

LIST OF FRONTLINE SERVICES

MSU-LNAC

Administrative and Support Services (ADMIN/HRDO/PERSONNEL OFFICE)

Types of frontline services	Fees	Forms	Processing Time (Under normal circumstances per transaction)	Person In-Charge
HIRING/RECRUITMENT		Publication of vacant Positions	- 4 hours	HRDO
APPOINTMENTS - Processing of appointments	(None)	- CSC Form No. 33 - Notice of Approval of appointments - Ad-Interim - Contract of Service - Job Order	- 2 hours (simple) - 3 months (complex) - 30 minutes	HRDO/Admin. Officer/Staff
INFORMATION AND RECORDS MANAGEMENT - Publication of bulletin of vacant positions - Issuance of Personnel Records - Recording of Service/Leave credits - Checking of Daily Time Records - Issuance of certificate 1. Cert. of No Pending Administrative Case 2. Certificate of employment - Authentication of documents - Receiving and releasing of communication/documents - Issuance of teachers/faculty clearance - Preparation of claims/vouchers - Publication of Annual Report - Preparation of Agenda Matters for BOR Meeting - Preparation of Budget Proposal	(None) (None) (None) (None) (None) (None) (None) (None)	- CSC format - Service record/NOSA - CSC Form No. 6 - CSC Form No. 48 - Clearance - DBM/COA Form - DBM Forms	- 6 hour & 40 minutes - 30 minutes - daily - daily - 5 minutes - 5 minutes - 2 minutes - 5 minutes - 2 nd week of March/year or as need arise – 5 minutes - 8 hours - 80 hours - 86 hours - 80 hours	-HRDO/Admin. Officer/Staff - Staff/records section - Staff/records section - Staff/records section Action Officer/Admin. Officer -HRDO/Admin. Officer/Staff - ICT, R & E Action Officer/Admin.

PROCESSING OF APPOINTMENTS

(CSC Form No. 33, Notice of Approval, Ad-Interim, Contract of Service and Job Order)

- Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M. without noon break)
- Who may Avail of the Service :
 - Filipino citizen, at least 18 years of age with good moral character
 - Applicants has taken and passed the screening, evaluation and interview
 - Has no criminal records or has not been connected by final judgment of an offense or crime involving moral turpitude
- What are the requirements :
 - Application Letter
 - CSC Form No. 212 (Personal Data Sheet-Revised 2008)
 - CSC Form No. 211 (Medical Certificate)
 - CSCS Form No. 1 (Job Description)
 - NBI Clearance
 - Eligibility (if available/any)
 - Transcript of Records
 - Assets and Liabilities
 - Certificate of seminars/workshop/trainings attended
- Duration : 1 hour
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Register with the guard and get priority service number	Give client service priority number with corresponding application form.	5 minutes	Guard on Duty (MSU-LNAC)		
2	Wait for the number to be called	Call priority service number	10-15 minutes	Processor/Staff (MSU-LNA)		
3	Submit to processor the application in folder	Screen the application and the requirements	5 minutes	Processor/Staff (MSU-LNA)		
		If applicant's application is qualified, include him/her in the list for interview, if not, inform the applicant of the reason/s for disqualification	10 minutes	Processor (MSU-LNAC)		

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
4	Wait when the schedule for interview is, through notice of information	Make endorsement letter for the agency head signature then submit or forward to MSU OVPAA for further review and issue information letter when the schedule of interview/exam will commerce.	120 hours	Processor/MSU-OVPAA with special assistance		
5	Go to MSU-OVPAA on or before the schedule date of comprehensive interview/exam	Inform the applicant on the schedule date of interview		Processor		
6	Attend comprehensive interview/exam at OVPAA Office-Conference Room	Members of the PSB/APC will interview and give comprehensive exam strictly provided with rating forms	2 to 2 ½ hours	PSB/APC members		
7	- Go home and wait for the release of the result	- APC or PSB members will submit the result of their individual rating to the PSB/APC Chairman duly signed at the bottom and shall convene for briefing	- 10 t 15 minutes	- PSB/APC members		
8	- Wait for the result	- Release the result of the comprehensive interview/exam	- 20 hours	- PSB Chairman (MSU Main)		
9		- Inform the applicant about the result of his/her comprehensive interview/exam	- 8 hours	- Processor		
10	- Sign Appointment	- Prepare the necessary/appropriate appointment and forms	- 16 hours	- Processor (MSU-LNAC)	(NONE)	-KSS form 33 -Notice of approval of appointment -Job Order or Contract of Service

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
11	- Wait for the approval	- Re-forwarded the appointment with the supporting documents in folder through/endorsement for the OVPAA recommendation and MSUs President's signature/approval.	- 40 hours	- Processor (MSU-LNAC)		- KSS form 33 -Notice of approval of appointment -Job Order or Contract of Service
		- Transmit the documents to CSC field office for attestation	- 40 hours	-HRDO/Admin. Officer (MSU-NAC) - CSC staff/Director	(none)	- KSS form 33 and its supporting documents
12	- Wait for the BOR Confirmation	- After approval, transmit it to the Secretary of the University and of the Board of Regents for inclusion in the next BOR Agenda-Meeting for confirmation	- 2 to 3 months	- Processor (MSU-LNAC) - BOR Secretary		- KSS form 33 -Notice of approval of appointment -Job Order or Contract of Service
		- One (1) week after the BOR meeting, make letter request for the issuance of the approved agenda matters of MSU-LNAC	- 40 hours	-HRDO/Admin. Officer (MSU-LNAC) - BOR Secretary	(none)	
13	- Get/receive approved appointment	- Call/inform the applicants to receive his/her/their appointment	- 24 hours	- Admin. Officer and immediate supervisor	(none)	- Oath of Office - Order to report to work assignment
END OF TRANSACTION						

INFORMATION AND RECORD MANAGEMENT

(Publication and posting of Vacant Position)

- Schedule of Availability of the Service: Monday to Friday (8:00 AM-5:00 PM without noon break)
- Who may avail: Applicant and concerned employee/s and official/s
- What are the Requirements: List of Vacant Position of the agency in accordance with the CSC format/design
- Duration: 8 hours
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1		Types then post the vacant positions in at least three conspicuous places for at least ten days.	- 8 hours	- HRDO/CSC Director or Staff	(none)	
2		Publish the list of vacant positions in the CSC Field or Regional Office/s.	- 8 hours	- HRDO/CSC Director or Staff	(none)	
END OF TRANSACTION						

INFORMATION AND RECORDS MANAGEMENT

(Issuance of Personnel Record, Recording of credits, checking of DTR's, issuance of certificate and clearances, authentication, receiving and releasing of communications and documents)

- Schedule of Availability of Service: Monday to Friday (8:00 AM-5:00 PM without noon break)
- Who may avail of the Service: Employee/s (faculty/staff) wished to secure information and records documents.
- What are the Requirements: Just simply request the documents with signature and date at the bottom. Prompt action/prior attention.
- Duration: 3-30 minutes
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	- Secure request form and provide information data then submit it again... wait for the action.	- Provide request form on first come serve basis, then get it back the duly filled-up form for appropriate and prompt action.	- 3 minutes	-Record Officer/ Personnel Staff	(none)	- request form
2	- Receive copy of the documents needed with receipt by signature with date.	- Secure the documents and provide a copy if necessary	- 3 minutes	-Record Officer/ Personnel Staff	(none)	
END OF TRANSACTION						

INFORMATION AND RECORD MANAGEMENT

(Preparation/Screening and Evaluation of Claims/Voucher)

- Schedule of Availability of the Service: Monday to Friday (8:00 AM-5:00 PM without noon break)
- Who may avail: Faculty and Staff and all concerned
- What are the Requirements:
 - * For Travel Expenses Voucher (TEV)
 - Travel Order (TO)
 - Obligation Request (OR)
 - Disbursement Voucher (DV)
 - Itinerary of travel (IT)
 - Completion of Travel Form (CTF) “Appendix B”
 - Certificate of Appearance, tickets, RER, etc.
 - * For Supplies and Materials:
 - Obligation Request (OR)
 - Disbursement Voucher (DV)
 - Canvass form (CF)
 - Abstract of Canvass (AOC)
 - Purchase Request (PR)
 - Purchased Order (PO)
 - Inspection Report (IR)
 - Other supporting documents
 - * For other ordinary claims:
 - Obligation Request (OR)
 - Disbursement Voucher (DV)
 - Supporting documents (OR, RER, Tickets, CA, etc.)

Note: Infrastructure projects, equipments and facilities needs appropriate bidding and Award subject for the Implementing Rules and Regulation, accounting and auditing procedures.

