OTR) from the last school attended reflecting all credentials from prior school/s and should bear the school's dry seal and imprint, the Registrar's signature in ink, and must bear an acceptable remarks. • If a student holds an international scholastic records: <ul style="list-style-type: none"> • Original copy of scholastic records with citation "copy for UP Open University" duly | Applicant |



| authenticated by the Philippine Foreign Service Post located in the student applicant's country of origin or legal residence; | | | | |
|---|---|--|------------------------|--|
| Proof of payment of non-refundable application fee | | Applicant | | |
| Two pieces identical 2" x 2" photos and two pieces identical 1" x 1" photos, with name and program applying for printed at the back of the photos; | | Applicant | | |
| Photocopy of NSO or PSA Birth Certificate; | | Applicant | | |
| Photocopy of one government-issued IDs with photo; | | Applicant | | |
| Additional requirements for foreign applicants (non-Filipino): <ul style="list-style-type: none"> • Photocopy of data page of the student's passport showing date and place of birth, and birth certificate or its equivalent duly authenticated by the Philippine Foreign Service Post. | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sends all admission requirements on or before the application deadline to: Admissions Section Office of the University Registrar Los Banos, Laguna. | 1.1 Receives the application documents | PhP 350.00 for applicants based in the Philippines or USD 75.00 for applicants based abroad. | 5 minutes | <i>University extension Associate I/Administrative Assistant V</i> Office of the University Registrar |
| | 1.2 Pre-evaluates the submitted documents of the applicant. | None | 10 minutes | <i>University extension Associate I</i> Office of the University Registrar |
| | 1.3 Evaluates applications and recommends | None | 5 hours | <i>University Extension Associate I</i> |



| | | | | |
|-------------------|--|------|---------|---|
| | those who will be taking the admission examination | | | Office of the University Registrar Office of the University Registrar <i>Undergraduate Admissions Committee (UAC)</i> |
| | 1.3 Informs and gets the confirmation of attendance of examinee. | None | 1 day | <i>University Extension Associate</i> <i>I/Administrative Assistant V</i> Office of the University Registrar |
| | 1.4 Coordinates with OSA for the details of the exam venue and examiner | None | 2 days | <i>University Extension Associate</i> <i>I/Administrative Assistant V</i> Office of the University Registrar |
| | 1.5 Prepares and sends test permits of confirmed examinees including instructions for taking the test. | None | 2 days | <i>University Extension Associate</i> <i>I/Administrative Assistant V</i> Office of the University Registrar |
| | 1.6 Prepares and sends the examination pack to the examiner. | None | 2 days | <i>University Extension Associate</i> <i>I/Administrative Assistant V</i> Office of the University Registrar |
| 2. Takes the exam | 2.1 conducts the exam at the designated time and venue. | None | 5 hours | <i>Examiner</i> Office of Student Affairs |



| | | | | |
|--|--|------|---------------------------------------|---|
| | 2.2 Sends back the examination pack to the OUR | None | 1 day | Examiner Office of Student Affairs |
| | 2.3 Sends the answer sheets (using the required format) to the test markers. | None | 1 day | University Extension Associate I Office of the University Registrar |
| | 2.4 Checks the exam and sends the results to the OUR | None | 20 days | Test Marker UP Office of Admissions and Faculty of Education |
| 3. Completes the DE Readiness Module (DERM). | 3.1 Sends emails to the applicant the link to the DERM. | None | 10 minutes | University Extension Associate I Office of the University Registrar |
| | 3.2 Evaluate s application for admission (2 nd Round). | None | 5 hours | University Extension Associate I Office of the University Registrar Office of the University Registrar Undergraduate Admissions Committee (UAC) |
| | 3.3 Sends the results of the evaluation by email to applicant. | | 1 day | University Extension Associate I Office of the University Registrar Office of the University Registrar |
| | TOTAL | | 31 days 7 hours and 25 minutes | |



12. Application for Graduate Admission

This serves as guide to those applying for graduate admission in UP Open University

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| Office or Division: | Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs |
| Classification: | Highly Technical |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Applicants who hold a Bachelor’s degree and who have satisfied the minimum qualifications of the program. |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| Accomplished online application form for admission | https://our.upou.edu.ph/oas/ |
| Original copy of academic credentials: <ul style="list-style-type: none"> • Original and photocopy of the Official Transcript of Records (OTR). <ul style="list-style-type: none"> ○ If the applicant attended multiple schools or earned multiple degrees, OTR from the last school attended reflecting all credentials from prior school/s or degree/s; bear the school’s dry seal and imprint, the Registrar’s signature in ink, and must bear an acceptable remarks. TORs without remarks are considered valid. ○ If the applicant holds an international scholastic records, original copy duly authenticated by the Philippine Foreign Service Post located in the student applicant’s country of origin or legal residence. | Applicant |
| Two (2) letters of recommendation from any of your employer/supervisor, former professor, or former program adviser (UPOU Form 1a https://our.upou.edu.ph/student/pdf/re) | Applicant |



| | |
|---|------------|
| commendation%20form_UPOU%20Form%201a.pdf) | |
| Proof of Payment of Application fee (non-refundable) amounting to PHP 500.00 for applicants based in the Philippines, and USD 100.00 for applicants based abroad. | Applicant. |
| Two pieces identical 2" x 2" photos and two pieces identical 1" x 1" photos, with name and program applied for printed at the back of the photos; | Applicant |
| Photocopy of PSA Birth Certificate; | Applicant |
| Photocopy of one government-issued IDs with photo; | Applicant |
| Additional Requirements for the DIH program: <ul style="list-style-type: none"> 1. A certified true copy of college diploma; 2. An updated curriculum vitae; 3. A certificate of training or employment describing the nature of the applicant's work. | Applicant |
| Additional Requirements for DCOMM: <ul style="list-style-type: none"> 1. Statement of Intent in the form of a 2,000-word essay outlining the applicant's research plan of action, which includes the proposed research framework, problem (in question form) or topics. 2. Portfolio of written work comprising the applicant's written work (e.g., publications and studies undertaken wherein the applicant is the sole or senior author, media productions, scripts, etc.). 3. English language proficiency report indicating that the applicant, who is not a native speaker of English and who did not take previous academic coursework in English, has passed a valid English proficiency examination (e.g., International English Language | Applicant |



| | |
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| <p>Testing System – IELTS, or Test of English as Foreign Language – TOEFL).</p> <p>4. Proficiency in the use of computers and the Internet, which may be an actual demonstration of proficiency in the use of computer technologies, the Internet, and other information and communication tools essential for undertaking independent research.</p> <p>5. Special Needs Statement that would include but not limited to physical and mental conditions that might require special attention or support service.</p> | |
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| <p>Additional requirements for foreign applicants (non-Filipino):</p> <ul style="list-style-type: none"> • Scholastic Records duly authenticated by the Philippine Foreign Service Post located in the student applicant’s country of origin or legal residence; • Photocopy of data page of the student’s passport showing date and place of birth, and birth certificate or its equivalent duly authenticated by the Philippine Foreign Service Post. | Applicant |
|---|-----------|

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|--|------------------------|---|
| <p>1. Sends all admission requirements on or before the application deadline to:</p> <p>Admissions Section Office of the University Registrar in Los Banos, Laguna.</p> | <p>1.1 Receives the application documents</p> | <p>PHP 500.00 for applicant based in the Philippines, and USD 100.00 for applicant</p> | <p>5 minutes</p> | <p><i>University Extension Associate I/Administrative Aide VI/Administrative Assistant V</i> Office of the University Registrar</p> |



