

## 1. APPEALS REGARDING STUDENT ADMISSIONS, PROGRESS, AND GRADUATION

The Vice-Chancellor for Academic Affairs and the University Registrar, chair and secretary-member of the University Council-Committee on Student Admissions, Progress, and Graduation (UC-CSAPG), respectively, initially evaluate the appeals. The committee meets to deliberate on cases and comes up with an appropriate action/ recommendation. The processing time can be more than the actual processing time indicated herein, depending on the availability of the committee members and signatories.

<b>Offices</b>	<ol style="list-style-type: none"> <li>1. Division/Department</li> <li>2. College/School Secretaries</li> <li>3. Office of Student Affairs (for readmission cases)</li> <li>4. Office of the University Registrar</li> <li>5. Office of the Vice-Chancellor for Academic Affairs</li> <li>6. Office of the Chancellor</li> </ol>			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	All UPV students or faculty members with academic-related concerns			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Written appeal addressed to the Chancellor through channels			Appellant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits appeal to the appellant's respective Division/College	Gives comments/recommendations and forwards to OSA (for readmission cases) or to OUR	None	2 days	Division Chair/Program Adviser/College/School Secretary
	Evaluates, gives recommendation, and returns to appellant's Division/College		1 day	Counselor/OSA Director Office of Student Affairs
	Evaluates student's academic records, prepares other pertinent documents, and forwards to VCAA		4 hours	Febe Miayo Administrative Officer III (Records Officer II)/ Herbert Nalagay Administrative Officer V (Records Officer III)/ Denivi Hazel Medida Student Records Evaluator I OUR

	Calls for a meeting of the UC-CSAPG		1 day	Dr. Philip Ian P. Padilla Vice Chancellor for Academic Affairs OVCAA  UC-CSAPG
	Deliberates and decide on the appeal <i>For graduation-related cases, CSAPG recommendation is for deliberation of the UC.</i> Prepares the Notice of Action (NOA) for signature of the VCAA  Signs the NOA		2 hours	Denivi Hazel Medida Student Records Evaluator I OUR  Dr. Philip Ian P. Padilla Vice Chancellor for Academic Affairs OVCAA
	Receives an electronic copy of the NOA	Provides electronic copy of the NOA to the appellant copy furnished the concerned Division/College	1 hour	Denivi Hazel Medida Student Records Evaluator I OUR
<b>TOTAL</b>		<b>None</b>	<b>4 days 7 hours</b>	

## 2. APPLICATION FOR AUTOMATIC ADMISSION OF FILIPINO AND NON-FILIPINO HIGH SCHOOL GRADUATES FROM ABROAD

A Filipino or non-Filipino applicant who graduated from a high school abroad and has not enrolled in college may be admitted as first year student without taking the UPCAT (automatic admission), if he/she meets the following qualifications:

1. Completion of a high school program in the country where s/he had secondary education (including the completion of a one- or two-year pre-university education in a country where such is a prerequisite for admission to a bachelor's degree program);
2. Qualifies in any of the following college-qualifying national or international foreign-administered examination:

a. Scholastic Aptitude Test (SAT)

SECTION SCORES	REQUIRED MINIMUM SAT SCORES
MATH	620
CRITICAL READING	-
EVIDENCE-BASED WRITING + CRITICAL READING	650
<b>TOTAL SCORE</b>	<b>1270</b>

b. General Certificate of Education (GCE) Examination: 3 ordinary level passes and 2 advanced level passes

c. International Baccalaureate (IB) Diploma

3. In the case of an applicant whose native language or whose medium of instruction in the secondary school is not English, a minimum score (500 if paper based or 173 if computer based) in the Test of English as a Foreign Language (TOEFL).
  - The requirements for application should be submitted at least six (6) months prior to registration
  - The processing time is for one client being served at one time and may be extended when there are more applicants for admission

*\* Note: If the applicant did not meet the minimum requirements (GWA and number of units earned) after the evaluation in Step 3, the Notice of Disqualification will be issued to the applicant, as stated in Item No. 4.*

<b>Office</b>	<ol style="list-style-type: none"><li>1. Office of the University Registrar (OUR)</li><li>2. Cash Office</li><li>3. Office of the College Secretary (OCS) of the School/Colleges concerned</li></ol>
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	4. Departments/Divisions/Institutes concerned				
Classification	Highly Technical				
Type of Transaction	G2C – Government to Citizen				
Who may avail	Foreign and Filipino High School graduates from abroad				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
U.P. Form 3.2 - Undergraduate Admission Application Form for Foreign Students (1 original)		Office of the University Registrar and downloadable at the <a href="https://www.crs.upv.edu.ph">https://www.crs.upv.edu.ph</a>			
Official Transcript of Records (1 original, 2 photocopies)		School/s attended by the applicant which they have earned credit units			
High School diploma (1 photocopy)					
Official results of: a. Scholastic Aptitude Test (SAT); or b. General Certificate of Education (GCE) Examination; or c. International Baccalaureate (IB) Diploma		SAT: The College Board – Educational Testing Service ( <a href="https://www.collegeboard.org">https://www.collegeboard.org</a> ) GCE: International Schools which follows the British Education Curriculum IB Diploma: <a href="http://ibo.org">ibo.org</a>			
Test of English as a Foreign Language (TOEFL) result or certification of English as Medium of Instruction		TOEFL - <a href="https://www.ets.org/toefl">https://www.ets.org/toefl</a> Certification - from the school/s attended by the applicant			
Valid passport (1 photocopy, duly authenticated)		Passport-issuing agency from the country of the applicant			
2 x 2 or passport size photos (2 pieces, original)					
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Submits accomplished U.P. Form 3.2 and other required documents</p> <p>Email the electronic copy to:  <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a> OR  <a href="mailto:admissions.our.upvisayas@up.edu.ph">admissions.our.upvisayas@up.edu.ph</a></p> <p>Mail original documents to:  Office of the University Registrar  UP Visayas  5023 Miagao, Iloilo</p>	<p>1. Receives completely accomplished application form and other required documents</p> <p>1.1 Checks for completeness of the entries in the application form and the required documents</p> <p>1.2 Issues billing of application fee for non-Filipino applicants</p>	None	10 minutes	<p><i>Charito Gavadan</i>  <i>School Credits Evaluator</i>  OUR</p>
<p>2. For non-Filipino applicants, receives billing, pays the corresponding fees to the Cash Office</p> <p>OR</p> <p>Sends payment through Postal Money Order (PMO), fund transfer or bank deposit</p>	<p>2. Receives proof of payment and issues Official Receipt</p>	<p>Resident foreign Application Fee: PHP 150</p> <p>Non-resident foreign Application Fee: \$20</p> <p>Note: Application Fee is waived for Filipino applicants</p>	<p>15 minutes  (For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day. In this case the OUR staff proceeds with step 3.)</p>	<p><i>Amelin Natividad</i>  <i>Administrative Officer V</i>  Cash Office, UPV Miagao/</p> <p><i>Ma. Mitzi Calawigan</i>  <i>Administrative Officer III</i>  Cash Office, UPV Iloilo City</p>

<p>3. Submits Official Receipt to OUR</p> <p>OR</p> <p>provides copy of proof of payment to Cash Office and OUR through email: <a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p>	<p>3. Evaluates the academic credentials submitted. For qualified applicants, proceed to Step 4.1. For disqualified applicants, proceed to Step 4.14</p>		1 hour	<p><i>Charito Gavadan School Credits Evaluator OUR</i></p>
<p>4. Receives the result of application</p>	<p>4. Processes the application for evaluation of the college for qualified applicants or prepares Notice of Disqualification for non-qualified applicants</p> <p>4.1 Prepares the transmittal slip, result of initial evaluation and the requirements.</p> <p>4.2 Turns-over to staff-in-charge of outgoing communications</p>	None	15 minutes	<p><i>Charito Gavadan School Credits Evaluator OUR</i></p>
	<p>4.3 Delivers/prepares for pouch the transmittal slip and the application documents to the Office of the College Secretary concerned</p>	None	30 minutes	<p><i>XC Siaton Administrative Aide III OUR</i></p>
	<p>4.4 Receives the transmittal slip and the requirements and records to incoming documents</p> <p>4.5 Forwards to Department/Division concerned</p>	None	30 minutes	<p><i>Administrative Assistant/School Credits Evaluator/ School Records Evaluator OCS</i></p>

	4.6 Evaluates and deliberates the application documents according to admission requirements of the degree program applied for (may require interview, or written, or oral examination)	None	15 days	<i>Program Coordinators Department/Division/ Institute</i>
	4.7 Approves/Disapproves the application and forwards recommendation to the Office of the College Secretary			
	4.8 Receives the recommendation and forwards to the College Secretary for endorsement	None	1 day	<i>Administrative Assistant/School Credits Evaluator/ School Records Evaluator OCS</i>
	4.9 Endorses the result of the application and forwards to outgoing communications	None		<i>College Secretary OCS</i>
	4.10 Forwards the result of application to the Office of the University Registrar	None		<i>Administrative Assistant/School Credits Evaluator/ School Records Evaluator OCS</i>
	4.11 Receives the result of application and forwards to the staff-in-charge	None	5 minutes	<i>XC Siaton Administrative Aide III OUR</i>
	4.12 Prepares Notice of Disqualification/ Acceptance/Non-Acceptance	None	5 minutes	<i>Charito Gavadan School Credits Evaluator OUR</i>

	4.13 The University Registrar signs the Notice of Disqualification/ Acceptance/Non-Acceptance	None	10 minutes	<i>Prof. Nieves A. Toledo</i> <i>University Registrar</i> OUR
	4.14 Issues the Notice of Disqualification/ Acceptance/Non-Acceptance	None	5 minutes	<i>Charito Gavadan</i> <i>School Credits</i> <i>Evaluator</i> OUR
<b>TOTAL</b>		<b>Resident foreign: PHP 150</b>  <b>Non- resident foreign: \$20</b>	<b>17 days, 2 hours and 50 minutes</b>	



### 3. APPLICATION FOR ADMISSION OF NON-FILIPINO STUDENTS TO UPV

A non-Filipino applicant who has earned credits for college work either in the Philippines or abroad may be admitted as undergraduate transfer/second degree/non-degree/special student to the University of the Philippines Visayas through this service.

- Applicants for transfer shall be considered for admission to the University only during the first semester of each academic year. The basic qualifications for undergraduate transfer applicant are:
  1. Must have completed at least 33 units of academic courses;
  2. Must have obtained a general weighted average of 2.0, 86%, or B or better for all the collegiate academic units the student has earned outside of the University;
  3. The applicant will have to complete in the University no less than 50% of the units required for his program; and
  4. The quota set by the Dean of the college or school concerned for the course to which he seeks admission, has not yet been filled up.