- Duration:
- How to avail of the Service

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	- Prepare the claim documents and submit to Admin. Officer for evaluation/screening as to its completeness.	- Screen and evaluate the documents	- 5 minutes	- Admin. Staff	(none)	OR, DV, IT, CTF, TO, CT, AOC, PR, IR
2	- Forward to Budget office then to accounting office, Admin./Supt. office, cahiers office.	- Allot fund and obligate then approval for payment and issuance of check	- 16 hours	- Budget Officer/ Accountant/Admin/Supt. and Cashier	(none)	OR, DV, IT, CTF, TO, CT, AOC, PR, IR
3	- Get/claim the check	- Release the check and let him/her signed the voucher	- 3 minutes	- Cashier	(none)	
END OF TRANSACTION						

INFORMATION AND RECORD MANAGEMENT

(Publication of Annual Reports)

- Schedule of Availability of the Service: Monday to Friday (8:00 AM-5:00 PM without noon break)
- Who may avail: Faculty and Staff, Dean of Colleges and Department Chairman
- What are the Requirements: Narrative Reports with pictures and caption
- Duration: One month
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	- Provide narrative report with pictures and caption if available and submit it to the concern.	- Accept or receive the narrative reports with pictures and caption for consolidation	- One month	-Department Chairman, Deans of Colleges, Research and Extension, and Department Heads	(none)	
		- Consolidate the narrative reports and secure funding for printing in the available printing press for reproduction	- 75 hours	- Admin. Officer/In-Charge Printing Press		
		- Circulation of copies to all concerned	- 2 hours	- Admin Officer		
END OF TRANSACTION						

INFORMATION AND RECORD MANAGEMENT
(Preparation of Agenda Matters for BOR Meeting)

- Schedule of Availability of the Service: Monday to Friday (8:00 AM-5:00 PM without noon break)
- Who may avail: Department Heads and Deans
- What are the Requirements: List of agenda with complete supporting documents
- Duration: Two (2) weeks – 80 hours
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	- Prepare and submit the proposed agenda for BOR Meeting through proper channel	- Screened and evaluate the necessity and validity of the proposal	- 30 hours and 30 minutes	- Department heads and Deans/campus secretary/Admin. Officer	(none)	
2	- seek approval from the Head of office for inclusion in the agenda matters	- If approved from the head of office, include the proposal to the agenda matters for submission to BOR Secretary.	- 40 hours	-Department heads/Deans/Campus Secretary/Admin. Officer	(none)	
		- Submit consolidated agenda matters to the BOR Secretary through OVPAA for endorsement.	- 8 hours	-OVPAA/BOR Secretary/Campus Secretary/Admin. Officers		
END OF TRANSACTION						

INFORMATION AND RECORD MANAGEMENT

Preparation of Annual Budget Proposal)

- Schedule of Availability of the Service: Monday to Friday (8:00 AM-5:00 PM)
- Who may avail: Accounting Personnel, Department Heads and Deans
- What are the Requirements: Budget Call/DBM Forms Internal Budget Operation/Manual
- Duration:
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	- Each academic/instructional department shall make their own budget and submit to the Dean of the College for consolidation and proper endorsement to the head of office thru proper channel.	- Make necessary and appropriate screening/evaluation and then endorse to Admin. Office for consolidation.	- 16 hours	- Chairman of the department and Dean of the College		
2	- Wait and follow-up	- Admin. Office shall consolidate the submitted internal budget for operation	- 24 hours	- Admin. Officer, Planning Officer, Budget Officer		
3	- Wait and follow-up	- Conduct special APC Meeting for review and recommend approval to the head	- 3 hours	- Admin Officer, Budget Officer and APC Members		
4	- Wait and follow-up	- Endorse to MSU Main Budget Office for inclusion in the University Budget preparation	- 8 hours	- Budget Office/Personnel and Admin. Office Staff		
5	- Get copy of the approved Budget	- Provide copy of the approved Budget to all concerned	- 1 hour	- All concerned		
END OF TRANSACTION						

Supply and Property Office

LIST OF FRONTLINE SERVICES

MSU-LNAC

Administrative and Support Services (SUPPLY AND PROPERTY OFFICE)

Types of frontline services	Fees	Forms	Processing Time (Under normal circumstances per transaction)	Person In-Charge
Procurement of Office Supplies and Materials				
- Requisition of office supplies/materials a) Disbursement		- Annex G-9	- 1 hour	- Faculty/Staff
b) Canvassing		- OR, DV, Abstract, canvas, PR, PO, IR & BIR Form 2376	- 1 hour	- Faculty/Staff
c) Purchasing		- Canvass Form	- 8 hours (1 day)	- Supply Officer/ Store Keeper/Authorized
		- PO, OR, DV, Canvass, Abstract & Award	- 8 hours (1 day)	- Supply Officer/ Store Keeper/Authorized
- Issuance/Releasing/Distribution of requisition/procured supplies/materials			- 8 hours (1 day)	- Supply Officer/ Store Keeper
- Recording Management (carding/Indexing)			- 15 minutes	- Supply Officer/ Store Keeper
a) Report of Supplies/Materials issued		- Appendix 59		- Supply Officer
b) Property, Plant & Equipment Ledger Card		- Appendix 8 & Appendix 8-A		- Supply Officer
c) Property Card		- Appendix 39		- Supply Officer
d) Report of Accountability for accountable forms		- Appendix 65		- Supply Officer
- Conduct Physical Inspection			- 3 hours	- Supply Officer
- Inventory Program		- Appendix 62	- 80 hours	- Supply Officer
- Disposal of Waste Material		-Waste Material Form	- 2 hours	- Supply Officer

Procurement

(Requisition of Office Supplies and Materials)

- Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M. without noon break)
- Who may Avail of the Service : Chairman/Department Heads, Faculty and Staff
- What are the requirements :
- Duration : 1 hour
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Make and submit requisition in accordance with the approved Annual Procurement Plan	Screen and Review	1 hour	Supply Officer	(none)	Annex G-9
2	Follow-up to Admin. Office	If qualified, forward it to the Administrative Office for approval	5 minutes	Admin. Officer (Supervising)	(none)	Annex G-9
3	If approved, get the documents and re-forward to the supply officer	Canvass the supplies/Materials as requested.	16 hours	Supply Officer/ Action Officer	(none)	Canvass form
4		After the canvass, forward it to the BAC for Bidding/awarding.	2-3 hours	BAC Members	(none)	Canvass Form
5		Issue purchased request form for approval by the head of office or Supervising Administrative Officer inclusive Purchase Order, PR, Abstract & IR.	4 hours	Supply Officer/ Administrative Officer/ Head of Office	(none)	Complete set Procurement Forms

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
6	Forward to Accounting Office for funding then to the head of office/admin. Officer for payment approval.	Provide funds/budget with obligation number duly entered to JEV & other records.	1 hour & 30 minutes	Senior Bookkeeper Admin. Officer Head of Office		
7		Forward to Cashier's Office for check issuance	1 hour	Cashier		
8		Forward to the Office of the Head or concerned Official for signature.				
8	Get or claim the check	Release the check and ask the signature of the claimant as an acknowledgement receipt.	5 minutes	Cashier		
END OF TRANSACTION						

Note: There are situation that the paymaster is the one carrying the check to the store for payment and sometimes the Supply Officer or purchaser were authorized to pay the claimant. There are cases also that the claimant/s hand carrying their claim documents for processing.

Procurement

(Issuance/releasing/Distribution of Supplies/Materials)

- Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M. without noon break)
- Who may Avail of the Service : Faculty and Staff
- What are the requirements : Requisition
- Duration : 1 hour
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Secure requisition form for supplies/materials.	Issue supplies/materials as per approved request for release or procurement.	30 minutes	Supply Officer/ Store Keeper		S/M requisitioned Form
2		Assess the documents then release, procure or distribute supplies and materials as requested.	30 minutes or more			
END OF TRANSACTION						

Procurement

Conduct Physical Inspection

- Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M. without noon break)
- Who May Avail of the Service : Physical Plant In-Charge, BAC Inspector, Storekeeper and Supervising Administrative Officer
- What are the Requirements : Show up of all available facilities and equipments including S/M.
- Duration : 3 hour
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Notify the head of office/department for the conduct of Physical Inspection	Prepare and show facilities/equipment	24 hours	Supply Office/ Inspector/Concerned Officials/ and Employees	(none)	
2	Determine the Status	Provide the list		Supply Office/ Inspector/Concerned Officials/ and Employees		
3	Submit with recommendation to the action officer or head of office for appropriate action		6 hours	Supply Officer Administrative Officer		
END OF TRANSACTION						

Procurement

(Recording and Information Management)

- Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M. without noon break)
- Who May Avail of the Service : Supply Officer, Storekeeper and Other Staff
- What are the requirements : Index Card and Log book
- Duration : 1 hour
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Secure requisition slip	Screen/Evaluate the requisition	2 minutes	Supply Officer	(none)	Requisition Slip
	Waiting	Indexing and carding	5 minutes	Supply Officer/ Store Keeper		Index Card
2	Accept requisitioned	Provide or issue the requisitioned	10 minutes	Supply Officer/ Store Keeper		
END OF TRANSACTION						