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| | | based abroad. | | |
| | 1.2 Pre-evaluates the submitted documents of the applicant. | | 10 minutes | <i>University Extension Associate //Administrative Aide VI Office of the University Registrar</i> |
| 2. Completes the DE Readiness Module (DERM). Note: If admission exam is required, the applicant must take the exam first before completing the DERM | 2.1 Sends email to the applicant the link to the DERM. | | 10 minutes. | <i>University Extension Associate //Administrative Aide VI Office of the University Registrar</i> |
| | 2.2, Forwards applications to respective Faculty Office | | 15 days | <i>University Extension Associate //Administrative Aide VI Office of the University Registrar</i> |
| | 2.3, Evaluates the application documents of applicants. | | 25 days | Program Admission Committee |
| | 2.4 If required to take admission exam, informs and gets the confirmation of attendance of examinees. | | 1 day | <i>University Extension Associate //Administrative Aide VI Office of the University Registrar</i> |
| | 2.5 Coordinates with OSA for the details of the exam venue and examiner for local and | | 1 day | <i>University Extension Associate //Administrative Aide VI</i> |



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| | international venues. | | 1 day | Office of the University Registrar |
| | 2.6 Prepares test permits of confirmed examinees | | 1 day | <i>University Extension Associate I/ Administrative Aide VI</i> Office of the University Registrar |
| | 2.7 Sends test permit to the examinees along with the instructions for taking the test via email. | | 1 day | <i>University Extension Associate I/ Administrative Aide VI</i> Office of the University Registrar |
| | 2.8 Prepares the examination pack and sends them to the examiner. | | 2 days | <i>University Extension Associate I/ Administrative Aide VI</i> Office of the University Registrar |
| | 2.9 Receives the examination pack. | | 1 day | <i>Examiner</i> Office of the Student Affairs |
| 3. Takes the exam (if required) | 3.1 Conducts the exam at the designated time and venue. | | 5 Hours | <i>Examiner</i> Office of the Student Affairs |
| | 3.2 Mails back the examination pack to the OUR | | 3 days | <i>Examiner</i> Office of the Student Affairs |
| | 3.3 Sends the answer sheets (using the required | | 1 day | <i>University Extension Associate I/ Administrative Assistant V</i> |



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| | format) to the Faculty Office for marking. | | | Office of the University Registrar |
| | 3.4 Marks the exam | | 7 days | <i>Test Markers</i> Faculty Offices |
| | 3.5 Evaluates the application documents and exam results of applicant | | 20 days | <i>Program Admission Committee</i> Faculty Offices |
| | 3.6 Returns the application documents to the OUR with results | | 1 day | <i>Program Admission Committee</i> Faculty Offices |
| | 3.7 Sends the results of the evaluations by email to applicants. | | 10 minutes. | <i>University Extension Associate I</i> Office of the University Registrar |
| | TOTAL | | 73 days, 5 hours and 35 minutes | |



13. Application for Readmission

Students who went on Absence without Leave (AWOL) should file for readmission to be able to continue his/her program with UPOU. However, the application is subject to the approval or evaluation of the Program Chair (PC).

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| Office or Division: | Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Students who are on Absence without Leave (AWOL) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished application form for readmission | | https://our.upou.edu.ph/ourweb/details.php?id=41 | | |
| 2. Valid proof of payment for application fee | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Student submits documents to the Records Section (records@upou.edu.ph) before the set deadline for the term. | 1.1 Acknowledges receipt of the application | PHP225.00 | 5 minutes | <i>Administrative Aide VI</i> Office of the University Registrar |
| | 1.2 Downloads and prints application form and proof of payment | | 5 minutes | <i>Administrative Aide VI</i> Office of the University Registrar |
| | 1.3 Stamps and logs in the received application form in the incoming documents | | 5 minutes | <i>Administrative Aide VI</i> Office of the University Registrar |
| | 1.4 Prints the Student Checklist, attaches residency evaluation and sends the application form to respective Faculty of | | 1 day | <i>Administrative Aide VI</i> Office of the University Registrar |



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|--|---|--|-------------------------------|--|
| | Study for evaluation | | | |
| | 1.5 Processes the application for readmission | | 1 day | <i>Secretary to the Faculty Office of the Secretary to the Faculty</i> |
| | 1.6 Forwards the application for readmission to the concerned PC for appropriate action | | 1 day | <i>Secretary to the Faculty Office of the Secretary to the Faculty</i> |
| | 1.7 Evaluates the application, and recommends action to the Dean | | 7 days | <i>Program Chair Faculty of Study</i> |
| | 1.8 Renders decision on the application (including request for waiver of MRR if necessary) | | 1 day | <i>Dean Faculty of Study</i> |
| | 1.9 Forwards the evaluated application for readmission to the OUR | | 1 day | <i>Secretary to the Faculty Office of the Secretary to the Faculty</i> |
| | 1.10 Informs the student through email notification of the evaluation result and updates the database | | 10 minutes | <i>Administrative Aide VI Office of the University Registrar</i> |
| | TOTAL | | 12 days and 25 minutes | |



14. Request for Transcript of Records (TOR)

A student's transcript of records is released by the Office of the University Registrar upon the student's request and payment of the transcript preparation fee, and upon clearance by the university. The OUR does not issue partial transcript of records. In lieu of this, other record of grades will be released.

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|-----------------------------|--|
| Office or Division: | Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs |
| Classification: | Highly Technical |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Students who are graduating, will transfer to another university and have reached the prescribed maximum residency rule must file for university clearance. Once they are cleared from the university, they may apply for the issuance of TOR. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Approved University Clearance | Applicant |
| 2. Valid copy of previous TOR (preferably with remark "Copy for UP Open University" if not submitted) | Applicant |
| 3. Online Request for Documents System (ORDS) | https://our.upou.edu.ph/ourweb/details.php?id=49 |
| 4. Proof of Payment for TOR and mailing fees | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-------------------|-----------------|--|
| 1. Student files the request for TOR by filling-out the Student Records Request form available at the OUR website (http://our.upou.edu.ph/) and emails the accomplished form directly to records@upou.edu.ph . | 1.1 Acknowledges receipt of request and sends the billing statement to the student through email | Php30.00 per page | 30 minutes | <i>Student Records Evaluator I</i> Office of the University Registrar |
| | 1.2 Encodes request to the records database | | 5 minutes | <i>Student Records Evaluator I</i> Office of the University Registrar |



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|--|--|--|------------------------------|---|
| | 1.3 Processes the documents | | 7 days | <i>Student Records Evaluator I/Administrative Officer V/ University Registrar</i> Office of the University Registrar |
| | 1.4 Sends the requested documents to the student through mail (or may be picked-up at the OUR) | | 1 day | <i>Student Records Evaluator I</i> Office of the University Registrar |
| | 1.5 Notifies through email the student of the sending of the requested document/s. | | 1 day | <i>Student Records Evaluator I</i> Office of the University Registrar |
| | TOTAL | | 9 days and 35 minutes | |



15. Request for Certifications and other Official Documents

Certifications such as True Copy of Grades, Certificate of Enrollment, Certificate of Units Earned, Certificate of Authentication and Verification (for DFA red ribbon processing), Expected Date of Graduation, Certificate of No Objection, Certificate of General Weighted Average, UP Grading System Certificate, English as Medium of Instruction, Certified True Copy of all the official documents listed above, and other various official documents are issued by the OUR as per student request.