*\*Note: If the applicant did not meet the minimum requirements (GWA and number of units earned) after the evaluation in Step 3, the Notice of Disqualification will be issued to the applicant, as stated in Item No. 4.*

- For applicants for Second degree, the grade requirement is generally waived for a bachelor's degree holder, but not for those who have earned a title below a baccalaureate degree (e.g., certificate).
- For applicants as non-degree, a degree holder or undergraduate student who is not currently enrolled in any other institution of higher learning may be allowed to take for credit courses on the undergraduate level.
- For applicants as special students: A student even if he/she does not fully satisfy the entrance requirements, may be admitted as a special student, and may enroll for such subjects which in the opinion of the instructor and the Dean.
- The requirements for application should be submitted at least six (6) months prior to registration.
- The processing time is for one client being served at one time and may be extended when there are more foreign applicants for admission.

<b>Office</b>	1. Office of the University Registrar (OUR) 2. Cash Office 3. Office of the College Secretary (OCS) of the School/Colleges concerned 4. Departments/Divisions/Institutes concerned	
<b>Classification</b>	Highly Technical	
<b>Type of Transaction</b>	G2C – Government to Citizen	
<b>Who may avail</b>	Foreign student from local or abroad	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>

U.P. Form 3.2 - Undergraduate Admission Application Form for Foreign Students (1 original)		Office of the University Registrar and downloadable at the <a href="https://www.crs.upv.edu.ph">https://www.crs.upv.edu.ph</a>		
Official Transcript of Records (1 original, 2 photocopies)		School/s attended by the applicant which they have earned credit units		
Course syllabus, school catalogue, and handbook of examination (2 original)				
Certification regarding capability to finance the Travel and Education (1 original)		Reputable bank from the applicant's country		
Test of English as a Foreign Language (TOEFL) result or certification of English as Medium of Instruction		TOEFL - <a href="https://www.ets.org/toefl">https://www.ets.org/toefl</a> Certification - from the school/s attended by the applicant		
Valid passport (1 photocopy, duly authenticated)		Passport-issuing agency from the country of the applicant		
2 x 2 or passport size photos (2 pieces, original)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished U.P. Form 3.2 and other required documents  Email the electronic copy to: <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a> OR <a href="mailto:admissions.our.upvisayas@up.edu.ph">admissions.our.upvisayas@up.edu.ph</a>  Mail original documents to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1. Receives completely accomplished application form and other required documents 1.1 Checks for completeness of the entries in the application form and the required documents 1.2 Issues billing of application fee for non-Filipino applicants	None	10 minutes	<i>Charito Gavadan</i> <i>School Credits Evaluator</i> OUR
2. Receives billing and pays the corresponding fees to the Cash Office  OR  Sends payment through Postal Money Order (PMO), fund transfer or bank deposit	2. Receives proof of payment and issues Official Receipt	Resident foreign Application Fee: PHP 150  Non-resident foreign Application Fee: \$20	15 minutes (For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day. In this case the OUR staff proceeds with step 3.)	<i>Amelin Natividad</i> <i>Administrative Officer V</i> Cash Office, UPV Miagao/ <i>Ma. Mitzi Calawigan</i> <i>Administrative Officer III</i> Cash Office, UPV Iloilo City

3. Submits Official Receipt to OUR  OR  provides copy of proof of payment to Cash Office and OUR through email: <a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a>	3. Evaluates the academic credentials submitted. For qualified applicants, proceed to Step 4.1. For disqualified applicants, proceed to Step 4.14.	None	1 hour	<i>Charito Gavadan School Credits Evaluator OUR</i>
4. Receives the result of application	4. Processes the application for evaluation of the college for qualified applicants or prepares Notice of Disqualification for non-qualified applicants 4.1 Prepares the transmittal slip, result of initial evaluation and the requirements. 4.2 Turns-over to staff-in-charge of outgoing communications  4.3 Delivers/prepares for pouch the transmittal slip and the application documents to the Office of the College Secretary concerned  4.4 Receives the transmittal slip and the requirements and records to incoming documents 4.5 Forwards to Department/ Division/Institute concerned  4.6 Evaluates and deliberates the application documents according to admission requirements of the degree program applied for	None	15 minutes	<i>Charito Gavadan School Credits Evaluator OUR</i>
			30 minutes	<i>XC Siaton Administrative Aide III OUR</i>
			30 minutes	<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS</i>
	4.7. Acts on the application and forwards the recommendation to the College Secretary		15 days	<i>Program Coordinators Department/Division/ Institute</i>

	4.8 Receives recommendation of the Department/Division/Institute		1 day	<i>Administrative Assistant/ School Records Evaluator OCS</i>
	4.9 Endorses the result of the application and forwards to outgoing communications			<i>College Secretary OCS</i>
	4.10 Forwards the result of application to the OUR			<i>Administrative Assistant/ School Records Evaluator OCS</i>
	4.11 Receives the result of application and forwards to staff-in-charge		5 minutes	<i>XC Siaton Administrative Aide III OUR</i>
	4.12 Prepares Notice of Disqualification/Acceptance/ Non-Acceptance		5 minutes	<i>Charito Gavadan School Credits Evaluator OUR</i>
	4.13 Signs the Notice of Disqualification/ Acceptance/ Non-Acceptance		10 minutes	<i>Prof. Nieves A. Toledo University Registrar OUR</i>
	4.14 Issues the Notice of Disqualification/Acceptance/ Non-Acceptance		5 minutes	<i>Charito Gavadan School Credits Evaluator OUR</i>
<b>TOTAL</b>		<b>Resident foreign: PHP 150</b>  <b>Non- resident foreign: \$20</b>	<b>17 days, 2 hours and 50 minutes</b>	

#### 4. APPLICATION FOR ADMISSION OF FILIPINO STUDENTS TO UPV

A Filipino applicant with previous college work from another UP units, schools, or universities in the Philippines or abroad may be admitted as undergraduate transfer/second degree/non-degree/special student to the University of the Philippines Visayas through this service.

Applicants for transfer and second degree shall be considered for admission to the University only during the first semester of each academic year. The basic qualifications for undergraduate transfer applicant from other school/university are:

1. Must have completed at least 33 units of collegiate academic courses (excluding religion, P.E., NSTP, and vocational courses);
  2. Must have obtained a general weighted average of 2.0, 86%, or B or better for all the collegiate academic units the student has earned outside of the University;
  3. The applicant will have to complete in the University no less than 50% of the units required for his program; and
  4. The quota set by the Dean of the college or school concerned for the course to which he seeks admission, has not yet been filled up
- The basic qualifications for undergraduate transfer applicant from other UP unit are:
    1. Must have completed at least 30 units of academic courses (excluding P.E., NSTP);
    2. The academic status is Good Standing;

*\*Note: If the applicant did not meet the minimum requirements (GWA and number of units earned) after the evaluation in Step 3, the Notice of Disqualification will be issued to the applicant, as stated in Item No. 4.*

- For applicants for Second degree, the grade requirement is generally waived for a bachelor's degree holder, but not for those who have earned a title below a baccalaureate degree (e.g., certificate)
- For applicants as non-degree, a degree holder or undergraduate student who is not currently enrolled in any other institution of higher learning may be allowed to take for credit courses on the undergraduate level
- For applicants as special students: A student even if he/she does not fully satisfy the entrance requirements, may be admitted as a special student, and may enroll for such subjects which in the opinion of the instructor and the Dean
- The requirements for application should be submitted at least one month prior to registration
- The processing time is for one client being served at one time and may be extended when there are more local applicants for admission

<b>Office</b>	1. Office of the University Registrar (OUR) 2. Cash Office 3. Office of the College Secretary (OCS) of the School/Colleges concerned 4. Departments/Divisions/Institutes concerned
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Citizen

<b>Who may avail</b>	Local Students from other UP Units and other Schools/Universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
U.P. Form 3.1 - Undergraduate Admission Application Form for Filipino Students (1 original)		Office of the University Registrar and downloadable at the <a href="https://www.crs.upv.edu.ph">https://www.crs.upv.edu.ph</a>		
<b>Applicants from Other School/University</b> Official Transcript of Records (1 original, 2 photocopies) <b>Applicants from other UP Units</b> True Copy of Grades with signature of the Registrar or his/her authorized representative (1 original, 2 photocopies)		Office of the Registrar from the latest school attended by the applicant		
2 x 2 or passport size photos (2 pieces, original)		Applicant		
<b>Other Documents that maybe Required for Further Evaluation:</b> Course Syllabus (1 original, 2 photocopy) Course Description (1 original, 2 photocopy) Certifications (1 original, 2 photocopy)		Latest school attended by the applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished U.P. Form 3.1 and other required documents  Email the electronic copy to: <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a> OR <a href="mailto:admissions.our.upvisayas@up.edu.ph">admissions.our.upvisayas@up.edu.ph</a>  Mail original documents to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1. Receives completely accomplished application form and other required documents 1.1 Checks for completeness of the entries in the application form and the required documents 1.2 Issues billing of application fee for non-Filipino applicants and Second-degree students	None	10 minutes	<i>Charito Gavadan</i> <i>School Credits Evaluator</i> OUR
2. Receives billing and pays the corresponding fees to the Cash Office  OR Sends payment through Postal Money Order (PMO), fund transfer or bank deposit, and provides copy of proof of	2. Receives proof of payment and issues Official Receipt	Second degree Application Fee: PHP 100 Note: Application Fee is waived for	15 minutes (For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day. In this case the OUR	<i>Amelin Natividad</i> <i>Administrative Officer V</i> Cash Office, UPV Miagao/  <i>Ma. Mitzi Calawigan</i> <i>Administrative Officer III</i> Cash Office, UPV Iloilo City

payment to Cash Office and OUR through email:  <a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a>		Filipino undergraduate applicants	staff proceeds with step 3.)	
3. Submits Official Receipt (OR) to OUR	Evaluates the academic credentials submitted. For qualified applicants, proceed to Step 4.1. For disqualified applicants, proceed to Step 4.14.	None	1 hour	<i>Charito Gavadan School Credits Evaluator OUR</i>
4. Receives the result of application	<p>4. Processes the application for evaluation of the college for qualified applicants or prepares Notice of Disqualification for non-qualified applicants</p> <p>4.1 Prepares the transmittal slip, result of initial evaluation and the requirements.</p> <p>4.2 Turns-over to staff-in-charge of outgoing communications</p> <p>4.3. Delivers/prepares for pouch the transmittal slip and the application documents to the Office of the College Secretary concerned</p> <p>4.4. Receives the transmittal slip and the requirements and records to incoming documents</p> <p>4.5 Forwards to Department/Division concerned</p>	None	<p>15 minutes</p> <p>30 minutes</p> <p>30 minutes</p>	<p><i>Charito Gavadan School Credits Evaluator OUR</i></p> <p><i>XC Siaton Administrative Aide III OUR</i></p> <p><i>Administrative Assistant/School Credits Evaluator/ School Records Evaluator OCS</i></p>
	4.6 Evaluates and deliberates the application documents according to admission requirements of the degree program applied for	None	15 days	<i>Program Coordinators Department/Division/Insti tute</i>