Preparation of Inventory Program

- Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M. without noon break)
- Who may Avail of the Service : Supply Officer, Storekeeper and all concerned officials and employees
- What are the requirements : Inventory Program by level, department or colleges
- Duration : 1 hour
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Show and provide the list of facilities and equipments with the corresponding status for inventory	Conduct Inventory item to item to determine its status, usability or lifespan, and availability, etc.	48 hours	All concerned/ Supply Officer		Inventory Program
		Update the inventory program before the end of the school year, seek head approval and provide copy to all concerned.	16 hours	Supply Officer/ Administrative Officer/ Head of Office Auditor		
END OF TRANSACTION						

Disposal of Waste Materials and Equipments

- Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M. without noon break)
- Who may Avail of the Service : Supply Officer, Storekeeper and Auditor
- What are the requirements : Form for Disposal of Waste Materials
- Duration : 1 hour
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Make a disposal request of the waste materials	Conduct actual Inspection	2 hours	Property Inspector/ Supply Officer/ Administrative Officer		
		If found there is a need to dispose, make a recommendation for approval	1 hour	Supply/property Officer and Administrative Officer/ Head of Office		
		Upon approve furnish a copy to all concerned and delete it in the Inventory program	45 minutes	Supply/property Officer		
END OF TRANSACTION						

Bookkeeper Office

LIST OF FRONTLINE SERVICES

MSU-LNAC

Administrative and Support Services (Accounting Office)

Types of frontline services	Fees	Forms	Processing Time (Under normal circumstances per transaction)	Person In-Charge
Monitoring of School Budget/Releases a) Incoming b) Outgoing c) Student fees (164) d) Collections (IGP Income)	(none)	DBM Forms	40 hours	Senior bookkeeper/Admin. Officer/Head/Cashier
Recording and Information Management a) Disbursement b) Journal Entry Voucher (JEV) c) Check disbursement report d) General Ledger (Final Entry)	(none)	COA/ DBM Forms	24 hours	Senior Bookkeeper/ Cashier
Making and Preparation of Trial Balance including Financial Statements	(none)	COA/DBM Forms	24 hours	Senior Bookkeeper

Monitoring of School budget/releases

(Incoming, Outgoing, Student Fees, IGP and other Income Collections)

- Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M. without noon break)
- Who may Avail of the Service :
- What are the requirements :
- Duration : 1 hour
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Present letter request duly approved by the agency head or his authorized representative, stating what need/s to be given attention	Show and provide the necessary documents	3 minutes	Accountant/Senior Bookkeeper/head of Office	(none)	
END OF TRANSACTION						

Recording and Information Management

(Disbursement, Journal Entry Voucher, Check Disbursement report and General Ledger)

- Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M. without noon break)
- Who may Avail of the Service :
- What are the requirements :
- Duration : 1 hour
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Present letter request duly approved by the agency head or his authorized representative, stating what need/s to be given attention	Show and provide the necessary documents	3 minutes	Accountant/Senior Bookkeeper/head of Office	(none)	
END OF TRANSACTION						

Office OF THE
Acting MSU-
LNAC Principal

LIST OF FRONTLINE SERVICES MSU-LNAC

Office of the Acting MSU-LNAC Principal

Types of frontline services	Fees	Forms	Processing Time (Under normal circumstances per transaction)	Person In-Charge
Conduct Teachers Meeting	(none)			Principal
Enrollment (High School Students)		Enrollment Form	30 minutes	Principal & All Secondary Teachers
Issuance of card, Certificate of Good Moral Character (for students who wish to transfer)	(none)	Good Moral Character Form	10 minutes	Principal
First day of School (SY 2009-2010)	(none)		8 hours	Principal & All Secondary Teachers
Student Orientation Program	(none)		2 hours	Principal/Guidance Counselor
Conduct Parents, Teachers Community Association Quarterly		Teachers Performance Evaluation Forms		Principal & Assist. Principal
Conduct Teachers Performance Evaluation			4 hours	Principal & Assist. Principal

Conduct Teachers Meeting

- Schedule of Availability of Service : May 25, 2009 (Monday at 8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : MSU-LNAC Secondary Teachers
- What are the requirements : Memorandum
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1		Issue Memorandum with reference slip and let them sign	30 minutes	Principal, Assist Principal & Guidance counselor		
2	Attendance/Presence during the meeting	Discuss rules & regulations & Distribution of teaching load	6 hours	Principal, Assist Principal & Guidance counselor		
3	Room arrangement	Supervise	2 hours	Teacher In-Charge		
END OF TRANSACTION						

Enrollment Period (High School Department)

- Schedule of Availability of Service : May 27 to June 4, 2009 (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : Old student promoted to the next year level
Freshmen
Out of School youths qualified to enroll in the secondary level
- What are the requirements : **Old Students**
 - * Form 138 (Report Card)
 - * Clearance
 - * Cert. of Attendance in the Summer Program (Back Subject/SASE Review)
Freshmen
 - * Form 138 (Report Card)
 - * Certificate of Good Moral Character
 - * FEASE Result/Certificate of Attendance in the Summer Program
- Duration : 56 hours or 7 days
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Students or Parent/s will get enrollment form	Evaluate enrolment documents and provide enrollment form if qualified to enroll.	10 minutes	Authorized Teacher Evaluator	(none)	Enrollment Form
2	Fill-up the enrollment form & then return together with the other requirement	Check the enrollment form with the other requirement then affix signature if the form is properly filled-up	5 minutes	Authorized Teacher Evaluator	(none)	Enrollment Form
3	Submit the evaluated enrolment form and pay the necessary school fees	Received the enrollment fee and provide Official Receipt	5 minutes	Authorized Teacher Evaluator/PTCA Treasurer		Official Receipt

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
4	Submit the enrollment form to the class adviser for listing and sectioning	Received the enrollment form and enter name to the official list of students then segregate for class sectioning.	5 minutes	Class Adviser	(none)	Official List of students enrolled.
END OF TRANSACTION						

Issuance of Card and Certificate of Good Moral Character (For students who wish to transfer)

- Schedule of Availability of Service : May 26, 2009 (Tuesday at 8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : Old Students
- What are the requirements : Student's Clearance
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Present the clearance and ask to issue the card with Certificate of good moral character	Check the clearance presented & let them wait	5 minutes	Principal & assist. Principal	(none)	Clearance Form
2	Waiting	Make the Good Moral Character	10 minutes	Principal & assist. Principal	(none)	Good Moral Character Form
3	Get the card & Certificate of Good Moral Character	Release/give the Certificate of good moral character and the card	3 minutes	Principal & assist. Principal	(none)	
END OF TRANSACTION						

Consultation

- Schedule of Availability of Service : June 5, 2009 (Friday at 8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : All concerned
- What are the requirements : Attendance
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Attend all Secondary Teachers	Discussed about Students' obligations	4 hours	Principal, Assist. Principal & Guidance Counselor	(none)	
2	Ask questions or suggest possible solutions	Answer the questions and discuss the suggestion and come up with the final decisions	4 hours	Principal, Assist. Principal & Guidance Counselor		
END OF TRANSACTION						

First Day of School

- Schedule of Availability of Service : June 8, 2009 (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : All Secondary Teachers and High School Students
- What are the requirements : Attendance & Complete Uniforms
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Wear complete uniforms both students & teachers		8 hours	All Secondary Personnel	(none)	
2	Report on their respective classrooms	Check the attendance and let the student to introduce themselves	30 minutes	Teacher In-Charge	(none)	
3	Listening	Conduct class orientation	30 minutes	Teacher In-Charge	(none)	
4	Listen and take note of important matters	Start discussing the first subject matter	4 hours	Secondary Teachers Concerned		
5		Check the attendance again before letting the student to get out of their respective rooms	10 minutes	Teacher In-Charge	(none)	
END OF TRANSACTION						

Student Orientation Program

- Schedule of Availability of Service : June 17, 2009 (Tuesday at 8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : All High School Student who are officially enrolled
- What are the requirements : Attendance
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1		Issue memorandum to all Class Adviser to inform their students to attend the orientation	10 minutes	Principal & assist. Principal	(none)	Memorandum
2	Attend on the Orientation	Discuss all disciplinary measures, policies, rules and regulations of the school	8 hours	Principal, Assist. Principal, Guidance Counselor & other school Officials		
3	Listening	Check attendance of students	10 minutes	Class Advisers	(none)	Class Record
END OF TRANSACTION						

Conduct Parents, Teachers Community Association (P.T.C.A) Meeting

- Schedule of Availability of Service : June , 2009 (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : Parents/Guardian
- What are the requirements : Attendance of Parents/Guardian
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Students will inform their parents/guardian regarding the meeting	Issue Memorandum/Notice of Meeting to the parents/guardian	5 minutes	All Classroom Advisers	(none)	
2	Parents/Guardian should attend	Conduct meeting/Orientation	30 minutes	Principal & Class Advisers	(none)	
3	Listen, ask questions, give suggestion & participate on the discussion	Answer questions and discuss further about students' welfare through the cooperation of parents/guardian	2 hours	Principal & Class Advisers	(none)	
END OF TRANSACTION						