The complete list of all the official documents that can be requested by the students is available at the [Student Portal](#) via the Online Request for Document System (ORDS).

| | | | | |
|---|---|---|------------------------|---|
| Office or Division: | Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Currently enrolled students, alumni and former students who have left the university (on AWOL or honorably dismissed) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Online Request for Documents System (ORDS) | | https://our.upou.edu.ph/ourweb/details.php?id=49 | | |
| 2. Proof of Payment for document and mailing fees | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Files the request for documents through https://our.upou.edu.ph/ourweb/details.php?id=49 and emails the accomplished form directly to the Records Section (records@upou.edu.ph). | 1.1. acknowledges receipt of request and sends the billing statement to the student through email | PhP20.00 per document | 20 minutes | <i>Administrative Aide VI</i> Office of the University Registrar |
| | 1.2 Encodes request to the records database | | 10 minutes | <i>Administrative Aide VI</i> Office of the University Registrar |
| | 1.3 Processes the documents | | 2 days | <i>Administrative Aide VI/ Administrative Officer V/ University Registrar</i> Office of the University Registrar |



| | | | | |
|--|--|--|------------------------------|---|
| | 1.4 Sends the requested documents to the student through mail (or may be picked-up at the OUR) | | 1 day | <i>Administrative Aide VI</i> Office of the University Registrar |
| | 1.5 Notifies the student through email the sending of the requested document/s. | | 1 day | <i>Administrative Aide VI</i> Office of the University Registrar |
| | TOTAL | | 4 days and 30 minutes | |



16. Request for Correction or Change of

Name/Information of Student

Request for Correction of Name/Change in Student Information Change/correction of name is applicable only to those students who have not graduated /cleared yet from the University. Otherwise, the request for change/correction of name is no longer accommodated.

| | | | | |
|--|--|---|------------------------|---|
| Office or Division: | Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Students who have not graduated/cleared yet from the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request form for correction or change of name/information of student | | https://our.upou.edu.ph/ourweb/details.php?id=50 | | |
| 2.a. Change of Last Name/Change of Civil Status – photocopy of marriage certificate; photocopy of Court Order if change is due to annulment, legal separation, divorce 2.b. Correction of First Name – Affidavit of Change of Name (explaining discrepancy); photocopy of Birth Certificate (with PSA authentication) 2.c. Correction of Student Number – photocopy of UP transcript of records from former school | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sends through emails the accomplished form to the Records Section (records@upou.edu.ph) together with the required supporting document/s. | 1.1. Acknowledges receipt of the request | None | 5 minutes | <i>Administrative Aide VI</i> Office of the University Registrar |
| | 1.2. Validates the supporting document submitted | None | 1 day | <i>Administrative Aide VI</i> Office of the University Registrar |



| | | | | |
|--|---|------|-----------------------------|---|
| | 1.3 Encodes the information to the records database, furnishing information to the MyPortal Administrator (<i>for change/ correction of name only</i>). | None | 30 minutes | <i>Administrative Assistant III</i> Office of the University Registrar |
| | TOTAL | | 1 day and 35 minutes | |



17. Request for refund/reimbursement of payment through Check and ecredit

Students who applied for withdrawal of enrollment, cancelation of one or two enrolled courses, with overpayment, those who have an approved scholarship grant and eligible for free tuition and tuition fee exemptions and reduced fee privileges may apply for refund or reimbursement of payment.

| | | | | |
|--|--|---|------------------------|--|
| Office or Division: | Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | UPOU students and applicants | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1) Refund Application Form (RAF) | | https://our.upou.edu.ph/student/pdf/REFUND%20APPLICATION%20FORM%20rev%202018(3).pdf | | |
| 2) Registration form (Form 5) | | https://our.upou.edu.ph/student | | |
| 3) Valid Proof of payment | | Applicant | | |
| 4) Applicable supporting documents (i.e medical certificate, scholarship certification, change of matriculation form, approved reduced fee/TFE application form, etc.) | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Submits the correctly filled application for refund form and complete supporting documents | 1.1. Receives and reviews the documents | PhP150.00 (for mailing of check) | 5 minutes | <i>Student Records Evaluator III</i> Office of the University Registrar |
| | 1.2.Computes the refundable amount | None | 10 minutes | <i>Student Records Evaluator III</i> Office of the University Registrar |
| | 1.3.Prepare a summary of refund requests | None | 5 minutes | <i>Student Records Evaluator III</i> Office of the |



| | | | | |
|--|--|------|------------|---|
| | | | | University Registrar |
| | 1.4. Endorses the summary to the University Registrar for approval/ signature | None | 10 minutes | <i>Student Records Evaluator III</i> Office of the University Registrar |
| | 1.5. Prepares the DV and enters the information in the financial management system | None | 10 minutes | <i>Administrative Assistant II</i> Office of the University Registrar |
| | 1.6. Forwards the summary and attachments to Accounting and Cash Offices | None | 10 minutes | <i>Administrative Assistant II</i> Office of the University Registrar |
| | 1.7. Pre-audits the document | None | 1 day | <i>Administrative Aide</i> Accounting Office |
| | 1.8. Records the transaction to books of accounts | None | 4 hours | <i>Administrative Aide</i> Accounting Office |
| | 1.9. Reviews, signs and certifies the availability of funds | None | 4 hours | <i>Chief Accountant</i> Accounting Office |
| | 1.10 Approves the payment | None | 10 minutes | <i>Vice Chancellor for Finance and Administration/ Chancellor</i> OVCFA/OC |
| | 1.11 Prepares e-credit payment/ check | None | 4 hours | <i>Administrative Aide/ Cash</i> Office |
| | 1.12 Reviews and signs the advice/check | None | 30 minutes | <i>Chief AO, Cash Office and Vice Chancellor for Finance and</i> |



| | | | | |
|--|---|------|---|---|
| | | | | <i>Administration/ Chancellor Cash Office/ OVCFA/OC</i> |
| | 1.13 Release the advice/check to the bank/ supplier | None | 5 minutes | <i>Administrative Aide Cash Office</i> |
| | 1.14 Updates the report of refund record and prepares the mailing labels, lists and envelopes | None | 10 minutes | <i>Student Records Evaluator III Office of the University Registrar</i> |
| | 1.15.1 For check refunds, packs the document in the courier's pack/envelope records the tracking number | None | 30 minutes | <i>Student Records Evaluator III Office of the University Registrar</i> |
| | 1.15.2. Sends dispatch notification to student | None | 5 minutes | <i>Student Records Evaluator III Office of the University Registrar</i> |
| | 1.15.3 Turns-over the document to the courier's representative | None | 1 day | <i>Student Records Evaluator III Office of the University Registrar</i> |
| | TOTAL | | 3 days, 6 hours and 20 minutes | |



18. Request for refund/reimbursement of payment through Credit Card Reversal

Students who applied for withdrawal of enrollment, cancelation of one or two enrolled courses, with overpayment, those who have an approved scholarship grant and eligible for free tuition and tuition fee exemptions and reduced fee privileges may apply for refund or reimbursement of payment.