	4.7 Act on the application and forwards recommendation to the Office of the College Secretary		1 day	<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS</i>
	4.8. Receives the recommendation and forwards to the College Secretary for endorsement			<i>College Secretary OCS</i>
	4.9. Endorses the result of the application and forwards to staff-in-charge of outgoing communications			<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS</i>
	4.10 Forwards the result of application to the Office of the University Registrar		5 minutes	<i>XC Siaton Administrative Aide III OUR</i>
	4.11 Receives the result of application and forwards to the staff-in-charge			<i>Charito Gavadan School Credits Evaluator OUR</i>
	4.12 Prepares Notice of Disqualification/ Acceptance/Non-Acceptance		5 minutes	
	4.13 Signs the Notice of Disqualification/ Acceptance/Non-Acceptance	None	10 minutes	<i>Prof. Nieves A. Toledo University Registrar OUR</i>
	4.14 Issues the Notice of Disqualification/ Acceptance/Non-Acceptance		5 minutes	<i>Charito Gavadan School Credits Evaluator OUR</i>
<b>TOTAL</b>		<b>PHP 100</b>	<b>17 days, 2 hours, 50 minutes</b>	



## 5. ADMISSION OF INCOMING FIRST YEAR STUDENTS THROUGH UPCA

The admission processes for incoming first-year students start upon receipt of the result of successful applicants from the Office of Admissions and usually take two months to complete before the registration period. The processing time is for one client being served at one time.

Office	Office of the University Registrar	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may avail	Incoming First Year students (Filipino and Foreign students)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. High School Card (Form 138) duly signed by the Principal and bearing the remark: “Graduated and Eligible for Admission to College” (original)		Senior High School where the student graduated
2. Senior High School Transcript with attached certified true copy of Junior High School Transcript, with remarks “Graduated and Eligible for Admission to College” and “Copy for UP Visayas” (original)		
3. Birth Certificate <b>Filipino and Non-Filipino Student born in the Philippines:</b> PSA-issued Certificate of Live Birth (1 original)  <b>Non-Filipino Student born abroad:</b> Registry of Birth (1 original)		Philippine Statistics Authority
		Issuing Agency abroad
4. Medical Certificate (1 original)		Health Services Unit (Miagao/Iloilo City campuses), UP Visayas
5. Special Power of Attorney for Legal Guardian ( <i>applicable to student whose provincial address is outside Iloilo province</i> ) (1 original)		Downloadable at the <a href="http://www.crs.upv.edu.ph">http://www.crs.upv.edu.ph</a>
6. Certificate of Completion of Bridging Program, <i>if applicable</i> (1 original)		Teaching and Learning Resource Center, UP Visayas
7. 2 x 2 or passport size photos (2 pieces, original)		Applicant
8. Long-size, cream-colored folder (1 piece)		Applicant
9. Student Directory (to be printed by staff-in-charge upon completion of enrollment data at the CRSIS) (1 original)		<a href="http://www.crs.upv.edu.ph">http://www.crs.upv.edu.ph</a>

<b>Additional Requirements for Non-Filipino Students</b> <i>(will be processed through the UPV Liaison Office at UP Diliman):</i> <ul style="list-style-type: none"> <li>• Student Visa 9(f)</li> <li>• Alien Certificate of Registration (i-Card)</li> </ul>		Bureau of Immigration		
<b>Additional Requirements for Students with Dual Citizenship</b> <i>(e.g., Filipino-American, Filipino-Chinese)</i> who wish to be considered as Filipino for the purpose of studying in UP Visayas: <ul style="list-style-type: none"> <li>• Identification Certificate (1 photocopy, duly authenticated), or</li> <li>• Bio-page, Philippine Passport (1 photocopy, duly authenticated)</li> </ul>		Bureau of Immigration Department of Foreign Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements (Items 1 to 8) to the Office of the University Registrar	1. Receives the submitted documents 1.1 Checks and verifies authenticity of documents submitted 1.2 Posts in the CRSIS the submitted documents	None	10 minutes	<i>Charito Gavadan</i> <i>School Credits Evaluator</i> OUR
2. Updates personal information and enrollment data and conform with the Data Privacy Statement in the CRSIS	2. Checks completeness of information encoded by the student at the CRSIS and prints Student Directory	None	10 minutes	<i>Charito Gavadan</i> <i>School Credits Evaluator</i> OUR
3. Proceeds enrollment at the college	3. Prints and sends admission slip to college	None	5 minutes	<i>Charito Gavadan</i> <i>School Credits Evaluator</i> OUR
<b>TOTAL</b>		<b>None</b>	<b>25 minutes</b>	

**6. ADMISSION OF INCOMING FIRST YEAR STUDENT THROUGH AUTOMATIC ADMISSION (HIGH SCHOOL GRADUATE ABROAD AND ISKOLAR NG BAYAN)**

The process for admission of incoming first year student who qualifies for automatic admission will start upon receipt of the Notice of Acceptance issued by the University Registrar. The processing time is for one client being served at one time.

<b>Office</b>	Office of the University Registrar	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C – Government to Citizen	
<b>Who may avail</b>	Newly Admitted Incoming First Year Students through Automatic Admission (Filipino and Non-Filipino)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Filipino and non-Filipino Graduates Abroad:</b> 1. Official Transcript of Records (1 original) 2. High School diploma (1 photocopy)		School/s attended by the applicant which they have earned credit units
<b>Local Filipino Graduates</b> 3. High School Card (Form 138) duly signed by the Principal and bearing the remark: “Graduated and Eligible for Admission to College.” (original) 4. Senior High School Transcript with attached certified true copy of Junior High School Transcript, with remarks “Graduated and Eligible for Admission to College” and “Copy for UP Visayas” (original)		School/University last attended by the student
5. Birth Certificate <b>Filipino and Non-Filipino Student born in the Philippines:</b> PSA-issued Certificate of Live Birth (1 original)  <b>Non-Filipino Student born abroad</b> Registry of Birth (1 original)		Philippine Statistics Authority  Issuing Agency abroad
6. Medical Certificate (1 original)		Health Services Unit (Miagao/Iloilo City campuses), UP Visayas
7. Special Power of Attorney for Legal Guardian ( <i>applicable to student whose provincial address is outside Iloilo province</i> ) (1 original)		Downloadable at the <a href="http://www.crs.upv.edu.ph">http://www.crs.upv.edu.ph</a>

8. Certificate of Completion of Bridging Program, <i>if applicable</i> (1 original)	Teaching and Learning Resource Center, UP Visayas			
9. 2 x 2 or passport size photos (2 pieces, original)	Applicant			
10. Long-size, cream-colored folder (1 piece)	Applicant			
11. Student Directory (to be printed by staff-in-charge upon completion of enrollment data at the CRSIS) (1 original)	http://www.crs.upv.edu.ph			
<b>Additional Requirements for Foreign Students</b> <ul style="list-style-type: none"> <li>• Test of English as a Foreign Language (TOEFL) result or certification of English as Medium of Instruction</li> <li>• Visa (<i>will be processed through the UPV Liaison Office at UP Diliman</i>)  <i>For Degree-Earning Foreign Students:</i> <ol style="list-style-type: none"> <li>1. Student Visa 9(f)</li> <li>2. Alien Certificate of Registration (i-Card)</li> </ol> </li> </ul>	TOEFL – <a href="https://www.ets.org/toefl">https://www.ets.org/toefl</a> Certification – from the school/s attended by the applicant  Bureau of Immigration			
<b>Additional Requirements for Students with Dual Citizenship</b> ( <i>e.g. Filipino-American, Filipino-Chinese</i> ) who wish to be considered as Filipino for the purpose of studying in UP Visayas <ul style="list-style-type: none"> <li>• Identification Certificate (1 photocopy, duly authenticated)</li> <li>• Bio-page, Philippine Passport (1 photocopy, duly authenticated)</li> </ul>	Bureau of Immigration Department of Foreign Affairs			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements and other documents prescribed for every category of student at the Office of the University Registrar	1. Receives the submitted documents 1.1 Checks and verifies authenticity of documents submitted 1.2 Posts in the CRSIS the submitted documents	None	10 minutes	<i>Charito Gavadan</i> <i>School Credits Evaluator</i> OUR
2. Updates personal information and enrollment data and conform with the Data Privacy Statement in the CRSIS	2. Checks completeness of information encoded by the student at the CRSIS and prints Student Directory	None	10 minutes	<i>Charito Gavadan</i> <i>School Credits Evaluator</i> OUR
3. Proceeds enrollment at the college	3. Prints and sends admission slip to college	None	5 minutes	<i>Charito Gavadan</i> <i>School Credits Evaluator</i> OUR
<b>TOTAL</b>		<b>None</b>	<b>25 minutes</b>	

## 7. ADMISSION OF NEW TRANSFER/SECOND DEGREE/NON-DEGREE/SPECIAL STUDENTS

The admission processes for incoming students who are not admitted through UPCA will start upon receipt of the Notice of Acceptance issued by the University Registrar. The processing time is for one client being served at one time.