Conduct Teachers Performance Evaluation

- Schedule of availability of Service : Before the End of every school year (8:00 A.M. – 5:00 P.M)
- Who may avail of the Service : All Secondary Teachers
- What are the requirements : Filled-up Teachers Performance Evaluation Form
- Duration : 30 minutes
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Secure Performance Evaluation Form	Provide the necessary forms	5 minutes	Principal	(none)	
2	Filled-up the form/s & passed it.	Received the forms	5 minutes	Principal	(none)	
3		Evaluate & give corresponding rating	2 hours	Principal	(none)	
END OF TRANSACTION						

Office of the
School
Registrar

LIST OF FRONTLINE SERVICES MSU-LNAC

Office of the School Registrar

Types of frontline services	Fees	Forms	Processing Time (Under normal circumstances per transaction)	Person In-Charge
Admission	(none)	Admission Slip & Student's Information Sheet	30 minutes	Admission Officer
Registration/Enrollment	(none)	Certificate of Registration	40 hours	Registrar/Staff
Validation/Accreditation	(none)	Transcript of Record	2 hours	Registrar
Evaluation of student records a) Accrediting subjects & units taken b) Maximum Residence role c) Placement to the curricular level d) Sequencing of subjects in the curriculum e) Student Retention f) Scholarship Program	(none)	Evaluation Sheet	2 hours	Registrar
Release of Transcript of Records & other Important Documents	50/page 50.00 25.00	- TOR - Honorable Dismissal - Cert. of Official Receipt	One month after graduation	Registrar/Staff & School Cashier

Admission

- Schedule of Availability of Service : May 25 to June 11, 2009 (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : Old Students and Freshmen
- What are the requirements :
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Students will get Information Sheet & Preliminary Registration Form	Provide Student's Information Sheet & Preliminary Registration Form	30 minutes	Admission Officer	(none)	Student Information Sheet & PRF
2	Student will go to their respective academic adviser for signature then return to the registrar	Received & check the signed Information Sheet & Preliminary Registration Form (PRF)	10 minutes	Registrar/Staff	(none)	Student Information Sheet & PRF
END OF TRANSACTION						

Registration/Enrollment

- Schedule of Availability of Service : May 25 to June 11, 2009 (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : Old Students and Freshmen
- What are the requirements : TOR for the Second Degree Course
Honorable Dismissal and Information Form for the Transferees
High School Report Card for New Students (Freshmen)
Certificate of Good Moral Character
SASE/CET Rating
1 pc brown envelop (long)
Birth Certificate Authenticated (NSO)
- Duration : 40 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Students/Parents will get Certificate of Registration (COR).	Give the certificate of Registration (COR)	30 minutes	Registrar/Staff	(none)	COR
2	Write the subjects on the COR & pay the necessary students fees to the school cashier then submit it to the registrar.	Get the COR together with the other requirements	20 minutes	Registrar/Staff	(none)	Student Information Sheet & PRF
END OF TRANSACTION						

Validation/Accreditation of Subjects

- Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : College Students and Freshmen
- What are the requirements : Transcript of Records & Informative Form
- Duration : Three Semester
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Students will give Transcript of Records and or Information Form (for transferees)	Get the Transcript of Records and or Information Form	30 minutes	Registrar	(none)	Transcript of Records Informative Form
2	Submit the subjects and units taken from any SUC's and or private institution	Accredit the subjects and units earned if they have the same course content and number of units	1 hour	Registrar	(none)	TOR/ Informative Form
3		Inform the student of the result				
END OF TRANSACTION						

Evaluation of Student Records

- Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : College Students and Freshmen
- What are the requirements : Transcript of Records, Informative Form & Evaluation Sheet
- Duration :
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Submit Transcript of Records	Get the Transcript of records and evaluate the subjects and units taken from any SUC's & or private institutions	30 minutes	Registrar	(none)	Transcript of Records
2	Get the Evaluative Sheet and submit it to the academic adviser for signature	Release the evaluation sheet showing the grades of the subjects taken	10 minutes	Registrar/Staff	(none)	Evaluation Sheet
3	Return the evaluation sheet to the registrar's office	Receive the evaluation sheet	5 minutes	Registrar/Staff	(none)	
END OF TRANSACTION						

Release of Transcript of Records and other important documents

- Schedule of Availability of Service : one month after graduation (Monday to Friday at 8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : MSU-LNAC Students
- What are the requirements : Clearance
- Duration :
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Secure student clearance	Provide clearance	5 minutes	Staff	(none)	Student Clearance
2	After completing the signatures on the clearance, pay the necessary fees to the cashier's office then return it to the office of registrar.	Received the clearance and give the requested documents and let him/her sign the record book.	20 minutes	Registrar/Staff	(none)	Student Clearance
END OF TRANSACTION						

Office of the
School Cashier

LIST OF FRONTLINE SERVICES

MSU-LNAC

Administrative and Support Services (Cashier Office)

Types of frontline services	Fees	Forms	Processing Time (Under normal circumstances per transaction)	Person In-Charge
Payment of claims	(none)	Vouchers	1 hour	School Cashier
Received student fees and other collections	(none)		2 minutes	Cashier/Staff
Records and Information Management a) Preparation of payroll, check, check advice and remittances b) Issuance of Certifications/Confirmations of loans and signing of student clearances c) Collection of unpaid student accounts	(none)	- Payroll, check, check advice & remittance -Certification & Clearances -Official Receipt	- 16 hours - 3 minutes - 2 minutes	Cashier
Report of Collection and deposit	(none)	Columnar Book	1 minute	Cashier/Staff
Disbursement Record	(none)	Columnar Book	1 minute	
Report of Disbursement	(none)	Columnar Book	1 minute	
Cash in Bank	(none)	Columnar Book	1 minute	
Cash Receipts Summary	(none)	Columnar Book	1 minute	
Budget Allocation	(none)	Columnar Book	1 minute	
Report of Check issued/cancelled	(none)	Columnar Book	1 minute	

Payment of Claims (Voucher)

- Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service :
- What are the requirements : Supporting Documents (Official Receipts, RER, Certification of Appearance, etc.)
- Duration : hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Submit the claim voucher with complete supporting documents duly funded and approved	Screen for validity and issue check and advice then affix signature and with signature of the Head of Office	1 hour	Cashier	(none)	Vouchers
2	Encash the check after forwarded the check advice to Land Bank of the Philippines, Tubod, Lanao del Norte	Forward the Check Advice to LBP, Tubod, Lanao del Norte	4 hours	Cashier/Staff	(none)	
END OF TRANSACTION						

Received Students fees and other Collections

- Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service :
- What are the requirements :
- Duration : hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Present the long green form (MSU-LNAC Form No. 3)	Assess the form	5 minutes	Cashier/Staff	(depending upon the number of units load)	Form No. 3
2	Pay the corresponding amount either partial or fully paid	Issue Official Receipt (O.R)	2 minutes	Cashier/Staff	(depending upon the number of units load)	Form No. 3
3		In case of other collections, direct issuance of Official receipts	2 minutes	Cashier/Staff		
END OF TRANSACTION						

Records and Information Management

- Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service :
- What are the requirements :
- Duration : hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Just ask or inquire verbally (transaction must be at the window)	Entertain queries and clarifications at the window	1 minute	Cashier/Staff	(none)	(none)
2	In case of GSIS, PAG-IBIG & PhilHealth, make a bill request by stating all the particular needs	Acknowledge the bill request and invoke it in the payroll and remittances with advice	1 hour	Cashier	(none)	Bill request
		Submit check advice to LBP, Tubod, LANA DEL Norte	4 hours	Cashier/Staff	(none)	LBP Check Advice
		Remit remittances to GSIS, PAG-IBIG & PhilHealth, Iligan City	8 hours	Cashier/Staff	(none)	GSIS Format PAG-IBIG Format PhilHealth Format
END OF TRANSACTION						

Office of the
Student
Affairs

LIST OF FRONTLINE SERVICES

MSU-LNAC

Office of Student Affairs (Guidance & Counseling)

Types of frontline services	Fees	Forms	Processing Time (Under normal circumstances per transaction)	Person In-Charge
Enrollment				Chairman Student Affairs Guidance Counselor
Guidance & Counseling				Chairman Student Affairs Guidance Counselor
Monthly Home Visitation (Dormitories) for Clean & Green Environment Program				Chairman Student Affairs Guidance Counselor
Administer I.Q. Test				Chairman Student Affairs Guidance Counselor
Conduct Election on Student Supreme Government Council (SSGC)				Chairman Student Affairs Guidance Counselor
Conduct Orientation Program & Acquaintance Party				Chairman Student Affairs Guidance Counselor
Conduct Information Drive on Drug Free, gambling and other untoward students' misconduct/misbehavior				Chairman Student Affairs Guidance Counselor
Classroom Visitation-Observance of the implementation of Disciplinary measures				Chairman Student Affairs Guidance Counselor
Attend & Supervise the Flag Ceremony every morning (daily)				Chairman Student Affairs Guidance Counselor