| | |
|-----------------------------|--|
| Office or Division: | Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | UPOU students and applicants |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|---|
| 1) Refund Application Form (RAF) | https://our.upou.edu.ph/student/pdf/REFUND%20APPLICATION%20FORM%20rev%202018(3).pdf |
| 2) Registration form (Form 5) | https://our.upou.edu.ph/student |
| 3) Valid Proof of payment | Applicant |
| 4) Applicable supporting documents (i.e medical certificate, scholarship certification, change of matriculation form, approved reduced fee/TFE application form, etc.) | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|----------------------------------|-----------------|--|
| 1.Submits the correctly filled application for refund form and complete supporting documents | 1.1. Receives and reviews the documents | PhP150.00 (for mailing of check) | 5 minutes | <i>Student Records Evaluator III</i> Office of the University Registrar |
| | 1.2.Computes the refundable amount | None | 10 minutes | <i>Student Records Evaluator III</i> Office of the University Registrar |
| | 1.3.Prepare a summary of refund requests | None | 5 minutes | <i>Student Records Evaluator III</i> Office of the |



| | | | | |
|--|---|------|--------------|--|
| | | | | University Registrar |
| | 1.4. Endorses the summary to the University Registrar for approval/ signature | None | 10 minutes | <i>Student Records Evaluator III</i> Office of the University Registrar |
| | 1.6 Forwards the summary and attachments to Cash Office | None | 10 minutes | <i>Administrative Assistant II</i> Office of the University Registrar |
| | 1.11 Requests the credit card reversal | None | 10 minutes | <i>Chief Administrative Officer</i> Cash Office |
| | 1.12 Updates the report of refund record and notifies the student | None | 10 minutes | <i>Student Records Evaluator III</i> Office of the University Registrar |
| | TOTAL | | 1 day | |



19. Application for Student ID

All officially enrolled students, except nondegree students and cross-enrollees can apply for a student ID card. ID fee is included in other school fees assessment during the student's first enrollment in the university. A mailing fee will also be charged if the student opted to have their ID card shipped directly to their mailing address

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|-----------------------------|--|
| Office or Division: | Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs |
| Classification: | Highly-technical |
| Type of Transaction: | Application for student ID Card |
| Who may avail: | Bonafide UPOU student |

| | |
|----------------------------------|------------------------|
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|----------------------------------|------------------------|

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|--|---|
| Accomplished online request for student ID (ORSID) | https://our.upou.edu.ph/student |
|--|---|

| | |
|--|-----------|
| Proof of payment of ID fee and mailing fee | Applicant |
|--|-----------|

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|-----------------|---|
| 1. Accomplishes online application/ request for ID and uploads the proof of payment for ID and mailing fees (<i>note: free tuition grantees are exempted from the paying the ID fees</i>) | 1.1. Receives application and checks details of the request including validity of uploaded photo and signature | PhP130 .00 for the ID card (for non-exempted student) PhP150 .00 for the local mailing fee | 5 minutes | <i>Administrative Aide VI</i> Office of the University Registrar |
| | 1.2. Changes the application status in the student information system- AIMS (i.e. from "new application" to "in process" or "pending", etc.). | None | 5 minutes | <i>Administrative Aide VI</i> Office of the University Registrar |
| | 1.3 Edits and cleans the | None | 1 day | <i>Administrative Aide VI</i> |



| | | | | |
|--|---|------|--------------------------------------|---|
| | uploaded photo and signature | | | Office of the University Registrar |
| | 1.4 Prints ID cards | None | 1 day | <i>Administrative Aide VI</i> Office of the University Registrar |
| | 1.5 Attaches the term validation sticker and scans the QR code on the ID card for validation | None | 1 day | <i>Administrative Aide VI</i> Office of the University Registrar |
| | 1.5 Updates the application status in AIMS and summary of ID requests | None | 1 day | <i>Administrative Aide VI</i> Office of the University Registrar |
| | 1.6.1 For those who opted for direct mailing, prepares the mailing label, envelop and list. | None | 2 days | <i>Administrative Aide VI</i> Office of the University Registrar |
| | 1.6.2 Packs the document in the courier's pack/envelope records the tracking number | None | 1 day | <i>Administrative Aide VI</i> Office of the University Registrar |
| | 1.6.3 Informs the students through email of the availability of the ID | None | 1 day | <i>Administrative Aide VI</i> Office of the University Registrar |
| | 1.6.4 Forwards the ID cards to courier service and request student to fill out the online document receipt form | None | 1 day | <i>Administrative Aide VI</i> Office of the University Registrar |
| | TOTAL | | TOTAL = 9 days and 10 minutes | |



20. Request for ID Validation Sticker – Walk-in

A currently enrolled UPOU student may request for a validation sticker. The validation sticker, as the term implies, validates the student's enrollment in the university for a particular academic term.

| | | | | |
|--|--|--|------------------------|---|
| Office or Division: | Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Request for ID validation sticker | | | |
| Who may avail: | Currently enrolled UPOU students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Email request | | Send email request to orsid.support@upou.edu.ph | | |
| Proof of payment for ID and mailing fees | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Walk-in/Pick up | | | | |
| 1. Presents his/her ID | 1.1 checks enrollment status of the student | None | 5 minutes | <i>Administrative Aide VI</i> Office of the University Registrar |
| | 1.2. Attaches the sticker on the ID card | None | 5 minutes | <i>Administrative Aide VI</i> Office of the University Registrar |
| | 1.3. Records request in the logbook and request student to log-out the validated ID | None | 5 minutes | <i>Administrative Aide VI</i> Office of the University Registrar |
| | TOTAL | | 15 minutes | |



21. Request for ID Validation Sticker – Direct Mailing

A currently enrolled UPOU student may request for a validation sticker. The validation sticker, as the term implies, validates the student's enrollment in the university for a particular academic term.

| | | | | |
|--|---|--------------------------------------|------------------------|---|
| Office or Division: | Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Currently enrolled UPOU students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Email request | | Applicant | | |
| Proof of payment for ID and mailing fees | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sends email request to orsid.support@upo.u.edu.ph and attaches the proof of payment | 1.1 Receives and acknowledges receipt of the email request and instructs the student to pay the mailing fee | PhP 150.00 for the local mailing fee | 5 minutes | <i>Administrative Aide VI</i> Office of the University Registrar |
| | 1.2 Checks validity of the proof of payment (checks the name, date and bank/ machine validation) | None | 5 minutes | <i>Administrative Aide VI</i> Office of the University Registrar |
| | 1.3 Verifies enrollment status of the student | None | 5 minutes | <i>Administrative Aide VI</i> Office of the University Registrar |
| | 1.4 Prepares the validation sticker for mailing and records ID sticker to be dispatched | None | 1 day | <i>Administrative Aide VI</i> Office of the University Registrar |



| | | | | |
|--|--|------|------------------------------|---|
| | including courier tracking number | | | |
| | 1.5 Mails ID validation sticker | None | 1 day | <i>Administrative Aide VI</i> Office of the University Registrar |
| | 1.6 Sends email notification to students | None | 1 day | <i>Administrative Aide VI</i> Office of the University Registrar |
| | TOTAL | | 3 days and 15 minutes | |



22. Enrollment/Registration Process (Online Payment)

Enrollment at UPOU is done through the online registration system (ORS) which can be accessed via the AIMS Student Portal our.upou.edu.ph/student. The ORS is only accessible from the first day to the last day of the enrollment period. Students need to complete their enrollment and uploading of proof of payment on or before the last day of enrollment. Note that the assessment of fees is also done on the ORS, and full payment of enrollment fees is required for enrollment.