<b>Office</b>	Office of the University Registrar	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C – Government to Citizen	
<b>Who may avail</b>	Newly Admitted Incoming First Year Students through Automatic Admission/New Transfer/Second Degree/Non-Degree/Special Students (Filipino and Foreign)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Academic Records <b>For Transfer Students from other School/University:</b> a. Official Transcript of Records with remarks: "Copy for UP Visayas" (1 original) b. Honorable Dismissal or Certificate of Transfer Credential (1 original)  <b>For Transfer Students from other UP Units:</b>  a. Official Transcript of Records with remarks: "Copy for UP Visayas" (1 original) b. Approved Permit to Transfer (1 original) c. University and College Clearances (1 original)		School/University last attended by the student
12. Birth Certificate <b>Filipino Student and Non-Filipino Student born in the Philippines</b> PSA-issued Certificate of Live Birth (1 original)  <b>Non-Filipino Student born abroad</b> Registry of Birth (1 original)		Philippine Statistics Authority   Issuing Agency abroad
13. Medical Certificate (1 original)		Health Services Unit (Miagao/Iloilo City campuses), UP Visayas
14. 2 x 2 or passport size photos (2 pieces, original)		Applicant
15. Long-size, cream-colored folder (1 piece)		Applicant
16. Student Directory (to be printed by staff-in-charge upon completion of enrollment data at the CRSIS) (1 original)		<a href="http://www.crs.upv.edu.ph">http://www.crs.upv.edu.ph</a>

<b>Additional Requirements for Non-Filipino Students</b> <ul style="list-style-type: none"> <li>• Test of English as a Foreign Language (TOEFL) result or certification of English as Medium of Instruction</li> <li>• Visa (<i>will be processed through the UPV Liaison Office at UP Diliman</i> <i>For Degree-Earning Foreign Students:</i> <ol style="list-style-type: none"> <li>1. Student Visa 9(f)</li> <li>2. Alien Certificate of Registration (i-Card)</li> </ol> <i>For Exchange Foreign Students:</i> <ol style="list-style-type: none"> <li>1. Exchange Fellow Visa 47(a)(2)</li> <li>2. Alien Certificate of Registration (i-Card)</li> </ol> </li> </ul>		TOEFL - <a href="https://www.ets.org/toefl">https://www.ets.org/toefl</a> Certification - from the school/s attended by the applicant  Bureau of Immigration		
<b>Additional Requirements for Non-Filipino Student who is transferring from another Philippine school</b> <ul style="list-style-type: none"> <li>• Permit to Transfer</li> </ul>		Commission on Higher Education		
<b>Additional Requirements for Students with Dual Citizenship</b> ( <i>e.g. Filipino-American, Filipino-Chinese</i> ) who wish to be considered as Filipino for the purpose of studying in UP Visayas <ul style="list-style-type: none"> <li>• Identification Certificate (1 photocopy, duly authenticated)</li> <li>• Bio-page, Philippine Passport (1 photocopy, duly authenticated)</li> </ul>		Bureau of Immigration Department of Foreign Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements and other documents prescribed for every category of student at the Office of the University Registrar	1. Receives the submitted documents 1.1 Checks and verifies authenticity of documents submitted 1.2 Posts in the CRSIS the submitted documents	None	10 minutes	<i>Charito Gavadan</i> <i>School Credits Evaluator</i> OUR
2. Updates personal information and enrollment data and conform with the Data Privacy Statement in the CRSIS	2. Checks completeness of information encoded by the student at the CRSIS and prints Student Directory	None	10 minutes	<i>Charito Gavadan</i> <i>School Credits Evaluator</i> OUR
3. Proceeds enrollment at the college	3. Prints and sends admission slip to college	None	5 minutes	<i>Charito Gavadan</i> <i>School Credits Evaluator</i> OUR
<b>TOTAL</b>		<b>None</b>	<b>25 inutes</b>	

## 8. REQUEST FOR CHANGE OF NAME

All active students whose (1) civil status has been changed or (2) errors in the birth certificate and other cases have been corrected/resolved can request for a change of name.

<b>Offices</b>	2. Office of the University Registrar 2. College/School 3. Graduate Program Office			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	All active students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Active student during the time of request and as of the effectivity of the change in civil status, or correction in the birth certificate entry has been resolved and finalized 2. Letter request addressed to the University Registrar, thru channels 3. Original Copy of PSA-certified marriage certificate or the finality of annulment of marriage (for change in civil status) 4. Copy of PSA-annotated birth certificate (for corrected errors in birth certificate and other cases)			1. Staff-in-charge of records at the Office of the University Registrar  2. Requestor 3 & 4. Authorized issuing agency	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request addressed to the University Registrar through the respective college/school dean/college secretary, with attached supporting documents	1. Receives and logs in the letter request  2. Endorses/recommends the request and forwards to the OUR (for undergraduate students) or to the GPO (for graduate students)  GPO endorses/recommends and forwards to the OUR	None	5 min  5 days	<i>Staff</i> College/School  Dean/College Secretary  GPO Director

	3. Checks the validity of the endorsed letter request and documents submitted for evaluation of the University Registrar		1 hour	<i>Febe Miayo Administrative Officer III (Records Officer II)/</i>  <i>Herbert Nalagay Administrative Officer V (Records Officer III)/</i>  <i>Denivi Hazel Medida Student Records Evaluator I OUR</i>
	4. Acts on the request		15 minutes	<i>Prof. Nieves A. Toledo University Registrar OUR</i>
	5. Updates the student's records		15 minutes	<i>Febe Miayo Administrative Officer III (Records Officer II)/</i>  <i>Herbert Nalagay Administrative Officer V (Records Officer III)/</i>  <i>Denivi Hazel Medida Student Records Evaluator I OUR</i>
2. Receives response letter	6. Prepares and sends response letter to the student through email, copy furnished the concerned offices/units (i.e. College/School, Graduate Program Office, Infirmary, Library)	None	30 minutes	<i>Febe Miayo Administrative Officer III (Records Officer II)/</i>  <i>Herbert Nalagay Administrative Officer V (Records Officer III)/</i>  <i>Denivi Hazel Medida Student Records Evaluator I</i>



				OUR
TOTAL		None	5 days, 2 hours, 5 minutes	

## 9. ISSUANCE OF AUTHENTICATED DOCUMENT

Authenticated document is a machine copy of the original document (i.e. diplomas, OTRs, certifications, etc.) duly certified by the University Registrar.

<b>Office</b>	1. Office of the University Registrar 2. Cash Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Client			
<b>Who may avail</b>	UPV Graduates/UPV Former Students/UPV Active students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished academic request form 2. Original document or photocopy/scanned copy of original diploma 3. Any valid Government/Private Company-issued ID or passport, bearing photo and signature of UPV graduate upon requesting and claiming.  <b>Additional requirements to request and to claim by a REPRESENTATIVE:</b> 1. Duly signed authorization letter executed by the UPV student 2. Photocopy of valid identification card of the UPV student 3. Valid identification card of the representative (1 original)		1. Downloadable at CRSIS website (crs.upv.edu.ph) 2. Requestor 3. Requestor  <b>By Representative:</b> 1. Person being represented 2. Authorized Representative 3. Authorized Representative		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits accomplished academic document request form, valid ID and other required documents  Email to: <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a>  Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1. Receives the accomplished academic document request form, valid ID and other required documents 1.1. Checks completeness of the requirements and entries in the academic document request form 1.2. Checks records and verifies the photocopy/scanned document 1.3. Bills the client	None	15 minutes	<i>Althea Jule Juanito</i> Senior Office Aide  XC Siaton Administrative Aide III OUR

<p>2. Receives billing and pays the corresponding fees to the Cash office</p> <p>OR</p> <p>Sends payment through Postal Money Order (PMO), fund transfer or bank deposit</p>	<p>2. Receives proof of payment and issues Official Receipt</p>	<p>Authentication Fee : PHP 20/page</p> <p>If to be mailed, Administrative Cost: PHP 10</p> <p>Envelope: PHP 10</p> <p>Mailing Fee: (Actual mailing cost depending on destination)</p>	<p>15 minutes</p> <p>(For payment through banks, the issuance of OR by the Cash Office upon verification usually takes 1 day. In this case the OUR staff proceeds with step 3.)</p>	<p><i>Amelin Natividad</i> <i>Administrative Officer V</i> Cash Office, UPV Miagao/</p> <p><i>Ma. Mitzi Calawigan</i> <i>Administrative Officer III</i> Cash Office, UPV Iloilo City</p>
<p>3. Presents Official Receipt (OR) to OUR, if paid at the Cash Office</p> <p>OR</p> <p>Provides copy of proof of payment to Cash Office and OUR through email: <a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p>	<p>3. Processes authenticated documents</p> <p>3.1. Checks OR</p> <p>3.2. Retrieves records</p> <p>3.3. Forwards to staff in-charge the academic document request form, student records, OR and other documents</p> <p>3.4. Prepares the authenticated document/s</p> <p>3.5. Signs authenticated documents</p> <p>3.6. Affixes dry seal to the authenticated document/s</p>	<p>None</p>	<p>2days and 7 hours</p>	<p><i>Althea Jule Juanito</i> <i>Senior Office Aide</i> <i>XC Siaton</i> <i>Administrative Aide III</i> OUR</p> <p><i>Ana Liza Subade</i> <i>Administrative Officer III</i> CAS and CM <i>Rosalie Piccio</i> <i>School Credits Evaluator</i> SOTECH, CFOS, UPVCC and UPVTC OUR</p> <p><i>Prof. Nieves Toledo</i> University Registrar OUR</p> <p><i>Rosalie Piccio</i> <i>School Credits Evaluator/</i> <i>Ana Liza Subade</i> <i>Administrative Officer III</i></p>

				OUR
4 Signs logbook  *Client who requested that the documents be sent through mail awaits delivery.	4. Verifies OR/ID card 4.1. Retrieves requested document from the file 4.2. Checks the completeness of documents to be issued 4.3. Gives logbook to the client	None	15 minutes	Althea Jule Juanito Senior Office Aide XC Siaton Administrative Aide III OUR
5. Rceives the original and authenticated document/s	5. Issues the original and authenticated document/s to the client 5.1. Verifies OR/ID card of the requestor 5.2. Retrieves requested document from the file  <b>For documents to be mailed:</b> 5.1. Prepares envelope for mailing with complete address and contact number and encloses OTR in the envelope  5.2. Staff in-charge of out-going communications logs and dispatches documents for mailing	None	15 minutes  (for mailed documents usually takes another 1 day)	Althea Jule Juanito Senior Office Aide   Ana Liza Subade Administrative Officer III Rosalie Piccio School Credits Evaluator OUR  Althea Jule Juanito Senior Office Aide/ XC Siaton Administrative Aide III OUR
<b>TOTAL</b>		PHP 20/Page  If to be mailed,  +PHP 10 Admin Cost + PHP Envelope Fee + actual mailing cost	3 days	

**10. ISSUANCE OF CERTIFICATIONS (GRADUATION; CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV); MEDIUM OF INSTRUCTION; UNITS EARNED ; NO SPECIAL ORDER; PHILIPPINE LAW SCHOOL TEST (PHILSAT); GRADING SYSTEM; PROSPECTIVE CANDIDATE FOR GRADUATION)**

The Certificate of Graduation is issued to new UPV graduates while their diploma is being processed. It is also issued to affirm the graduation, degree earned, and date of graduation of UPV graduates for purposes of employment, promotion, and further studies, among others.

The Certification, Authentication, and Verification (CAV) is issued to UPV students/graduates applying for authentication at the DFA or complying with the requirement of the Department of Education.

The Certificate of Medium of Instruction is issued to UPV students/graduates stating that English is generally used as the Medium of Instruction at UPV.

The Certificate of Units Earned is issued to UPV students/graduates for purposes of employment, promotion, or further studies.