LIST OF FRONTLINE SERVICES

MSU-LNAC

Office of Student Affairs (Guidance & Counseling)

Types of frontline services	Fees	Forms	Processing Time (Under normal circumstances per transaction)	Person In-Charge
Records & Information management a) Students Information Sheet b) List of Graduates c) List of Deserving Students d) List of undiscipline Studenets e) List of recognize/accredited student organization, fraternities, unions, clubs & other group. f) List of students' absentism/tardiness g) List of students-cuttign classes h) Vandalism i) Grievance j) List of school's activities and programs				

Students Affairs (Enrolment)

- Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service :
- What are the requirements :
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Secure Students' Information Sheet (SIS)	Provide the form (SIS)	1 minute	Guidance/Chairman OSA	P5/form	SIS
2	Fill-up the form (SIS) then return to the Provider with payment	Acknowledged through log book & temporary receipt	10 minutes	-do-	P5/form	SIS
END OF TRANSACTION						

Guidance and Counseling

- Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service :
- What are the requirements :
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Secure & fill-up guidance form (state the nature of problem). Parent/Guardian or teacher is necessary to accompany	Discuss the problem and if simple, counsel immediately the student. If complex, recommend appropriate action to the Principal.	Depend upon the nature of the problem	Guidance Counselor Teacher Parent	(none)	Guidance Form
2		Advise the concerns to help, monitor & supervise the student if there is change, or if he/she follow instructions.				
END OF TRANSACTION						

Home visitation (Dormitories)

- Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service :
- What are the requirements :
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Prepare the dormitories clean, well organized and sanitized	Conduct Inspection/observation and give ratings	2 hours	Guidance Counselor, OSA Chairman, Dep't Heads, Pub. Health Nurse, Dormitory In-Charge & Students	(none)	
2	Accept the award and post it along or within the dormitory	Award a Certificate of Appreciation or recognition to the most highly cleaned, well organized and Most Sanitized dormitory	20 minutes	Dormitory Manager, Guidance Counselor, OSA Chairman, Pub. Health Nurse, Heads & the Agency Head	(none)	
END OF TRANSACTION						

Administration of I.Q. Test

- Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service :
- What are the requirements :
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Secure I.Q Test/form application	Provide I.Q Test form application	1 minute	Guidance Counselor	(none)	
2	Submit the I.Q Test application form & wait for the advice	Assess the application I.Q Test form and give when & how to attend/pass the test	1 minutes & 30 sec.	Guidance Counselor	(none)	
3	Come on time on the schedule of test	Conduct and administer the I.Q Test	1 hour & 30 min.	Guidance Counselor	P15.00	
4	Wait for the result of the test	Check the test papers within a week and published/post the result in a conspicuous places	40 hours	Chairman OSA, Principal & Guidance Counselor		
5	Secure test result certification	Provide test result certification duly signed & sealed	5 minutes	Guidance Counselor, OSA Chairman, & Principal	P5.00	
END OF TRANSACTION						

Conduct Student Election Supreme Student Government Council (SSGC)

- Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service :
- What are the requirements :
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Fill-up Bio-Data Form	Post/publish requirements	3 minutes	Guidance Counselor	P25/head	
2	Submit the Bio-Data Form	Assess & Screen if qualified, if not qualified he/she should be transformed	5 minutes	Guidance Counselor	(none)	
3	Conduct Party Meeting	Attend the Party Meeting	30 minutes	Guidance Counselor		
4	Campaign, room to room of every students party	Observation, monitoring & guidance	8 hours	Student's Party, Teachers, Guidance Counselor & OSA Chairman		
5	Student Rally	Observation, monitoring & guidance Counselor	1 hour & 30 min.	Students, Teachers, Guidance Counselor, & OSA Chairman		
6	Receive Election paraphernalia- Teacher In-Charge	Distribution of Election paraphernalia	2 minutes	Guidance Counselor & Teacher In-Charge		

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
7	Student Party shall wait the election result	Conduct Student Election proper & canvass immediately the ballots	3 hours	Guidance Counselor, OSA Chairman, Teacher In-Charge & BOC		
8		Consolidation of election result & proclamation of winning candidates	2 hours	Guidance Counselor, OSA Chairman, Teacher In-Charge, Students & Principal		
9	Secure Certificate of proclamation & certificate of votes	Issue/provide certificate of Proclamation & votes	10 minutes	Guidance Counselor, OSA Chairman & Adviser	P5.00	Certification
10	Take oath of office	Conduct oath taking	8 minutes	Agency Head & Administrative Officer		Oath of Office
11	Celebration-Victory Party	Attend the victory party		All		
END OF TRANSACTION						

Conduct Students' Orientation Program and Acquaintance Party

- Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service :
- What are the requirements :
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1		Post/publish the schedule of orientation program	40 minutes	Guidance Counselor		
2	Attend the Orientation program	Conduct/Administer the Orientation Program	3 hours & 30 minutes	Guidance Counselor, OSA Chairman, Heads, Faculty & Staff/Students		
		Conduct Evaluation/Follow-up	3 hours	Guidance Counselor & OSA Chairman		
		If there is untoward happening or non-compliance of the policy rules & regulation, call the concerned students with the consent of the teacher administer for guidance & counseling		Guidance Counselor, OS Chairman, Principal & Teacher Adviser	(none)	
END OF TRANSACTION						

Conduct Information Drive on Drug Free, gambling and other misconduct behaviors

- Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service :
- What are the requirements :
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1		Posting/publication on the issue	15 minutes	Guidance Counseling		
2	Attend the information drive	Conduct information drive	1 hour	Guidance Counselor, OSA Chairman, Heads, Faculty & Staff		
3	Ask questions/complains clarification and verification	Declare open forum-question and answer portion	30 minutes	Guidance Counselor, OSA Chairman, Heads, Faculty & Staff		
		Conduct Evaluation and follow-up				
END OF TRANSACTION						

Classroom Visitation-Observance for the Implementation of Discipline Measures

- Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service :
- What are the requirements :
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1		Supervise visit	15 minutes	OSA members		
2	Teacher will continue classroom	Inform the teacher for the purpose and seat at the back of students, stay for few minutes then list all the observed activities, etc.	15 minutes	OSA members, Students & Teacher		
		Notify the teacher about the listed observations for awareness through letter.	1 minute	OSA members/ Guidance Counselor		
3	Inform the students about the observation-visit	Monitor the student and teachers	40 hours	OSA members Teachers		
END OF TRANSACTION						

Implementing the research projects coming from other agencies

- Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service :
- What are the requirements :
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Processing and conduct field experiment base on the given protocol					
2	Data gathering					
3	Interpretation of data					
4	Making the write-up					
5	Submission of data results to partner agencies					
END OF TRANSACTION						

Publishing the completed research

- Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service :
- What are the requirements :
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Processing write-up into soft or hard bound					
2	Submit to National Library for publication number					
3	Submit to local or other scientific journals for publication.					
END OF TRANSACTION						

Filing of bound completed research

- Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service :
- What are the requirements :
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	File hard copies to Research and Extension Office, FITS, School library					
2	Record the number of copies and name of research project					
3	Make up-dated report to immediate supervisor					
4	Post accomplished report to office bulletin.					
END OF TRANSACTION						

Translating completed research and its package of technology (POT)

- Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service :
- What are the requirements :
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Translate POT to Maranao and Bisaya					
2	Submit to committee for editing					
3	Compile output to final copies					
4	Soft bound					
END OF TRANSACTION						

DISSEMINATING TECHNOLOGY/INFORMATION MATERIALS

- Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service :
- What are the requirements :
- Duration : 8 hours

- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Introduction of the inside topics					
2	Presentation of objective					
3	Distribution of materials					
END OF TRANSACTION						

DESIGNING TRAINING HANDOUTS

- Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service :
- What are the requirements :
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Research of potential and useful training program					
2	Selection of resource person					
3	Generation of sponsors/budget source					

4	Preparation of training materials/place/time					
5	Preparation of project proposal					
6	Submission of proposal to evaluation committee					
7	Follow-up of the proposal					
8	Correction/modification of proposal if there are any					
9	Production of final copy					
10	Reproduction of handouts					
END OF TRANSACTION						

LINKAGING

- Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service :
- What are the requirements :
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Preparation of intention letter					
2	Follow-up of response					
3	Preparation of MOA if					

	ever request is approve				
4	. Appearance of signatories for signing of MOA				
5	Filing of documents				
END OF TRANSACTION					