| | | | | |
|---|--|---|------------------------|--|
| Office or Division: | Office of the University Registrar -Registration Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | UPOU students eligible to enroll | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Enlists courses online, views the actual assessment of fees and pays online using credit or debit card (for those not on scholarship) | 1.Confirms enrollment of the student | PhP1,000/unit, PhP2,000 Miscellaneous fee | 30 minutes | <i>Student Records Evaluator III</i> Office of the University Registrar |
| | TOTAL | | 30 minutes | |



23. Enrollment/Registration Process (Bank Payment)

Enrollment at UPOU is done through the online registration system (ORS) which can be accessed via the AIMS Student Portal our.upou.edu.ph/student. The ORS is only accessible from the first day to the last day of the enrollment period. Students need to complete their enrollment and uploading of proof of payment on or before the last day of enrollment. Note that the assessment of fees is also done on the ORS, and full payment of enrollment fees is required for enrollment.

| | | | | |
|---|--|---|------------------------|--|
| Office or Division: | Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | UPOU students eligible to enroll | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Enlists courses online and views the actual assessment of fees | 1.1 Generates the assessment form | PhP1,000/unit, PhP2,000 Miscellaneous fee | 5 minutes | <i>Student Records Evaluator III</i> Office of the University Registrar |
| 2. Pays the fees through any of the payment channels and uploads the proof of payment in AIMS | 2.1 Verifies the uploaded POP | None | 10 minutes | <i>Student Records Evaluator III</i> Office of the University Registrar |
| | 2.2 Changes the enrollment status of the student from IN PROCESS to ENROLLED and sends enrollment confirmation | | 5 minutes | <i>Student Records Evaluator III</i> Office of the University Registrar |
| | TOTAL | | 20 minutes | |



24. Request on the Use of an Anti-Plagiarism Software

This serves as a guide in requesting for an anti-plagiarism account to ensure quality of submitted requirements for the student as well as research of UPOU faculty members and staff.

| | | | | |
|--|--|------------------------|------------------------|--|
| Office or Division: | University Library, Office of the Vice Chancellor for Academic Affairs | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | All employees and students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request account via walk in and online/phone call | 1.1 Verifies the enrollment/status of the requester | None | 2 days | <i>Head Librarian University Library</i> |
| | 1.2 The University Library will provide the account to users | None | 1 day | <i>Head Librarian University Library</i> |
| | TOTAL | | 3 days | |



25. Availment of Library Services

This serves as guide in the availment of Library services

| | | | | |
|--|---|----------------------------------|------------------------|--|
| Office or Division: | University Library, Office of the Vice Chancellor for Academic Affairs | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | All faculty, students, and staff | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| UPOU iLib account | | Applicant | | |
| Proof of Payment | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Checks the Web OPAC (Online Public Access Catalog)/Electronic Resources and sends an email requesting materials and specifies a delivery option (print or pdf format) | 1.1 Checks the status of the requestor if he/she is currently enrolled or employed | None | 10 minutes | <i>Computer File Librarian II/ Head Librarian University Library</i> |
| | 1.2. Evaluates requests and send via email the amount to be paid based on delivery option | Php165 -Php191 (delivery charge) | 10 minutes | <i>Computer File Librarian II/ Head Librarian University Library</i> |
| | 1.3. Emails the Borrower's Information Sheet to the requestor. | None | 10 minutes | <i>Computer File Librarian II/ Head Librarian University Library</i> |
| 2. Accomplishes the Borrower's Information Sheet , pays corresponding fees and sends copy of the proof of payment | 2.1 Encodes the information in the UPOU iLib system . | None | 10 minutes | <i>Computer File Librarian II/ Head Librarian University Library</i> |
| | 2.2 Checks-out the book in the iLib system | None | 10 minutes | <i>Computer File Librarian II/ Head Librarian University Library</i> |
| | 2.3 Dispatches the requested item | None | 1 day | <i>Computer File Librarian II/ Head Librarian</i> |



| | | | | |
|--|--|------|-----------------------|---|
| | | | | University Library |
| 3. Returns the books through the courier before the due date and sends email the UPOU Library of the date of dispatch. | Acknowledges the receipt of the returned books | None | 1 day | <i>Computer File Librarian II/ Head Librarian</i> University Library |
| | TOTAL | | 2 days and 50 minutes | |



26. Request for Referral

This serves as guide for the request for referral to other Libraries

| | | | | |
|---|--|------------------------|------------------------|--------------------------------------|
| Office or Division: | University Library, Office of the Vice Chancellor for Academic Affairs | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | All faculty, students, and staff | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Referral letter | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sends an email requesting for referral letter to other libraries. The request should contain name of Head Librarian, school and address. | 1.1.Acknowledges receipt of the request through email | None | 5 minutes | Head Librarian University Library |
| | 1.2.Checks the status of the requestor if currently an employee or student | None | 1 day | Head Librarian University Library |
| | 1.3 Prepares the Referral Letter | None | 1 day | Head Librarian University Library |
| | 1.4Sends the requested Referral Letter | None | 5 minutes | Head Librarian University Library |
| | TOTAL | | | 2 days and 19 minutes |



**Office of the Vice Chancellor for
Finance and Administration**





1. Application for Employment

Submission of application to any vacant administrative position at UP Open University.

| | | | | |
|---|---|---|------------------------|------------------------------------|
| Office or Division: | Human Resources Development Office | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All qualified citizen | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> 1 copy of fully accomplished Personal Data Sheet (PDS) and work experience sheet (attachment to CS Form 212) with recent passport-sized picture (CS Form No. 212, Revised 2017) | | HRDO or can be downloaded at www.csc.gov.ph or at http://hrdo.upou.edu.ph | | |
| <ul style="list-style-type: none"> 1 copy of Performance rating in the last rating period (if applicable); | | Applicant | | |
| <ul style="list-style-type: none"> 1 copy of Photocopy of certificate of eligibility/rating/license | | Applicant | | |
| <ul style="list-style-type: none"> 1 copy of Photocopy of Transcript of Records. | | Applicant | | |
| <ul style="list-style-type: none"> 1 copy of Signed Data Privacy Notice for Applicants | | HRDO or can be downloaded at http://hrdo.upou.edu.ph | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits the complete requirements in hard/soft (via email) copy to HRDO | 1.1. Receives the application documents and conducts preliminary screening of documents | None | 5 minutes | <i>Administrative Aide</i> HRDO |
| | 1.2. Evaluates and consolidates all applications to the position | None | 1 day | <i>Administrative Aide</i> HRDO |
| | 1.3. Provides scores to the applicant's qualification based on approved criteria and prepares | None | 1 day | <i>Chief AO</i> HRDO |



| | | | | |
|--|---|------|-----------------------------|--|
| | endorsement to the Unit Head | | | |
| | 1.4. Notifies the selected applicants for the conduct of interviews and examinations | None | 1 day | <i>Administrative Aide/Chief AO HRDO</i> |
| | 1.5. Conducts the examination and interviews | None | 1 day | <i>Administrative Aide/Chief AO HRDO</i> |
| | 1.6. Interviews and evaluates applicants | None | 1 day | <i>Unit HRMPSB</i> |
| | 1.7. Prepares endorsement to University HRMPSB | None | 1 day | <i>Unit concerned</i> |
| | 1.8. Evaluates the applicants to the position and transmit the evaluation to the Chancellor | None | 1 day | <i>University HRMPSB</i> |
| | 1.9. renders decision | None | 1 day | <i>Chancellor</i> |
| | 1.10. Notifies all applicant on the decision of the Chancellor | None | 1 day | <i>Chief AO HRDO</i> |
| | TOTAL: | | 9 days and 5 minutes | |