The Certificate of No Special Order is issued to UPV students/graduates, stating that UP Visayas being a state university is exempted from issuance of Special Order.

A certification is issued to UPV students for the Philippine Law School Test (PhilSAT) stating the status of the applicant, i.e. graduating, on the final/last year of studies, or has graduated with degree and date of graduation indicated.

The Certificate of Grading System is issued to UPV students/graduates for purposes of employment, promotion, or further studies, showing the equivalent in percentage, letter grade, and grade points of the University of the Philippines grade.

The Certificate of Prospective Candidate for Graduation is issued to UPV students who applied for graduation.

<b>Offices</b>	1. Office of the University Registrar (OUR) 2. Cash Office (CO)	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C – Government to Client	
<b>Who may avail</b>	Graduates/Former Students/Active Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>

1. First time request 1.1. Accomplished clearance (1 original)  1.2. Duly accomplished Academic Document Request form (1 original/Fax/Scanned/photocopy) 1.3. Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		1.1 Manual Clearance Forms are available at the College Secretaries Office. Paperless clearance can be secured from the Office of the University Registrar ( <i>please refer to the Issuance of Manual or Paperless Clearance Service Specification</i> ) 1.2 Available at the Office of the University Registrar and downloadable at <a href="https://crs.upv.edu.ph/">https://crs.upv.edu.ph/</a> 1.3 Requestor		
2. Succeeding request 2.1 Accomplished Academic Document Request form (1 original/fax/scanned/ photocopy) 2.2 Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		2.1 Available at the Office of the University Registrar and downloadable at <a href="https://crs.upv.edu.ph/">https://crs.upv.edu.ph/</a> 2.2 Requestor		
<b>Additional requirements to request and to claim by REPRESENTATIVE:</b> 1. To submit duly signed authorization letter executed by the UPV active/graduate (1 Original or photocopy/scanned copy) 2. To submit photocopy of valid identification card of the UPV active/graduate (1 photocopy/scanned copy) 3. To present valid identification card of the representative (1 original)		1. Person being represented  2. Person being represented  3. Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished academic document request form, valid ID and other required documents  Email to: <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a>  Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1. Receives the accomplished academic document request form, valid ID and other documents 1.1. Checks completeness of the requirements and entries in the academic request form 1.2. Retrieves and checks records 1.3. Bills the client	None	15 minutes	<i>Althea Jule Juanito</i> Senior Office Aide XC Siaton Administrative Aide III OUR  <i>Angeline Nuevaespaña</i> Administrative Aide IV OUR

<p>2. Receives billing and pays corresponding fee to the Cash Office</p> <p style="text-align: center;">OR</p> <p>Sends payment through Postal Money Order (PMO), fund transfer or bank deposit</p>	<p>2. Receives proof of payment and issues Official Receipt</p>	<p>Certification Fee: PHP 40 / copy</p> <p>If to be mailed,</p> <p>Admin Cost: PHP 10</p> <p>Envelope Fee: PHP 10</p> <p>Mailing Fees: (Actual mailing cost depending on destination)</p>	<p>15 minutes</p> <p>(For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day. In this case the OUR staff proceeds with step 3.)</p>	<p><i>Amelin Natividad</i> <i>Administrative Officer V</i> Cash Office, UPV Miagao/</p> <p><i>Ma. Mitzi Calawigan</i> <i>Administrative Officer III</i> Cash Office, UPV Iloilo City</p>
<p>3. Submits Official Receipt OUR</p> <p style="text-align: center;">OR</p> <p>Provides copy of proof of payment to Cash Office and OUR through email:</p> <p><a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p>	<p>3. Processes the certification/s</p> <p>3.1. Receives OR</p> <p>3.2. Forwards to staff in-charge the academic document request form, student records and other documents</p> <p>3.3. Prepares the Certification/s</p> <p>3.4. Signs the Certification/s</p>	<p>None</p>	<p>1 day, 5 hours</p>	<p><i>Althea Jule Juanito</i> <i>Senior Office Aide/</i></p> <p><i>XC Siaton</i> <i>Administrative Aide III</i> OUR</p> <p><i>Angeline Nuevaespaña</i> <i>Administrative Aide IV</i> OUR</p> <p><i>Prof. Nieves Toledo</i> University Registrar OUR</p>

4. Signs logbook  * Client who requested that the documents be sent through mail awaits delivery.	4. Verifies OR/ID card 4.1 Checks the completeness of document/s to be issued 4.2 Gives logbook to client	None	15 minutes	<i>Althea Jule Juanito</i> <i>Senior Office Aide /</i>  <i>XC Siaton</i> <i>Administrative Aide III /</i> <i>OUR</i>
5. Receives the Certification/s	5. Prepares Certification/s for issuance 5.1 Retrieves the documents from the files 5.2 Affixes dry-seal 5.3 Issues to client  <b>For documents to be mailed:</b> 5.1. Prepares envelop for mailing with complete address and contact number. 5.2. Prepares Certification/s to be mailed and encloses in an envelope. 5.3. Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch. 5.4. Logs and dispatches documents for mailing	None	15 minutes           (for Mailed documents usually takes another 1 day)	<i>Althea Jule Juanito</i> <i>Senior Office Aide /</i>  <i>XC Siaton</i> <i>Administrative Aide III /</i> <i>OUR</i>   <i>Angeline Nuevaespaña</i> <i>Administrative Aide IV</i> <i>OUR</i>   <i>Althea Jule Juanito</i> <i>Senior Office Aide /</i>  <i>XC Siaton</i> <i>Administrative Aide III</i> <i>OUR</i>
<b>TOTAL</b>		<b>P 40/copy x no. of pages;</b>  <b>If to be mailed, +Admin Cost PHP 10+ Envelope PHP 10+actual mailing cost</b>	<b>1 day, 6 hours</b>	



## 11. ISSUANCE OF CERTIFICATE OF COURSE DESCRIPTION (CD)

This Certificate of Course Description is issued to UPV graduates, former students, and active students for purposes such as transfer to another school, further studies, and employment, among others.

<b>Offices</b>	1. Office of the University Registrar (OUR) 2. Cash Office (CO)	
<b>Classification</b>	Complex	
<b>Type of Transaction</b>	G2C – Government to Client	
<b>Who may avail</b>	Graduates/Formers Students/Active Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. First time request 1.1. Accomplished clearance (1 original)  1.2. Duly accomplished academic document request form (1 original/Fax/Scanned/photocopy)  1.3. Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		1.1. Manual Clearance Forms are available at the College Secretaries Office. Paperless clearance can be secured from the Office of the University Registrar ( <i>please refer to the Issuance of Manual or Paperless Clearance Service Specification</i> ) 1.2. Available at the Office of the University Registrar and downloadable at <a href="https://crs.upv.edu.ph/">https://crs.upv.edu.ph/</a>  1.3 Requestor
2. Succeeding request 2.1 Accomplished academic request form (1 original/fax/scanned/ photocopy)  2.2 Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		2.1 Available at the Office of the University Registrar and downloadable at <a href="https://crs.upv.edu.ph/">https://crs.upv.edu.ph/</a> 2.2 Requestor

<b>Additional requirements to request and to claim by REPRESENTATIVE:</b> <ol style="list-style-type: none"> <li>To submit duly signed authorization letter executed by the UPV active/graduate (1 Original or photocopy/scanned copy)</li> <li>To submit photocopy of valid identification card of the UPV active/ graduate (1 photocopy/scanned copy)</li> <li>To present valid identification card of the representative (1 original)</li> </ol>		<ol style="list-style-type: none"> <li>Person being represented</li> <li>Person being represented</li> <li>Authorized representative</li> </ol>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> <li>Submits accomplished academic document request form, valid ID, and other required documents  Email to: <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a>  Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo</li> </ol>	<ol style="list-style-type: none"> <li>Receives the accomplished academic document request form, valid ID, and other documents               <ol style="list-style-type: none"> <li>Checks completeness of the requirements and entries in the academic document request form</li> <li>Retrieves and checks records</li> <li>Bills the client</li> </ol> </li> </ol>	None	15 minutes	<i>Althea Jule Juanito</i> Senior Office Aide/  <i>XC Siaton</i> Administrative Aide III OUR  <i>Angeline Nuevaespaña</i> Administrative Aide IV OUR
<ol style="list-style-type: none"> <li>Receives billing slip and pays corresponding fee to the Cash Office  OR  Sends payment through Postal Money Order (PMO), fund transfer or bank deposit</li> </ol>	<ol style="list-style-type: none"> <li>Receives proof of payment and issues Official Receipt</li> </ol>	Certificate of CD: PHP 40/page  If to be mailed, Admin Cost: PHP 10  Envelope: PHP 10  Mailing Fee: (Actual mailing cost depending on destination)	15 minutes  (For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day. In this case the OUR staff proceeds with step 3.)	<i>Amelin Natividad</i> Administrative Officer V Cash Office, UPV Miagao/  <i>Ma. Mitzi Calawigan</i> Administrative Officer III Cash Office, UPV Iloilo City

<p>3. Submits Official Receipt to OUR</p> <p>OR</p> <p>Provides copy of proof of payment to Cash Office and OUR through email:</p> <p><a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p>	<p>3. Processes Certificate of Course Description</p> <p>3.1. Receives OR</p> <p>3.2. Retrieves records</p> <p>3.3. Forwards to staff in-charge the academic document request form, student records and other documents</p> <p>3.4. Prepares the Certificate of Course Description</p> <p>3.5. Signs the Certificate of Course Description</p>	None	4 days	<p><i>Althea Jule Juanito</i> Senior Office Aide / XC Siaton Administrative Aide III OUR</p> <p><i>Angeline Nuevaespaña</i> Administrative Aide IV OUR</p> <p><i>Prof. Nieves Toledo</i> University Registrar OUR</p>
<p>4. Signs logbook</p> <p>* Client who requested that the documents be sent through mail awaits delivery.</p>	<p>4. Verifies OR/ID card</p> <p>4.1 Checks the completeness of document/s to be issued</p> <p>4.2 Gives logbook to client</p>	None	15 minutes	<p><i>Althea Jule Juanito</i> Senior Office Aide /</p> <p><i>XC Siaton</i> Administrative Aide III /</p> <p><i>Angeline Nuevaespaña</i> Administrative Aide IV OUR</p>
<p>5. Receives the Certificate of CD</p>	<p>5. Prepares Certificate of CD for issuance</p> <p>5.1 Retrieves the documents from the file</p> <p>5.2 Affixes dry-seal</p> <p>5.3 Issues to the client</p> <p><b>For documents to be mailed:</b></p> <p>5.1 Prepares envelop for mailing with complete address and contact number.</p> <p>5.2 Prepares Cert. of CD to be mailed and encloses in an envelope.</p>	None	<p>15 minutes</p> <p>(for Mailed documents usually takes another 1 day)</p>	<p><i>Althea Jule Juanito</i> Senior Office Aide/</p> <p><i>XC Siaton</i> Administrative Aide III</p> <p><i>Angeline Nuevaespaña</i> Administrative Aide IV OUR</p> <p><i>Angeline Nuevaespaña</i></p>

	<p>5.3 Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch.</p> <p>5.4 Logs and dispatches documents for mailing</p>			<p><i>Administrative Aide IV</i> OUR</p> <p><i>Althea Jule Juanito</i> <i>Senior Office Aide/</i> <i>XC Siaton</i> <i>Administrative Aide III</i> OUR</p>
<b>TOTAL</b>		<p><b>P 40/page x no. of pages;</b></p> <p><b>If to be mailed,</b> <b>+Admin Cost</b> <b>PHP 10+</b> <b>Envelope PHP</b> <b>10+actual</b> <b>mailing cost</b></p>	<b>5 days</b>	

## 12. ISSUANCE OF CERTIFICATE OF GENERAL WEIGHTED AVERAGE/GRADE POINT AVERAGE (GWA/GPA)

The Certificate of GWA/GPA is issued to the requestor who is applying for the next higher education degree and employment.