<p>4. a. Permission of the conduct to higher authority b. Preparation of seminar papers b. Generation of sponsor/s or source of budget c. Selection of resource persons/guests d. Preparation of topics for presentation e. Reproduction of materials/handouts f. Preparation of location and its amenities g. Distribution of invitation letters/ program to speakers and participants h. Preparation of food i. Registration of participants j. Distribution of handouts k. Distribution of plaque to speakers and certificates</p>	<p>Depends on the facilitator or as required</p>	<p>Permission letter Seminar papers Request letter Letter of intent Soft/hard copies/ audio/video/ instruments Soft/hard copies/ audio/video/ instruments Program Invitation letters/ program Approved budget proposal Attendance sheet Reading materials Plaque/certificates</p>	<p>1 day 2 days 2 days 3 days 2 days 2 days 1 day 1 day 1 day 2 hours 1 hour 1 hour</p>	<p>Presenter/Facilitators/extension personnel/Head of the Department</p>
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END OF TRANSACTION

<p><u>5.CONDUCTING TRAINING</u></p> <p>a. Permission of the conduct to higher authority</p> <p>b. Preparation of training papers and needed materials/instruments/equipments</p> <p>c. Generation of sponsor/s or source of budget</p> <p>d. Selection of resource persons/guests if necessary</p> <p>e. Preparation of topics, methodologies and other techniques for presentation</p> <p>f. Reproduction of materials/handouts</p> <p>g. Preparation of location and its amenities</p> <p>h. Distribution of invitation letters/program to speakers and participants</p> <p>i. Preparation of food</p> <p>j. Registration of participants</p> <p>k. Distribution of handouts</p> <p>l. Assist trainer/s during training proper</p> <p>m. Distribution of plaque to speakers and certificates</p>	<p>Depends on the facilitator or as required</p>	<p>Permission letter</p> <p>Training papers</p> <p>Request letter</p> <p>Letter of intent</p> <p>Soft/hard copies/ audio/video instruments and materials</p> <p>Soft/hard copies/audio/video instruments and materials</p> <p>Permission letter to use the place</p> <p>Invitation letters and program</p> <p>Approved Budget proposal</p> <p>Attendance sheet/name tag</p> <p>Reading materials</p> <p>Plaque/certificates</p>	<p>1 day</p> <p>2 days</p> <p>2 days</p> <p>3 days</p> <p>2 days</p> <p>2 days</p> <p>1 day</p> <p>1 day</p> <p>1 day</p> <p>2 hours</p> <p>1 hour</p> <p>1 hour</p> <p>1 hour</p>	<p>Presenter/Facilitators/extension personnel/Head of the Department</p>
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END OF TRANSACTION

<p><u>6.CONDUCTING COMMUNITY SERVICES</u></p> <p>a. Permission of the conduct to higher authority of MSU-LNAC</p> <p>b. Permission of the conduct to higher authority of the concern community</p> <p>c. Preparation of intention letter with its objective</p> <p>d. Follow-up of response</p> <p>e. Preparation of MOA if ever request is approve</p> <p>f. Signing of MOA</p> <p>g. Preparation of location schedule and its unit heads and group leaders</p> <p>h. Registration of involve participants</p> <p>i. Supervision of the actual community service</p> <p>j. Distribution of certificates to unit heads</p>	None	<p>Permission letter</p> <p>Permission (verbal)</p> <p>Letter of Intent</p> <p>Trace letter</p> <p>Memorandum of Agreement</p> <p>MOA</p> <p>Schedule/assignment sheet</p> <p>Attendance sheet</p> <p>Certificates</p>	<p>3 hours</p> <p>1 day</p> <p>1 hour</p> <p>1 day</p> <p>3 hours</p> <p>2 hours</p> <p>2 hours</p> <p>2 hours</p> <p>6 hours or as required</p> <p>2 hours</p>	<p>Presenter/Facilitators/extension personnel/Head of the Department</p>
END OF TRANSACTION				
<p><u>7.ASSISTING FARMERS NEEDS</u></p> <p>a. Preparation of response letter base on the received request letter from barangay officials / organization/association</p> <p>b. Permission of the conduct to higher authority of MSU-LNAC</p> <p>c. Follow-up of response</p> <p>d. Preparation of MOA if ever request is approve</p> <p>e. Signing of MOA</p>	None	<p>Reply letter</p> <p>Permission letter</p> <p>Trace letter</p> <p>MOA</p> <p>MOA</p> <p>Permission letter</p>	<p>1 hour</p> <p>2 hours</p> <p>1 day</p> <p>2 days</p> <p>2 hours</p> <p>1 hour</p>	<p>Presenter/Facilitators/extension personnel/Head of the Department</p>

<p>f. Preparation of location and time schedule</p> <p>g. Preparation of survey papers and needed materials/instruments/equipments</p> <p>h. Conduct of survey</p> <p>i. Supervision and assisting of the actual answering of survey questionnaire</p> <p>j. Collection of questionnaire</p>		<p>Related literature/ instruments/materials</p>	<p>3 days</p>		
		<p>Questionnaires</p>	<p>4 to 1 day</p>		
<p>END OF TRANSACTION</p>					
<p><u>8.CONDUCTING RELIGIOUS SEMINAR AND SERVICES</u></p> <p>a. Permission of the conduct to higher authority</p> <p>b. Permission of the conduct to higher authority of religious institution/organization</p> <p>c. Preparation of intention letter with its objective</p> <p>d. Generation of sponsor/s or source of budget</p> <p>e. Selection of resource persons/guests if necessary</p> <p>f. Follow-up of the request</p> <p>g. Preparation of training papers and needed materials/ instruments/equipments/program</p> <p>h. Preparation of topics, methodologies and other techniques for presentation</p> <p>f. Reproduction of materials/handouts</p>	<p>As required</p>	<p>Permission letter</p>	<p>3 hours</p>	<p>Presenter/Facilitators/extension personnel/Head of the Department</p>	
		<p>Permission (verbal)</p>	<p>1 day</p>		
		<p>Letter of intent</p>	<p>1 hour</p>		
		<p>Request letter</p>	<p>1 day</p>		
		<p>Request letter</p>	<p>3 hours</p>		
		<p>Trace letter</p>	<p>2 hours</p>		
		<p>Soft/hard copies/audio/video instruments and materials</p>	<p>2 days</p>		
		<p>Soft/hard copies/audio/video instruments and materials</p>	<p>2 days</p>		
		<p>Soft/hard copies/audio/video</p>	<p>6 hours or as required</p>		

<p>g. Preparation of location and its amenities</p> <p>h. Distribution of invitation letters/program to speakers and participants</p> <p>i. Preparation of food</p> <p>j. Registration of participants</p> <p>k. Distribution of handouts</p> <p>l. Assist facilitator/s during seminar proper</p> <p>m. Distribution of plaque to speakers and certificates</p>		<p>instruments and materials</p> <p>program invitation/program/Schedule/assignment sheet</p> <p>Approved Budget proposal</p> <p>Attendance sheet</p> <p>Reading materials</p> <p>Plaque/Certificates</p>	<p>2 hours</p> <p>1 day</p> <p>4 hours</p> <p>2 hours</p> <p>2 hours</p> <p>Depends on the duration of seminar</p> <p>1 hours</p>	
END OF TRANSACTION				
<p><u>9.COORDINATING PARTNER AGENCIES OF THEIR PROJECTS</u></p> <p>a. Permission of the conduct to higher authority</p> <p>b. Preparation of intention letter to coordinate with the agencies/ institution/organization</p> <p>c. Permission of the conduct to higher authority of coordinating agencies/ institution/organization</p> <p>c. Follow-up of the request</p> <p>d. Submission of the permission and intention letter</p> <p>e. Attendance of the session/meeting</p> <p>f. Collecting file copies of the outputs</p>	<p>As required</p>	<p>Invitation letter coming from partner agencies</p> <p>Letter of intent</p> <p>Trace letter</p> <p>Permission and intent letter</p> <p>Outputs of the meeting.</p>	<p>1 hour</p> <p>1 day</p> <p>1 day</p> <p>1 day</p> <p>1 hour</p> <p>Depends on the session time</p>	

END OF TRANSACTION

**LIST OF FRONTLINE SERVICES
MSU-LNAC**

B. EXTENSION SERVICES

TYPES OF SERVICES	FEES	DOCUMENT/S REQUIRED	PROCESSING TIME	PERSON IN-CHARGE
PERFORMING EXTENSION ACTIVITIES				
1. DISSEMINATING TECHNOLOGY/INFORMATION MATERIALS	As required	ICT/IEC or Techno manuals/leaflets and other reading materials	6 -8 hours	Extension personnel/s and FITS staff
2.DESIGNING TRAINING HANDOUTS	As required	Related literature and studies	272 hours	Extension office personnel/head of the department and FITS staff
3.LINKAGING WITH GOs AND	As required	Letter of intent/Trace	72 hours	Department head and extension