2. Request for Certificate of Employment

Request of Certificate of Employment for current and former employees of the University.

| | | | | |
|--|---|------------------------|------------------------|---------------------------|
| Office or Division: | Human Resources Development Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government G2C – Government to Citizen | | | |
| Who may avail: | All current and former employees of UPOU | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| For current employees | 1.1. Approves the request | None | 5 minutes | Chief AO HRDO |
| 1. Logs in to his/her UIS account (https://uis.up.edu.ph) and files request for service record | 1.2. Generates and signs the Certificate of Employment | none | 5 minutes | Chief AO, HRDO |
| For former employees | | | | |
| 1. Submits request via email | | | | |
| | TOTAL: | | 10 minutes | |



3. Application for Leave of Absence

Application for vacation and sick leave.

| | | | | |
|---|--|--|------------------------|---|
| Office or Division: | Human Resources Development Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | All Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> • 2 copies of application for leave • Medical Certificate (for more than five days of sick leave for REPS and Admin staff; more than two days of sick leave for faculty members) | | HRDO or can be downloaded at http://hrdo.upou.edu.ph | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits completely filled-up application for leave | 1.1. Renders action to the application and If approved, submits the application to HRDO, otherwise return to the applicant | None | 5 minutes | <i>Immediate Supervisor/ Administrative Officer Respective Unit</i> |
| | 1.2 Certifies the number of leave credits | none | 5 minutes | <i>Administrative Aide/Chief AO HRDO</i> |
| | 1.3 Renders action to the application | none | 5 minutes | <i>Chancellor (for VCs and Deans)/Vice Chancellor for Finance and Administration for other employees HRDO</i> |
| | TOTAL: | | 15 minutes | |



4. Request for Service Record

Request for issuance of Service Record to current and former employees of the University.

| | | | | |
|---|---|------------------------|------------------------|---------------------------|
| Office or Division: | Human Resources Development Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | All current and former employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| For current employees 1. Logs in to his/her UIS account (https://uis.up.edu.ph) and files request for service record | 1.1. Approves the request | None | 5 minutes | Chief AO HRDO |
| For former employees 1. Submits request via email | 1.2. Generates, signs and releases the Service Record | none | 5 minutes | Chief AO, HRDO |
| | TOTAL: | | 10 minutes | |



5. Request for Financial Report

This report is issued to project grantors to provide information on the use of project funds and also for reversion of unused funds.

| | | | | |
|--|--|------------------------|------------------------------------|--|
| Office or Division: | Accounting Office | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C – Government to Government G2B – Government to Business | | | |
| Who may avail: | All Project Grantors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Requests for financial report to the Chief Accountant via email | 1.1 Acknowledges receipt of email and provides instruction to Accounting Staff | None | 5 minutes | <i>Chief Accountant</i> Accounting Office |
| | 1.2 Prepares the financial report | None | 15 days | <i>Office Aide</i> Accounting Office |
| | 1.3 Reviews and forwards financial report to Chief Accountant | None | 1 hour | <i>Office Aide</i> Accounting Office |
| | 1.4 Reviews and signs financial report | None | 2 days | <i>Chief Accountant</i> Accounting Office |
| | 1.5 Forwards financial report to requestor | None | 10 minutes | <i>Office Aide</i> Accounting Office |
| TOTAL: | | | 17 days, 1 hour, 15 minutes | |



6. Rental of Facilities

Submission of request to rent the UPOU facilities such as Audio Visual Room (AVR), Centennial Center for Digital Learning (CCDL), Oblation Hall (OH), Sandbox and Learner's Hall (LH),

| | | | | |
|-----------------------------------|---|--|------------------------|---|
| Office or Division: | Campus Development and Maintenance Office (CDMO) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1 copy of Reservation/Rental Form | | CDMO | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fills out the reservation form | 1.1 Provides guidelines and rental rates and receives accomplished form | None | 5 minutes | <i>University Extension Specialist CDMO</i> |
| | 1.2 Confirms and books reservation | None | 5 minutes | <i>University Extension Specialist CDMO</i> |
| | 1.3 Provides billing statement | None | 10 minutes | <i>University Extension Specialist CDMO</i> |
| | 1.4 Receives payment and issues official receipt | Venue Package Rate – PhP 4400/3 hrs Additional chairs – PhP 7/chair Additional equipment – PhP 500/3 units | 5 minutes | <i>Administrative Aide VI Cash Office</i> |



| | | | | |
|---------------|--|---|-------------------|--|
| | | Honorarium – PhP 1,000/8 hrs succeeding hours – 125/hr | | |
| TOTAL: | | Venue Package Rate – PhP 4400/3 hrs Additional chairs – PhP 7/chair Additional equipment – PhP 500/3 units Honorarium – PhP 1,000/8 hrs succeeding hours – 125/hr | 25 minutes | |



7. Rental of Learner's Hall

Submission of request to rent the Learner's Hall (LH)

| | | | | |
|-----------------------------------|---|------------------------|------------------------|--|
| Office or Division: | Campus Development and Maintenance Office (CDMO) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1 copy of Reservation/Rental Form | | CDMO | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 2. Fills out the reservation form | 2.1 Provides guidelines and rental rates and receives accomplished form | None | 5 minutes | <i>University Extension Specialist</i> CDMO |
| | 2.2 Confirms and books reservation | None | 5 minutes | <i>University Extension Specialist</i> CDMO |
| | 2.3 Provides billing statement | None | 10 minutes | <i>University Extension Specialist</i> CDMO |
| | 2.4 Receives payment and issues official receipt | PhP 600/day | 5 minutes | <i>Administrative Aide VI</i> Cash Office |
| TOTAL: | | PhP 600/day | 25 minutes | |



8. Processing of Payments for Suppliers

Processing of payments to all suppliers of the University.

| | | | | |
|---|---|------------------------|------------------------|--|
| Office or Division: | Office of the Vice Chancellor for Finance and Administration | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen G2B – Government to Business | | | |
| Who may avail: | All suppliers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Billing Statement/Sales Invoice | | Supplier | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Receives billing statement/sales invoice | 1.1 Prepares DV, ORS/ BURS and other attachment/s using existing Financial Information System including scanning of all documents | None | 10 minutes | <i>Administrative Aide/Assistant</i> Respective Unit |
| | 1.2 Verifies/Checks and signs Box A | None | 5 minutes | <i>Administrative Officer/Unit Head</i> Respective Unit |
| | 1.3 Pre-audits the document | None | 1 day | <i>Administrative Aide</i> Accounting Office |
| | 1.4. Records the transaction to books of accounts | None | 4 hours | <i>Administrative Aide</i> Accounting Office |
| | 1.5. Reviews, signs and certifies the availability of funds | None | 4 hours | <i>Chief Accountant</i> Accounting Office |
| | 1.6 Approves the payment | None | 10 minutes | <i>Vice Chancellor for Finance and Administration/Chancellor</i> |



| | | | | |
|---------------|---|------|-----------------------------------|---|
| | | | | OVCFA/OC |
| | 1.7 Prepares e-credit payment/check | None | 4 hours | <i>Administrative Aide/ Cash Office</i> |
| | 1.8 Reviews and signs the advice/check | None | 30 minutes | <i>Chief AO, Cash Office and Vice Chancellor for Finance and Administration/ Chancellor Cash Office/ OVCFA/OC</i> |
| | 1.9 Release the advice/check to the bank/supplier | None | 5 minutes | <i>Administrative Aide Cash Office</i> |
| TOTAL: | | | 2 days, 4 hours 50 minutes | |