<b>Offices</b>	1. Office of the University Registrar (OUR) 2. Cash Office (CO)	
<b>Classification</b>	Complex	
<b>Type of Transaction</b>	G2C – Government to Client	
<b>Who may avail</b>	Graduates/Former Students/Active Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. First time request 1.1. Accomplished clearance (1 original)  1.2. Duly accomplished academic document request Form (1 original/Fax/Scanned/photocopy)  1.3. Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		1.1 Manual Clearance Forms are available at the College Secretaries Office. Paperless clearance can be secured from the Office of the University Registrar ( <i>please refer to the Issuance of Manual or Paperless Clearance Service Specification</i> ) 1.2 Available at the Office of the University Registrar and downloadable at <a href="https://crs.upv.edu.ph/">https://crs.upv.edu.ph/</a> 1.3 Requestor
2. Succeeding request 2.2 Accomplished academic request form (1 original/fax/scanned/ photocopy)  2.2 Any Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		2.1 Available at the Office of the University Registrar and downloadable at <a href="https://crs.upv.edu.ph/">https://crs.upv.edu.ph/</a> 2.2 Requestor
<b>Additional requirements to request and to claim by REPRESENTATIVE:</b> 1. To submit duly signed authorization letter executed by the UPV active/graduate (1 Original or photocopy/scanned copy) 2. To submit photocopy of valid identification card of the UPV active/ graduate (1 photocopy/scanned copy) 3. To present valid identification card of the representative (1 original)		1. Person being represented  2. Person being represented  3. Authorized representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits accomplished academic document request form, valid ID and other required documents</p> <p>Email to: <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p> <p>Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo</p>	<p>1. Receives the accomplished academic document request form, valid ID and other documents</p> <p>1.1. Checks completeness of the requirements and entries in the academic document request form</p> <p>1.2. Retrieves and checks records</p> <p>1.3. Bills the client</p>	None	15 minutes	<p><i>Althea Jule Juanito</i> Senior Office Aide /</p> <p><i>XC Siaton</i> Administrative Aide III OUR</p> <p><i>Angeline Nuevaespaña</i> Administrative Aide IV OUR</p>
<p>2. Receives billing slip and pays corresponding fee to the Cash Office</p> <p>OR</p> <p>Sends payment through Postal Money Order (PMO), fund transfer or bank deposit</p>	<p>2. Receives proof of payment and issues Official Receipt</p>	<p>GWA/GPA Computation Fee: PHP 100/ computation/ degree</p> <p>Certification Fee PHP 40/copy</p> <p>If to be mailed, Admin Cost: PHP10</p> <p>Envelope Fee: PHP10</p> <p>Mailing Fee: (Actual Cost depending on destination)</p>	<p>15 minutes</p> <p>(For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day. In this case the OUR staff proceeds with step 3.)</p>	<p><i>Amelin Natividad</i> Administrative Officer V Cash Office, UPV Miagao/</p> <p><i>Ma. Mitzi Calawigan</i> Administrative Officer III Cash Office, UPV Iloilo City</p>







### 13. ISSUANCE OF CERTIFICATION (WITH GRADES FOR CHED AND OTHER SCHOLARSHIPS)

A certification is issued to student which includes enrolment, grades, and other academic-related information for a specific term/semester.

<b>Offices</b>	Office of the University Registrar			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen;			
<b>Who may avail</b>	CHED Scholars & Other Scholarships			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Templates (applicable for CHED scholarship only)  <i>Note: No templates for other scholarships. A standard certification is issued to scholarships that do not have templates</i>			CHED (applicable for CHED scholarship only)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits templates, if applicable.  Email to: <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a>  Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1. Checks, evaluates and verifies student's record 1.1 Bills the client 1.2 Accomplishes templates of certifications          1.3 Signs the certifications	PHP 40.00 (for non-CHED scholarship)	30 minutes          25 minutes	<i>Febe Miayo</i> <i>Administrative Officer III/</i> <i>Records Officer II/</i>  <i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>Records Officer III/</i>  <i>Denivi Hazel Medida</i> <i>Student Records Evaluator I</i> OUR  <i>Prof. Nieves A. Toledo</i> <i>University Registrar</i> OUR

<p>2. Receives billing slip and pays corresponding fee to the Cash Office</p> <p>OR</p> <p>Sends payment through Postal Money Order (PMO), fund transfer or bank deposit</p>	<p>2. Receives proof of payment and issues Official Receipt</p>	<p>Certification Fee: PHP40/ certification (for standard certifications issued other than CHED)</p> <p>If to be mailed, Administrative Cost: PHP 10</p> <p>Envelope: PHP 10</p> <p>Mailing Fee: (Actual mailing cost depending on destination)</p>		<p><i>Amelin Natividad</i> Administrative Officer V Cash Office, UPV Miagao/</p> <p><i>Ma. Mitzi Calawigan</i> Administrative Officer III Cash Office, UPV Iloilo City</p>
<p>3. Submits Official Receipt to OUR</p> <p>OR</p> <p>Provides copy of proof of payment to Cash Office and OUR through email:</p> <p><a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p>	<p>3. Receives OR and mails or emails the certifications to client</p>		<p>5 minutes</p> <p>(for mailed documents usually takes another 1 day)</p>	<p><i>Febe Miayo</i> Administrative Officer III Records Officer II/</p> <p><i>Herbert Nalagay</i> Administrative Officer V Records Officer III/</p> <p><i>Denivi Hazel Medida</i> Student Records Evaluator I OUR</p>
<p><b>TOTAL</b></p>		<p><b>PHP40 / certification</b></p> <p><b>If to be mailed, +PHP 10</b></p> <p><b>Admin Cost + PHP Envelope Fee + actual mailing cost</b></p>	<p><b>1 hour</b></p>	

#### 14. ISSUANCE OF CERTIFICATE OF NON-ISSUANCE OF HONORABLE DISMISSAL (CNIHD) AND CERTIFICATE OF TRANSFER CREDENTIALS (CTC)

Leaving the University by means of graduation is different from a student's voluntary withdrawal from the University. Certificate of Honorable Dismissal is not issued to graduates. In lieu of this, a certification is issued stating that UPV does not issue honorable dismissal to graduates. The CNIHD is also issued to students who voluntarily leave the University not for reason of expulsion due to disciplinary action.

The Certificate of Transfer Credentials (CTC) is issued to UPV students transferring to another college/school/university outside of the UP System. CNIHD and CTC are issued only once.

<b>Office</b>	1. Office of the University Registrar 2. Cash Office	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C - Government to Client	
<b>Who may avail</b>	UPV Graduates/ Students transfer to another college/school/university	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished clearance (1 original)		1.1 Manual Clearance Forms are available at the College Secretaries Office. Paperless clearance can be secured from the Office of the University Registrar ( <i>please refer to the Issuance of Manual or Paperless Clearance Service Specification</i> )
2. Duly accomplished the academic document request form/petition for certificate of transfer credentials form (1 original/Fax/Scanned/photocopy)		1.2 Available at the Office of the University Registrar and downloadable at <a href="https://crs.upv.edu.ph/">https://crs.upv.edu.ph/</a>
3. Any valid Government/Private Company Issued ID/passport. bearing photo and signature of requestor (1 original)		1.3 Requestor
4. Accomplished waiver form (if CNIHD or CTC is to be mailed)		1.4 Available at the Office of the University Registrar and is downloadable at <a href="https://crs.upv.edu.ph/">https://crs.upv.edu.ph/</a>

<b>Additional requirements to request and to claim by REPRESENTATIVE:</b> <ol style="list-style-type: none"> <li>1. To submit duly signed authorization letter executed by the UPV active/ graduate (1 Original or photocopy/scanned copy)</li> <li>2. To submit photocopy of valid identification card of the UPV active/ graduate (1 photocopy/scanned copy)</li> <li>3. To present valid identification card of the representative (1 original)</li> </ol>		<ol style="list-style-type: none"> <li>1. Person being represented</li> <li>2. Person being represented</li> <li>3. Authorized representative</li> </ol>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> <li>1. Submits accomplished Academic Documents Request form/Petition for Certificate of Transfer Credentials form/email form, valid ID and other required documents</li> </ol> <p>Email to:  <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p> <p>Mail to:  Office of the University Registrar  UP Visayas  5023 Miagao, Iloilo</p>	<ol style="list-style-type: none"> <li>1. Receives the accomplished Academic Documents Request form/Petition for Certificate of Transfer Credentials form, valid ID and other documents <ol style="list-style-type: none"> <li>1.1 Checks completeness of required documents and the entries in the academic documents request form/Petition for CTC</li> <li>1.2 Retrieves and checks records</li> <li>1.3 Replies to email/letter</li> <li>1.4 Bills the client</li> </ol> </li> </ol>	None	45 minutes	<p><i>Althea Jule Juanito</i> Senior Office Aide /</p> <p><i>XC Siaton</i> Administrative Aide III/ OUR</p> <p><i>Angeline Nuevaespaña</i> Administrative Aide IV OUR</p>
<ol style="list-style-type: none"> <li>2. Receives billing and pays corresponding fee to the Cash Office</li> </ol> <p>OR</p> <p>Sends payment through Postal Money Order (PMO), fund transfer or bank deposit</p>	<ol style="list-style-type: none"> <li>2. Receives payment; and issues official receipt</li> </ol>	Honorale Dismissal Fee: PHP 40.00 If to be mailed, Envelop Fee: PHP10 Admin cost- PHP10 Mailing fee: (actual cost depending on the address of destination)	15 minutes  (For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day. In this case the OUR staff proceeds with step 3.)	<p><i>Amelin Natividad</i> Administrative Officer V Cash Office, UPV Miagao/</p> <p><i>Ma. Mitzi Calawigan</i> Administrative Officer III Cash Office, UPV Iloilo City</p>