NGOs		letter/ Memorandum of Agreement		personnel/s and FITS staff
4.CONDUCTING SEMINARS	Depends on the facilitator or as required	Permission and Request letter/Seminar papers/ letter/Letter of intent/ Soft/hard copies/ audio/video/ instruments	Depends on the duration of the seminar	Presenter/Facilitators/extension personnel/Head of the Department and FITS staff
5.CONDUCTING TRAINING	Depends on the facilitator or as required	Permission letter/ Seminar papers/ Request letter/Letter of intent/Soft/hard copies/audio/video/ instruments	Depends on the duration of the training	Presenter/Facilitators/extension personnel/Head of the Department and FITS staff

1. DISSEMINATING TECHNOLOGY/INFORMATION MATERIALS (IEC/ICT)

- Schedule of availability of service - Monday to Sunday (6 a.m. – 6: p.m.)
- Who may avail of the service - Farmers, housewives, researchers, faculty from various departments, institutions and agencies
- What are the requirements - Soft and hard copies of completed research, information materials and available technology manuals from various research center
- Duration - 8 hours a day
- How to avail of the service

STEP S	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1.	Ask of the objective of the session	Presenting the aim and advantages of the materials from IEC (Information Education Communication) and	3 hours	Extension office personnel/head of the department and FITS staff	As required	Soft/hard copies/audio/video instruments

		ICT (Information Communication Technology)				
2.	Verify the inside topics of materials/ instruments	Introducing and further inform the content of the materials	3 hours	Extension office personnel/head of the department and FITS staff	As required	Soft/hard copies/audio/ video instruments
3.	Ask to acquire information materials	Distribute the information materials	2 hours	Extension office personnel/head of the department and FITS staff	As required	Soft/hard copies/audio/ video instruments
END OF TRANSACTION						

2. DESIGNING TRAINING HANDOUTS /INFORMATION MATERIALS

- Schedule of availability of service - Monday to Friday (8 a.m. – 5: p.m.)
- Who may avail of the service - Farmers, housewives, researchers, faculty from various departments, institutions and agencies
- What are the requirements - Soft and hard copies of research training manuals, information materials and available technology manuals
- Duration - 8 hours a day
- How to avail of the service

STEP S	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATIO N OF ACTIVIT Y	PERSON IN-CHARGE	FEES	FORM
1.	Clarify the training program	Searching potential and useful training program	32 hours	Extension office personnel/head of the department and FITS staff	As required	Related literature and studies
2.	Ask for the lecturers/trainers	Selecting resource person/s	32 hours	Extension office personnel/head of the department and FITS staff	As required	Request and permission letters
3.	Ask funding agencies	Searching or generating sponsors and budget source	16 hours	Extension office personnel/head of the department and FITS staff	none	Request and permission letters
4.	Verify the place	Preparing training	40 hours	Extension office	As	Related

	and time	materials/place/time		personnel/head of the department and FITS staff	required	training handouts/
5.	Ask for handouts	Preparing final project proposal on training and its corresponding training handouts	40 hours	Extension office personnel/head of the department and FITS staff	As required	Project proposal and approved handouts
END OF TRANSACTION						

3. LINKAGING WITH GOs AND NGOs

- Schedule of availability of service - Monday to Friday (8 a.m. – 5: p.m.)
- Who may avail of the service - Farmers, housewives, researchers, faculty from various departments, institutions and agencies both here and abroad.
- What are the requirements - Soft and hard copies of letter/s of partnership or
- Duration - 8 hours a day
- How to avail of the service

STEP S	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATIO N OF ACTIVIT Y	PERSON IN-CHARGE	FEES	FORM
1.	Verify of the approval as being their partner in the project	Asking permission and inform the higher authority of MSU-LNAC of the partnership or of linkage of the said GOs or NGOs and vice versa	8 hours	Extension office personnel/head of the department and FITS staff	None	Letter of request/
2.	Verify of the approval as being their partner in the project	Following-up of response of both offices	16 hours	Extension office personnel/head of the department and FITS staff	None	Trace letter
3.	Ask for the official legal documents of the linkages	Preparing MOA if ever requests are approve	16 hours	Extension office personnel/head of the department and FITS staff	None	MOA and Thank you letter
4.	Clarify the signed MOA	Inform signatories to appear at the site for the signing of MOA	24 hours	Extension office personnel/head of the department and FITS staff	As re-quired	MOA
5.	File of MOA	Filing of documents and other	2 hours	Extension office	None	MOA/com-

		communication papers		personnel/head of the department and FITS staff		munication letters
END OF TRANSACTION						

4. CONDUCTING SEMINARS

- Schedule of availability of service - Monday to Sunday (6 a.m. – 6: p.m.)
- Who may avail of the service - Farmers, housewives, students, non-students, researchers, faculty from various departments, institutions and agencies
- What are the requirements - Soft and hard copies of completed research seminar papers, information materials and available related technology manuals
- Duration - 8 hours a day
- How to avail of the service

STEP S	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1.	Verify the permit to conduct	Asking permission to the higher authority of the MSU-LNAC to conduct seminar	16 hours	Extension office personnel/head of the department and FITS staff	None	Permission letter with the objective of the seminar
2.	Clarify the course outline of the seminar	Preparing draft and outline of the seminar papers and schedule of program of seminar	32 hours	Extension office personnel/head of the department and FITS staff	None	Related literature and studies/techno and seminar manuals
3.	Help in searching for the sponsor	Search and generating sponsor/s or source of budget and send request letter	40 hours	Extension office personnel/head of the department and FITS staff	None	Request letter
4.	Ask for the resource person	Selecting resource persons/guests and send request letter	32 hours	Extension office personnel/head of the department and FITS staff	As required	Request letter
5.	Prepare the presentation materials	Preparing of topics for presentation materials from	40 hours	Extension office personnel/head of	As required	Materials from IEC and

		IEC (Information Education Communication) and ICT (Information Communication Technology)		the department and FITS staff		ICT	
6.	Ask for the reading materials	Reproducing materials/handouts	32 hours	Extension personnel/ staff	office FITS	As required	Materials from IEC and ICT
7.	Help prepare place and amenities	Preparing location and its amenities	8 hours	Extension personnel/ staff	office FITS	As required	Seminar program
8.	Ask for the program	Distributing invitation letters/ seminar program to speakers and participants	16 hours	Extension personnel/ staff	office FITS	As required	Invitation letters/programs
9.	Prepare the food	Preparing food	8 hours	Extension personnel	office	As required	Budget proposal/ program
10.	Register name	Registering participants	3 hours	Extension personnel	office	None	List of attendance
11.	Ask for handouts	Distributing handouts	1 hour	Extension personnel/head of the department and FITS staff	office	None	Reading materials
12.	Receive plaque or certificates	Distributing of plaque and certificates	1 hour	Head of the department	the	None	Plaque and certificates
END OF TRANSACTION							

5. CONDUCTING TRAINING

- Schedule of availability of service - Monday to Sunday (6 a.m. – 6: p.m.)
- Who may avail of the service - Farmers, housewives, students, non-students, researchers, faculties from various departments, institutions and agencies

- What are the requirements - Soft and hard copies of completed research of training , information materials and available technology training manuals
- Duration - 8 hours a day
- How to avail of the service

STEP S	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1.	Ask the permit to conduct	Asking permission to higher authority of MSU-LNAC about the training to be conducted	18 hours	Extension office personnel/head of the department and FITS staff	None	Permission letter
2.	Verify for the set of program and training program	Preparing draft of program and training papers and needed materials/instruments/equipments	32 hours	Extension office personnel/head of the department and FITS staff	As required	Related literature and studies/materials
3.	Clarify source of budget	Searching or generating sponsor/s or source of budget and request letter	16 hours	Extension office personnel/head of the department and FITS staff	None	Request letter
4	Clarify resource person	Selecting resource persons/guests if necessary and request letter	16 hours	Extension office personnel/head of the department and FITS staff	None	Request letter
5	Ask the prepared handouts	Preparing final topics, methodologies and other techniques for presentation of IEC and ICT	24 hours	Extension office personnel/head of the department and FITS staff	As required	IEC and ICT and other reading materials

6.	Reproduce reading materials	Reproducing reading materials/handouts	24 hours	Extension office personnel/ FITS staff	As required	IEC and ICT and other reading materials
7.	Verify the location	Preparing location and its amenities	8 hours	Extension office personnel	As required	Budget proposal
8.	Ask for programs	Distributing invitation letters/ program to speakers and participants	16 hours	Extension office personnel/ FITS staff	As required	Invitation letters/ program
9.	Help prepare food	Preparing of food	8 hours	Extension office personnel	As required	Budget proposal
10.	Register name	Registering participants	2 hours	Extension office personnel	None	List of attendance
11.	Ask handouts and reading materials	Distributing handouts/information materials	1 hour	Extension office personnel/ FITS staff	None	IEC and ICT and other reading materials
12.	Assist trainer	Assisting trainer/s during training proper	Depends on duration	Extension office personnel/ FITS staff	None	IEC and ICT and other reading materials
13.	Ask plaque and certificates	Distributing plaque to speakers and certificates	2 hours	Head of the department /FITS manager	None	Plaques and certificates
END OF TRANSACTION						