Faculty Offices





1. Application for Graduation

Student must apply for the application in order to graduate. The application for graduation serves as the basis for evaluating the record of the student/candidate. If the student is completing all the academic requirements of the program on his/her last enrollment, s/he should apply for graduation on or before the deadline for filing of application for graduation on that particular term.

| | | | | |
|--|--|---|------------------------|---|
| Office or Division: | Faculty Office | | | |
| Classification: | Highly technical | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Undergraduate and graduate students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Application Form for Graduation | | https://our.upou.edu.ph/student/pdf/APPLICATION_FOR_GRADUATION.pdf | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill ups the application form and sends it to the Faculty Office via email attachment or hard copy. | 1.1 Inputs the information in the google drive database and conducts initial checking of records to identify lacking courses and grades. | None | 2 days | <i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i> |
| | 1.2 Deliberates the application and if merited, endorses to the Faculty Council. | None | 1 day | <i>Faculty Executive Committee Faculty of Studies</i> |
| | 1.3 Deliberates the application and if merited, endorses to the University Execom. | None | 1 day | <i>Faculty Council Faculty of Studies</i> |
| | 1.4 Deliberates the application and if merited, endorses to the | None | 1 day | <i>University Executive Committee</i> |



| | | | | |
|---------------|--|-------------|----------------|-----------------------------------|
| | University Council. | | | |
| | 1.5 Deliberates the application and if merited, endorses to the BOR. | None | 1 day | <i>University Council</i> |
| | 1.6 Approves/ Disapproves recommendation for graduation. | None | 1 day | <i>Board of Regents</i> |
| | 1.7 Sends notification to the student on the decision of his/her application for graduation. | None | 3 days | <i>Administrative Officer OUR</i> |
| TOTAL: | | None | 10 days | |



2. Completion of EXT (Online) and Removal

To complete a grade of EXT (extended) and 4.00 (for removal) in a course, a student has a maximum period of one year from the end of the term to complete all the requirements of the course. The student need not re-enroll the course during this period of completion. The validity of the approved completion is per term only.

| | | | | |
|---|---|---|------------------------|---|
| Office or Division: | Faculty Office | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Enrolled students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Removal/Completion Exam Form (1 copy) | | https://our.upou.edu.ph/student | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Files an online application for completion of EXT grade through the Student Portal and submits the requirements required for completion. | 1.1 Checks the eligibility and requirements of the student for completion | None | 3 days | <i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i> |
| | 1.2 Forwards the requirements to the Faculty in Charge (FIC) | None | 1 day | <i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i> |
| | 1.3 Checks the requirements and issues completion grade online. | None | 1 day | <i>Faculty in Charge Faculty of Studies</i> |
| TOTAL: | | None | 5 days | |



3. Dropping of Courses

The student may drop a course before three-fourths (3/4) of the semester/term has elapsed, and not later. The system is accessible only at the start of the class and deactivated a day after the deadline for filing an application for dropping on that particular term. If the student applies less than 1 month after classes start (semestral) or less than 1 week (trimestral), they are advised to apply for withdrawal of enrollment and refund of fees instead.

| | | | | |
|---------------------------------------|---|---|------------------------|---|
| Office or Division: | Faculty Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Enrolled students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Dropping Form (1 copy) | | https://our.upou.edu.ph/student | | |
| Proof of payment | | Student | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Applies for LOA via student portal | 1.1 Checks all requirements are complete, inputs the information in the database under the <i>Application for DRP</i> folder, generates excel file <i>DRP Summary</i> and updates the status of the application in STROL as <i>In-process</i> . | PhP10 /unit | 10 minutes | <i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i> |
| | 1.2 Evaluates and renders decision on the application via STROL and updates the database. | None | 10 minutes | <i>Secretary to the Faculty Faculty of Studies</i> |
| | 1.3 Creates summary of approved DRP applications and forwards to the | None | 1 day | <i>University Researcher/ University Research Associate/</i> |



| | | | | |
|---------------|--|--------------------|-----------------------------|---|
| | Secretary to the Faculty at least 1 week before the deadline for Submission of Grades for distribution to the Faculty in Charge (FIC). | | | <i>University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i> |
| | 1.4 informs the student and FIC on the decision. | None | 10 minutes | <i>Secretary to the Faculty Faculty of Studies</i> |
| TOTAL: | | PhP10 /unit | 1 day and 30 minutes | |



4. Application for Leave of Absence

A student may apply for a leave of absence (LOA) a day after the deadline for the withdrawal of enrollment. The LOA must not exceed one year from the term of effectivity. The online application for LOA is activated at the start of the registration period and deactivated a day after the deadline for filing application for LOA.

| | | | | |
|---------------------------------------|---|---|------------------------|---|
| Office or Division: | Faculty Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Enrolled students and not previously on Absence Without Official Leave (AWOL) status | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| LOA form | | https://our.upou.edu.ph/student/ | | |
| Proof of Payment | | Student | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Applies for LOA via student portal | 1.1 Checks all requirements are completed. | PhP 150 | 1 day | <i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i> |
| | 1.2 Inputs the information to the database under the <i>Application for LOA</i> folder and excel file <i>LOA Summary</i> and updates the status in STROL as <i>In-process</i> . | None | 10 minutes | <i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i> |
| | 1.3 Evaluates and renders decision on the application via | None | 1 day | <i>Secretary to the Faculty Faculty of Studies</i> |



| | | | | |
|---------------|---|----------------|------------------------------|---|
| | STROL and updates the database. | | | |
| | 1.4 Creates summary of approved LOA applications and forwards to the Secretary to the Faculty at least one week before the deadline for Submission of Grades for distribution to the Faculty in Charge (FIC). | None | 10 minutes | <i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i> |
| | 1.5 Informs the student and FIC of the final decision on the request. | None | 10 minutes | <i>Secretary to the Faculty Faculty of Studies</i> |
| TOTAL: | | PhP 150 | 2 days and 20 minutes | |



5. Request for Cross Enrollment (from UPOU to other UP Unit)

This refers to the process of enrollment where a student of UPOU chooses to cross-enroll into another UP unit.

| | | | | |
|---|--|---|------------------------|---|
| Office or Division: | Faculty Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Undergraduate and graduate students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Permit to Cross Register Form | | https://our.upou.edu.ph/student/pdf/Permit%20to%20Cross%20Register.pdf | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits the permit to cross register form. | 1.1 Receives the form and forwards it to the Program Chair | None | 10 minutes | <i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i> |
| | 1.2 Receives and evaluates the application | None | 1 day | <i>Program Chair Faculty of Studies</i> |
| | 1.3 Renders decision on the request | None | 1 day | <i>Dean Faculty of Studies</i> |
| | 1.4 Receives the letter with final action of the Dean. | None | 10 minutes | <i>Student Records Evaluator I/ Office of the University Registrar</i> |
| | 1.5 Informs the student on the decision of the request. | None | 10 minutes | <i>University Researcher/ University Research Associate/</i> |



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|---------------|--|-------------|---------------|--|
| | | | | <i>University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies Assistant/Projec t Staff</i> |
| TOTAL: | | None | 3 days | |