<p>3. Submits Official Receipt to OUR</p> <p>OR</p> <p>Provides copy of proof of payment to Cash Office and OUR through email:</p> <p><a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p>	<p>3 Processes CNIHD/CTC</p> <p>3.1. Receives OR or proof of payment</p> <p>3.2 Retrieves records</p> <p>3.3 Forwards to staff in-charge of the Academic Documents Request form/Petition for CTC form, student records and other documents</p> <p>3.4 Prepares the CNIHD/CTC</p> <p>3.5 Signs the CNIHD/CTC</p>	None	1 day	<p><i>Althea Jule Juanito</i> Senior Office Aide OUR</p> <p><i>Angeline Nuevaespaña</i> Administrative Aide IV OUR</p> <p><i>Prof. Nieves A. Toledo</i> University Registrar OUR</p>
<p>4. Signs logbook</p> <p>* Client who requested that the documents be sent through mail awaits delivery.</p>	<p>4. Verifies OR/ID card</p> <p>4.1 Checks the completeness of documents to be issued</p> <p>4.2 Gives logbook to the client</p>	None	15 minutes	<p><i>Althea Jule Juanito</i> Senior Office Aide OUR</p>
<p>5. Receives the CNIHD/CTC</p>	<p>5. Prepares CNIHD/CTC for issuance</p> <p>5.1 Retrieves the documents</p> <p>5.2 Affixes dry-seal</p> <p>5.3 Issues the certificate to the client</p> <p><b>For documents to be mailed:</b></p> <p>5.1 Prepares envelope for mailing with complete address and contact number.</p> <p>5.2 Prepares CNIHD/CTC to be mailed and encloses in an envelope.</p> <p>5.3 Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch.</p> <p>3.6 Logs and dispatches documents for mailing</p>	None	<p>15 minutes</p> <p><b>(for Mailed documents usually takes another 1 day)</b></p>	<p><i>Althea Jule Juanito</i> Senior Office Aide/</p> <p><i>XC Siaton</i> Administrative Aide III/</p> <p><i>Angeline Nuevaespaña</i> Administrative Aide IV OUR</p> <p><i>Althea Jule Juanito</i> Senior Office Aide/</p>

				<i>XC Siaton</i> <i>Administrative Aide III</i> <i>OUR</i>
<b>TOTAL</b>		<b>PHP 40 HD Fee</b> <b>If to be mailed,</b> <b>+Admin Cost</b> <b>PHP 10+</b> <b>Envelope PHP</b> <b>10+actual</b> <b>mailing cost</b>	<b>1 day, 1 hour, 30</b> <b>minutes</b>	

## 15. ISSUANCE OF DIPLOMA

Diploma is a document granted by the Board of Regents after confirming the degree of the UPV graduate. It is available at least one (1) year after the Commencement Exercises of every academic year. This document is issued only once.

<b>Office</b>	1. Office of the University Registrar 2. Cash Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Client			
<b>Who may avail</b>	UPV Graduates			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly accomplished academic document request form or letter (Original/Fax/Scanned/Photocopy). 2. Accomplished clearance (1 original) If the student has been issued with OTR, clearance is no longer required since it is already with the OUR file. 3. Duly accomplished waiver form for mailed diploma 4. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV graduate (1 original) upon requesting and claiming <b>Additional requirements to request and to claim by a REPRESENTATIVE:</b> 1. Duly signed authorization letter executed by the UPV student ( 1 Original or photocopy/scanned copy) 2. Photocopy of valid identification card of the UPV student ( 1 photocopy/ scanned copy) 3. Valid identification card of the representative (1 original)			1. Downloadable at CRSIS website (crs.upv.edu.ph) 2. Refer to the Issuance of Manual or Paperless Clearance Service Specification. 3. The Waiver for Mailed Diploma Form is downloadable at CRSIS website (crs.upv.edu.ph) 4. Requestor  1. Person being represented 2. Person being represented 3. Authorized representative	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits accomplished academic document request form, valid ID, and other required documents	1. Receives the accomplished academic document request form, valid ID other required documents	None	45 minutes	<i>Althea Jule Juanito</i> <i>Senior Office Aide /</i>  <i>XC Siaton</i>

<p>Email to: <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p> <p>Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo</p>	<p>1.1 Checks completeness of required documents and the entries in the academic document request form</p> <p>1.2 Retrieves and checks records</p> <p>1.3 Sends waiver form if diploma is to be mailed</p> <p>1.4 Bills the client for the mailing of the diploma</p>			<p><i>Administrative Aide III</i> OUR</p>
<p>2. Receives billing and pays corresponding fee to the Cash Office</p> <p>OR</p> <p>Sends payment through Postal Money Order (PMO), fund transfer or bank deposit</p>	<p>2. Receives proof of payment with itemized billing and issues Official Receipt.</p>	<p>Mailing Fee: (actual cost depending on the address)</p> <p>Envelope: PHP 10</p> <p>Administrative Cost: PHP 10</p>	<p>15 minutes</p> <p>(For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day. In this case the OUR staff proceeds with step 3.)</p>	<p><i>Amelin Natividad</i> <i>Administrative Officer V</i> Cash Office, UPV Miagao/</p> <p><i>Ma. Mitzi Calawigan</i> <i>Administrative Officer III</i> Cash Office, UPV Iloilo City</p>
<p>3. Submits Official Receipt to OUR</p> <p>OR</p> <p>Provides copy of proof of payment to Cash Office and OUR through email:</p> <p><a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p>	<p>3. Prepares diploma</p> <p>3.1 Retrieves records and original diploma of student</p> <p>3.2 Affixes dry seal to the diploma</p> <p>3.3 Photocopies diploma for OUR file</p>	<p>None</p>	<p>1 day 7 hours</p>	<p><i>Althea Jule Juanito</i> <i>Senior Office Aide</i> OUR</p>



<p>4. Signs logbooks and/or receives diploma</p> <p>* Client who requested that the diploma be sent through mail awaits delivery.</p>	<p>4. Issues original diploma to client</p> <p><b>For diploma to be mailed:</b></p> <p>4.1. Prepares brown envelope for mailing with complete address and contact number.</p> <p>4.2 Encloses diploma in brown envelope</p> <p>4.4 Logs and dispatches documents for mailing</p>		1 day	<p><i>Althea Jule Juanito</i> <i>Senior Office Aide/</i></p> <p><i>XC Siaton</i> <i>Administrative Aide III</i> OUR</p>
	<b>TOTAL</b>	<p><b>PHP 10</b> <b>Admin Cost</b> <b>+ PHP 10</b> <b>Envelope +</b> <b>actual</b> <b>mailing</b> <b>cost</b></p>	<b>3 days</b>	

## 16. ISSUANCE OF LETTER OF NO OBJECTION (LONO)

The Letter of No Objection is a document informing the last school attended by the student prior to UPV that the University interposes no objection to his/her intention to secure Official transcript of Records from them. LONO is issued only for the following purposes:

1. For board examination
2. For Certification, Authentication and Verification (DepEd, DFA) of degree from the last school attended prior to UPV.
3. For employment abroad

<b>Office</b>	1. Office of the University Registrar 2. Cash Office	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C - Government to Client	
<b>Who may avail</b>	UPV Graduates/UPV Former Students/UPV Active students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Duly accomplished academic request form</li> <li>2. Accomplished clearance (1 original). <b>For active students:</b> Cleared of all accountabilities.</li> <li>3. Letter request for the LONO indicating the purpose of acquiring the academic records from school attended immediately prior to UPV</li> <li>4. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV graduate (1 original) upon requesting and claiming</li> </ol> <p><b>Additional requirements to request and to claim by REPRESENTATIVE:</b></p> <ol style="list-style-type: none"> <li>1. Duly signed authorization letter executed by the UPV student</li> <li>2. Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV student</li> <li>3. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of the person authorized to claim</li> </ol>		<ol style="list-style-type: none"> <li>1. Academic Document Request form is downloadable at <a href="https://crs.upv.edu.ph/">https://crs.upv.edu.ph/</a></li> <li>2. Refer to the Issuance of Manual or Paperless Clearance Service Specification or check CRSIS account for accountability.</li> <li>3. Requestor</li> <li>4. Office of the University Registrar</li> <li>5. Requestor</li> </ol> <ol style="list-style-type: none"> <li>1. Person being represented</li> <li>2. Person being represented</li> <li>3. Authorized representative</li> </ol>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits accomplished academic document request form and other required documents</p> <p>Email to: <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p> <p>Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo</p>	<p>1. Receives the accomplished academic document request form, valid ID and other required documents</p> <p>1.1 Checks completeness of required documents and the entries in the academic document request form</p> <p>1.2 Retrieves and checks records</p> <p>1.3 Acts on the letter request for LONO</p> <p>1.4 If request is approved, bills the client</p>	None	15 minutes	<p><i>Althea Jule Juanito</i> <i>Senior Office Aide /</i></p> <p><i>XC Siaton</i> <i>Administrative Aide III</i> OUR</p> <p><i>Prof. Nieves A. Toledo</i> <i>University Registrar</i> OUR</p> <p><i>Althea Jule Juanito</i> <i>Senior Office Aide /</i></p> <p><i>XC Siaton</i> <i>Administrative Aide III</i> OUR</p>
<p>2. Receives billing and pays corresponding fee to the Cash Office</p> <p>OR</p> <p>Sends payment through Postal Money Order (PMO), fund transfer or bank deposit</p>	<p>2. Receives proof of payment with itemized billing and issues Official Receipt</p>	<p>Letter of No Objection Fee: PHP 40/Copy</p> <p>If to be mailed, Admin Cost: PHP 10</p> <p>Envelope: PHP 10</p> <p>Mailing Fee: (Actual mailing cost depending on destination)</p>	<p>15 minutes</p> <p>(For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day. In this case the OUR staff proceeds with step 5.)</p>	<p><i>Amelin Natividad</i> <i>Administrative Officer V</i> Cash Office UPV Miagao/</p> <p><i>Ma. Mitzi Calawigan</i> <i>Administrative Officer III</i> Cash Office UPV Iloilo City</p>



	<b>If to be mailed, +PHP 10 Admin Cost + PHP Envelope Fee + actual mailing cost</b>		
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## 17. ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS (OTR)

Student records are confidential, and information is released only at the request of the student or appropriate institutions with the consent of the student. Clearance is required for the issuance of OTR. Active students with no accountability may be issued with an OTR subject to the approval of the University Registrar except for purposes of enrollment to other school. A request for OTR is considered first time if the student has not been issued an OTR after last enrolment in UPV. A request for OTR is considered succeeding if the student has been issued an OTR after last enrolment in UPV.