6. Waiver of Maximum Residency Rule (MRR)

Students who have reached the Maximum Residency Rule in the program may still be considered to continue with the program by applying for a formal request to waive their MRR.

| | | | | |
|---|--|------------------------|------------------------|---|
| Office or Division: | Faculty Office | | | |
| Classification: | Highly technical | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Undergraduate and graduate students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter or request for waiver of MRR | | Student | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits the request letter to waive MRR. | 1.1 Receives the letter and attaches a student checklist to the letter and forwards the request to the Program Chair | None | 10 minutes | <i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i> |
| | 1.2 Receives, evaluates and recommends the application | None | 15 days | <i>Program Chair Faculty of Studies</i> |
| | 1.3 Renders final action. | None | 1 day | <i>Dean Faculty of Studies</i> |
| | 1.4 Receives the letter with final action of the Dean. | None | 10 minutes | <i>Student Records Evaluator I/ Office of the University Registrar</i> |
| | 1.5 Informs the student on the decision of the request. | None | 5 minutes | <i>University Researcher/ University Research Associate/</i> |



| | | | | |
|---------------|--|--|----------------------------------|---|
| | | | | <i>University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i> |
| TOTAL: | | | 16 days and 25 mnutes | |



VI. Feedback and Complaints

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|---|
| How to send feedback | Answer the client feedback form and check the suggestion or complement box and drop it at the designated dropbox in the lobby OR send an email to feedback@upou.edu.ph OR accomplish our Online Feedback Form - https://forms.gle/qEGF56NFwUxNg3nbA |
| How feedbacks are processed | <p>Everyday, the Chief HR Officer opens the dropbox and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact 049-536-6001 loc 299 or send an email to feedback@upou.edu.ph</p> |
| How to file a complaint | Answer the client feedback form and check the complaint box and drop it at the designated dropbox in the lobby OR send an email to feedback@upou.edu.ph OR accomplish our Online Feedback Form - https://forms.gle/qEGF56NFwUxNg3nbA |
| How complaints are processed | <p>Everyday, the Chief HR Officer opens the dropbox and compiles, records and evaluates all complaints submitted.</p> <p>Upon evaluation, the complaint shall be forwarded to the relevant office for evaluation and investigation. A report shall be submitted to the Chancellor for appropriate action.</p> |
| Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Legal and Public Assistance Office, ARTA | <p>CCB : 0908-881-6565 (SMS)</p> <p>PCC : 8888</p> <p>ARTA : complaints@arta.gov.ph 1-ARTA (2782)</p> |



VII. List of Offices

| Office | Address | Contact Information |
|--|--|--|
| Office of the Chancellor | 3 rd Floor, UPOU Headquarters, National Highway, Maahas, Los Banos, Laguna | 049 536 6015 049 536 6001 to 06 local 702,800 oc@upou.edu.ph |
| Budget Office | 3 rd Floor, UPOU Headquarters, National Highway, Maahas, Los Banos, Laguna | 049 536 6001 to 06 local 703 budget@upou.edu.ph |
| Information and Communication Technology Development Office | 3 rd Floor, UPOU Headquarters, National Highway, Maahas, Los Banos, Laguna | 049 536 6001 to 06 local 452 miso@upou.edu.ph |
| Multimedia Center | Community Hub, UP Open University, National Highway, Maahas, Los Banos, Laguna | 049 536 6001 to 06 local 453 mc@upou.edu.ph |
| Information Office | Community Hub, UP Open University, National Highway, Maahas, Los Banos, Laguna | 049 536 5992 049 536 6001 to 06 local 710 info@upou.edu.ph |
| Office of the Legal Counsel | 2nd Floor, UPOU Headquarters, National Highway, Maahas, Los Banos, Laguna | 049 536 6001 to 06 local 450 legal@upou.edu.ph |
| Office of Gender Concerns | 1 st Floor, UPOU Headquarters, National Highway, Maahas, Los Banos, Laguna | 049 536 6001 to 06 local 451 gender@upou.edu.ph |
| Ugnayan ng Pahinighod/Oblation Corps Office | Community Hub, UP Open University, National Highway, Maahas, Los Banos, Laguna | 049 536 6001 to 06 local 483 pahinungod@upou.edu.ph |
| Office of the Vice Chancellor for Academic Affairs | 3 rd Floor, UPOU Headquarters, National Highway, Maahas, Los Banos, Laguna | 049 536 6014 049 536 6001 to 06 local 301 ovcaa@upou.edu.ph |
| Office of the University Registrar | 1 st Floor, UPOU Headquarters, National | 049 536 6001 to 06 local 101 registrar@upou.edu.ph |



| Office | Address | Contact Information |
|--|--|---|
| | Highway, Maahas, Los Banos, Laguna | |
| University Library | 1 st Floor, UPOU Headquarters, National Highway, Maahas, Los Banos, Laguna | 049 536 5998 049 536 6001 to 06 local 721 library@upou.edu.ph |
| Office of Student Affairs | Community Hub, UP Open University, National Highway, Maahas, Los Banos, Laguna | 049 536 5484 049 536 6001 to 06 local 340 osa@upou.edu.ph |
| Office of Academic Support and Instructional Services | IMDPO Bldg., UPOU Headquarters, National Highway, Maahas, Los Banos, Laguna | 049 536 6001 to 06 local 399 oasis@upou.edu.ph |
| Office of the Vice Chancellor for Finance and Administration | 2 nd Floor, UPOU Headquarters, National Highway, Maahas, Los Banos, Laguna | 049 536 6013 049 536 6001 to 06 local 151 ovcfa@upou.edu.ph |
| Accounting Office | 2 nd Floor, UPOU Headquarters, National Highway, Maahas, Los Banos, Laguna | 049 536 6001 to 06 local 202,480 accounting@upou.edu.ph |
| Cash Office | 2 nd Floor, UPOU Headquarters, National Highway, Maahas, Los Banos, Laguna | 049 536 6001 to 06 local 250 cash@upou.edu.ph |
| Human Resources Development Office | 2 nd Floor, UPOU Headquarters, National Highway, Maahas, Los Banos, Laguna | 049 536 6001 to 06 local 220,777 hrdo@upou.edu.ph |
| Supply and Property Management Office | 2 nd Floor, UPOU Headquarters, National Highway, Maahas, Los Banos, Laguna | 049 536 6001 to 06 local 210 spmo@upou.edu.ph |
| Campus Development and Maintenance Office | Centennial Center for Digital Learning Bldg., UPOU Headquarters, National Highway, Maahas, Los Banos, Laguna | 049 536 6001 to 06 local 483 cdmo@upou.edu.ph |
| Faculty of Education | IMDPO Bldg., UPOU Headquarters, National Highway, Maahas, Los Banos, Laguna | 049 536 6009 049 536 6001 to 06 local 831,830 fed@upou.edu.ph |



| Office | Address | Contact Information |
|--|---|--|
| Faculty of Information and Communication Studies | IMDPO Bldg., UPOU Headquarters, National Highway, Maahas, Los Banos, Laguna | 049 536 6008; 536 5070 049 536 6001 to 06 local 334 fics@upou.edu.ph |
| Faculty of Management and Development Studies | 3 rd Floor, UPOU Headquarters, National Highway, Maahas, Los Banos, Laguna | 049 536 6010 049 536 6001 to 06 local 821 fmds@upou.edu.ph |