<b>Office</b>	1. Office of the University Registrar 2. Cash Office	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C - Government to Client	
<b>Who may avail</b>	UPV Graduates/UPV Former Students/UPV Active students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid Government/Private Company-issued ID/passport, bearing photo and signature 2. Duly accomplished academic document request form 3. <b>For first request:</b> Accomplished/CRSIS generated clearance (1 original) <b>For succeeding request:</b> Clearance is no longer required <b>For active student:</b> Cleared of all accountability 4. Letter request for the issuance of OTR for active student. 5. Approval of the University Registrar for the request of OTR for active student OTR.  <b>Additional requirements to request and to claim by REPRESENTATIVE:</b> 1. Duly signed authorization letter from UPV student 2. Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV student 3. any valid Government/Private Company-issued ID/passport, bearing photo and signature of the person authorized to claim		1. Requestor  2. Downloadable at <a href="https://crs.upv.edu.ph/">https://crs.upv.edu.ph/</a> 3. Please refer to the Issuance of Manual or Paperless Clearance Service Specification or check CRSIS accountability. 4. Requestor  1. Requestor/authorized representative 2. Requestor/authorized representative 3. Requestor/authorized representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits accomplished academic document request form and other required documents</p> <p>Email to: <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p> <p>Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo</p>	<p>1. Receives the accomplished academic document request form and other required documents</p> <p>1.1. Checks completeness of the requirements and entries in the academic document request form</p> <p>1.2. Retrieves and checks records</p> <p>2. Acts on the letter request for the issuance of OTR of active student</p> <p>3. Bills the client (Approved OTR request for active student)</p>	None	15 minutes	<p><i>Althea Jule Juanito</i> Senior Office Aide /</p> <p><i>XC Siaton</i> Administrative Aide III OUR</p> <p><i>Prof. Nieves Toledo</i> University Registrar OUR</p> <p><i>Althea Jule Juanito</i> Senior Office Aide OUR</p>
<p>2. Receives billing and pays the corresponding fees to the Cash Office</p> <p>OR</p> <p>Sends payment through Postal Money Order (PMO), fund transfer or bank deposit</p>	<p>4. Receives proof of payment with itemized billing and issues Official Receipt</p>	<p>Transcript Fee: PHP 50/page</p> <p>If to be mailed, Administrative Cost: PHP 10</p> <p>Envelope: PHP 10</p> <p>Mailing Fee: (Actual mailing cost depending on destination)</p>	<p>15 minutes</p> <p>(For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day. In this case the OUR staff proceeds with step 5.)</p>	<p><i>Amelin Natividad</i> Administrative Officer V Cash Office, UPV Miagao/</p> <p><i>Ma. Mitzi Calawigan</i> Administrative Officer III Cash Office, UPV Iloilo City</p>
3. Submits Official Receipt to OUR	5. Processes request of OTR/s	None	2 days, 7 hours	<i>Althea Jule Juanito</i>

<p>OR</p> <p>Provides copy of proof of payment to Cash Office and OUR through email:</p> <p><a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p>	<p>5.1 Receives, checks and returns original OR to the client</p> <p>5.2 Forwards to staff in-charge the academic document request form, student records and other documents</p> <p>5.3 Starts processing the OTR/s</p> <p>5.4 Signs the OTR/s</p>			<p><i>Senior Office Aide</i> OUR</p> <p><i>Ana Liza Subade</i> <i>Administrative Officer III</i> (for CAS, CM)</p> <p><i>Rosalie Piccio</i> <i>School Credits Evaluator</i> (for CM, SOTECH, UPVCC and UPVTC) OUR</p> <p><i>Prof. Nieves Toledo</i> <i>University Registrar</i> OUR</p>
<p>4. Signs the logbook for releasing and claims the OTR</p> <p>*Client who requested that the documents be sent through mail awaits delivery.</p>	<p>6 Issues the OTR</p> <p>6.1. Verifies OR/ID card of the requestor/representative</p> <p>6.2. Retrieves requested document from the file</p> <p>6.3. Affixes dry seal to the OTR</p> <p>6.4. Signs the document for issuance</p> <p><b>For documents to be mailed:</b></p> <p>6.1 Prepares envelope for mailing with complete address and contact number and encloses OTR in the envelope</p> <p>6.2. Staff in-charge of out-going communications logs and dispatches documents for mailing</p>	None	<p>15 minutes</p> <p>(for mailed documents usually takes another 1 day)</p>	<p><i>Althea Jule Juanito</i> <i>Senior Office Aide</i> OUR</p> <p><i>Ana Liza Subade</i> <i>Administrative Officer III/</i></p> <p><i>Rosalie Piccio</i> <i>School Credits Evaluator</i> OUR</p> <p><i>Althea Jule Juanito</i> <i>Senior Office Aide/</i></p> <p><i>XC Siaton</i> <i>Administrative Aide III</i> OUR</p>
<b>TOTAL</b>		<b>PHP50/ Page</b>	<b>3 days</b>	



	<b>If to be mailed, +PHP 10 Admin Cost + PHP Envelope Fee + actual mailing cost</b>		
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## 18. APPLICATION FOR PAPERLESS UNIVERSITY CLEARANCE

This paperless clearance service provided by the Office of the University Registrar applies to students with enrollment from 2007 to present.

<b>Offices</b>	Office of the University Registrar			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	All graduated and transferring students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>For graduated students:</b> <ol style="list-style-type: none"> <li>1. Payment of graduation fee</li> <li>2. Accomplished Alumni Form 5 (online)</li> <li>3. No accountability</li> </ol>		<ol style="list-style-type: none"> <li>1. Cash Office: Miagao Campus/Iloilo City Campus/UPVTC Campus Online payment (instructions and details sent thru email to the student)</li> <li>2. Student needs to access his/her CRSIS account at: <a href="http://crs.upv.edu.ph/">http://crs.upv.edu.ph/</a></li> <li>3. Checked and verified by the staff-in-charge of records at the Office of University Registrar thru the CRSIS</li> </ol>		
<b>For transferring students:</b> <ol style="list-style-type: none"> <li>1. Not currently enrolled</li> <li>2. No accountability</li> </ol>		<ol style="list-style-type: none"> <li>1 &amp; 2. Checked and verified by the staff-in-charge of records at the Office of University Registrar thru the CRSIS</li> </ol>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> <li>1. Applies for clearance at the Records Section, OUR</li> </ol> <p style="text-align: center;">OR</p> <p>Informs the Records Section, OUR the need for clearance</p>	<ol style="list-style-type: none"> <li>1. Checks student's records/ accountabilities in the CRSIS</li> </ol>	None	15 minutes	<p><i>Febe Miayo</i> Administrative Officer III (Records Officer II)/</p> <p><i>Herbert Nalagay</i> Administrative Officer V (Records Officer III)/</p>

				<i>Denivi Hazel Medida</i> <i>Student Records</i> <i>Evaluator I</i> OUR
2. Receives status of clearance	<p>2. Clears and informs student and prints clearance for the OUR file.</p> <p>For students transferring to other CU's, a printed and countersigned clearance is issued.</p>	None	15 minutes	<p><i>Febe Miayo</i> <i>Administrative Officer</i> <i>III (Records Officer II)/</i></p> <p><i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>(Records Officer III)/</i></p> <p><i>Denivi Hazel Medida</i> <i>Student Records</i> <i>Evaluator I</i> OUR</p>
<b>TOTAL</b>		<b>None</b>	<b>30 minutes</b>	

## 19. STUDENT RECORDS VERIFICATION

<b>Offices</b>	1. Office of the University Registrar 2. Cash Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	GTB – Government to Business Entity; G2G – Government to Government			
<b>Who may avail</b>	Verifying agencies (private/public/academic organizations)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Formal verification request 2. Signed consent/authorization of the subject whose records are being verified (1 original/photocopy/scanned) 3. Valid I.D. of the authorized representative (1 original, 1 photocopy) 4. Proof of payment (1 original/photocopy/scanned)			1. Verifying agency/ies 2. Student/subject being verified 3. Authorized representative of the verifying agency/ies 4. Official Receipt issued by the Cash Office upon payment/validated copy of the deposit slip	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends formal verification request along with the signed consent/authorization of the subject whose records are being verified  Email to: <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a>  Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1. Checks and verifies requests and student's records 1.1 Bills and sends detailed payment instructions thru email	None	30 minutes	<i>Febe Miayo</i> <i>Administrative Officer III</i> <i>(Records Officer II)/</i>  <i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>(Records Officer III)/</i>  <i>Denivi Hazel Medida</i> <i>Student Records</i> <i>Evaluator I</i> OUR

<p>2. Receives billing and sends payment through Postal Money Order (PMO), fund transfer or bank deposit</p> <p>Provides copy of proof of payment to Cash Office and OUR through email:</p> <p><a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p>	<p>2. Receives proof of payment and issues Official Receipt</p> <p>2.1 Prepares the verification result by providing the necessary academic information about the subject being verified. This may either be in a letter form or by filling up the prescribed verification form provided by the verifier.</p> <p>2.2 Signs the verification result</p>	<p>For local request: PHP 100</p> <p>For international request,: USD 20 (exclusive of bank charges)</p>	<p>1 day</p> <p>(For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day. In this case the OUR staff proceeds with step 2.1.)</p> <p>45 minutes</p> <p>15 minutes</p>	<p><i>Amelin Natividad</i> Administrative Officer V Cash Office - Miagao/</p> <p><i>Ma. Mitzi Calawigan</i> Administrative Officer III Cash Office - Iloilo City/</p> <p><i>Febe Miayo</i> Administrative Officer III (Records Officer II)/</p> <p><i>Herbert Nalagay</i> Administrative Officer V (Records Officer III)/</p> <p><i>Denivi Hazel Medida</i> Student Records Evaluator I OUR</p> <p><i>Prof. Nieves A. Toledo</i> University Registrar OUR</p>
<p>3. Receives verification result</p>	<p>3. Sends verification result through mail/courier or email</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Febe Miayo</i> Administrative Officer III (Records Officer II)/</p> <p><i>Herbert Nalagay</i> Administrative Officer V (Records Officer III)/</p> <p><i>Denivi Hazel Medida</i> Student Records Evaluator I OUR</p>
<p><b>TOTAL</b></p>		<p><b>Local request: PHP 100</b></p>	<p><b>1 day, 1 hour, 45 minutes</b></p>	

	<b>International request: \$ 20 (exclusive of bank charges)</b>		
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