6. CONDUCTING COMMUNITY SERVICES

- Schedule of availability of service - Monday to Sunday (6 a.m. – 6: p.m.)
- Who may avail of the service - Farmers, housewives, non-students from various barangays , institutions and agencies
- What are the requirements - Light equipment or instruments required during the service
- Duration - 8 hours a day
- How to avail of the service

STEP S	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEE S	FORM
1.	Verify to the office of the assurance of the service to be conducted	Asking permission of the conduct to higher authority of MSU-LNAC through letter	8 hours	Extension office personnel/ staff FITS	None	Permission letter
2.	Verify the place to serve	Asking permission of the conduct to higher authority of the concern community to be serve through letter	16 hours	Extension office personnel/ staff FITS	None	Permission letter
3.	Assist in giving out of intent letter	Preparing and submitting of intention letter with its objective to concern offices	4 hours	Extension office personnel/ staff and head of the department FITS	None	Letter of intent
4	Assist in the follow-up	Following-up of response and preparing MOA if ever request is approve	16 hours	Extension office personnel/ staff FITS	None	Trace letter
5	May or may not attend in the MOA signing	Assist in the signing of MOA by the involve signatories	3 hours	Extension office personnel/ staff/head of the department FITS	None	Memorandum of Agreement
6.	Clarify the place and time of the service	Preparing location schedule and its unit heads and group leaders	3 hours	Extension office personnel/ staff FITS	None	List of schedule with its unit heads and group leaders
7.	Register name	Registering involve participants	2 hours	Extension office personnel/ staff FITS	None	List of attendance
8.	Assist in the actual service	Supervising the actual community service	Depends on the duration of the community service	Extension office personnel/ staff FITS	None	List of schedule with its unit heads and group leaders
9.	Ask certificates	Distributing certificates to unit	2 hours	Extension head of	none	Certificates of

		heads		office/ manager	FITS		attendance/ participation
END OF TRANSACTION							

7. ASSISTING FARMERS/HOUSEWIVES NEEDS

- Schedule of availability of service - Monday to Friday (7 a.m. – 5 p.m.)
- Who may avail of the service - Farmers, housewives from various barangays or nearby municipalities
- What are the requirements - Soft and hard copies of survey and its result
- Duration - 8 hours a day
- How to avail of the service

STEP S	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1.	Ask the response of the request letter	Preparing the response letter base on the received request letter from barangay officials/ organization/association	16 hours	Extension office personnel/ FITS staff/head of office	None	Request letter
2.	Verify the approval of the higher authority	Asking permission of the conduct to higher authority of MSU-LNAC through letter	8 hours	Extension office personnel/ FITS staff	none	Request letter
3.	Follow-up of the response	Following-up of the response of the requests	16 hours	Extension office personnel/ FITS staff	None	Trace letter
4.	Clarify about the MOA	Preparing MOA if ever request is approve	16 hours	Extension office personnel/ FITS staff/head of office	None	Memorandum of agreement
5.	Ask of the signed MOA	Facilitating the signing of MOA to the involve authorities	3 hours	Extension office personnel/ FITS staff	None	Memorandum of agreement
6.	Clarify of the place to be surveyed	Preparing and further inform the location and time schedule of the survey	3 hours	Extension office personnel/ FITS staff	None	Questionnaires and other paraphernalia
7.	Assist in the	Preparing and ready the survey	8 hours	Extension office	None	Questionnaires

	preparation	papers and needed materials/ instruments/equipment		personnel/ staff	FITS		and other paraphernalia
8.	Answer the questionnaire	Conduct survey and facilitate in the answering of questionnaire	Depends on the content of question-naire	Extension personnel/ staff	office FITS	As required	Questionnaires and other paraphernalia
9.	Assist in answering questionnaire	Supervising and assisting of the actual answering of survey questionnaire	Depends on the content of question-naire	Extension personnel/ staff	office FITS	None	Questionnaires and other paraphernalia
10.	Assist in collecting questionnaire	Collecting of questionnaire and submit to Extension office	16 hours	Extension personnel/ staff	office FITS	None	Questionnaires and other paraphernalia
END OF TRANSACTION							

8. CONDUCTING RELIGIOUS SEMINAR AND SERVICES

- Schedule of availability of service - Monday to Sunday (6 a.m. – 6: p.m.)
- Who may avail of the service - Farmers, Housewives, non-students, officers from various GOS and NGOs, other institutions and agencies
- What are the requirements - Soft and hard copies of completed seminar papers, information materials and available related technology manuals
- Duration - 8 hours a day
- How to avail of the service

STEP S	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM	
1.	Confirm the approved permission of the conduct	Asking verbal permission of the conduct to higher authority of MSU-LNAC	8 hours	Extension personnel/ staff	office FITS	None	None
2.	Confirm the approve permission	Asking verbal permission of the conduct to the higher authority of religious institution/ organization	8 hours	Extension personnel/ staff	office FITS	None	None
3.	Ask of the approve permission	Preparing intention letter with its objective with the program of seminar and submit to higher	8 hours	Extension personnel/ staff/head of office	office FITS	None	Letter of intent/ Program of seminar

		authority				
4.	Clarify the sponsor of the seminar	Searching and generating of sponsor/s or source of budget	8 hours	Extension office personnel/ FITS staff and manager	None	Letter of intent/ Program of seminar
5.	Assist in the follow-up	Following-up of the request of the approval of budget	8 hours	Extension office personnel/ FITS staff	none	Program and budget proposal
7.	Verify the lecturer of the seminar	Selecting resource persons/ guests	8 hours	Extension office personnel/ FITS staff	None	Program and letter of intent
8.	Verify the needed seminar materials	Prepare and ready the seminar papers and needed materials/ instruments/ equipments/program	32 hours	Extension office personnel/ FITS staff	As required	Program/ seminar papers and needed materials/ instruments/ equipments
9.	Verify the needed seminar materials	Preparing topics, methodologies and other techniques for presentation	40 hours	Extension office personnel/ FITS staff	As required	Seminar papers and needed reading materials/ instruments/ equipments
10.	Ask of the available handouts	Reproducing materials/handouts	8 hours	Extension office personnel/ FITS staff	As required	Seminar papers and needed reading materials/ instruments
11.	Ask of the place of seminar	Preparing location and its amenities	8 hours	Extension office personnel/ FITS staff	As required	Program/ budget proposal
12.	Ask of program	Distributing invitation letters/program to speakers and participants	8 hours	Extension office personnel/ FITS staff	As required	Invitation letters/program
13.	Verify of the food availability	Preparing food	8 hours	Extension office personnel/ FITS staff	As required	Program/ budget proposal
14.	Register name	Registering participants	2 hours	Extension office personnel/ FITS staff	None	Attendance sheet
15.	Ask for handouts	Distributing handouts	2 hours	Extension office	None	Seminar papers

				personnel/ FITS staff		and needed reading materials
16.	Assist sometimes in facilitating	Assisting facilitator/s during seminar proper	Depends on the duration	Extension office personnel/ FITS staff	None	Seminar papers and needed reading materials
17.	Ask for plaque and certificates	Distributing plaque to speakers and certificates	2 hours	Head of office/FITS manager	None	Plaque and certificates of participation
END OF TRANSACTION						

9. COORDINATING WITH PARTNER AGENCIES OF THEIR PROJECTS

- Schedule of availability of service - Monday to Sunday (6 a.m. – 6: p.m.)
- Who may avail of the service - Farmers, housewives, researchers, faculty from various departments, institutions and agencies both here and abroad.
- What are the requirements - Soft and hard copies of completed research, information materials and available technology manuals
- Duration - 8 hours a day
- How to avail of the service

STEP S	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1.	Verify for the legal papers of participation	Preparing letter of intent to coordinate with the agencies or institution or organization	8 hours	Extension office personnel/head of office/ FITS staff and manager	None	Letter of intent
2.	Verify for the legal papers of participation of this office	Asking permission of the conduct to higher authority of MSU-LNAC	8 hours	Extension office personnel/head of office/ FITS staff and manager	None	Letter of permission
3.	Verify for the legal papers of participation with the other offices	Asking permission of the conduct to higher authority of coordinating agencies/	8 hours	Extension office personnel/head of office/ FITS	None	Letter of permission

		institution/organization		staff and manager		
4.	Assist of the follow-up	Follow-up of the request	8 hours	Extension office personnel/ FITS staff	None	Trace letter
5.	Clarify the approval of the collaborating agencies	Submitting the permission and intention letter to collaborating offices and its approval	4 hours	Extension office personnel / FITS staff	As required	Permission and letter of intent
6.	Ask for those who attended	Getting list of attendance of the session/meeting if there is	2 hours	Extension office personnel / FITS staff	None	Attendance list
7.	Acquire some copies of the outputs	Collecting file copies of the outputs	2 hours	Extension office personnel / FITS staff	None	Output of IEC and ICT as Handouts
END OF TRANSACTION						

LIST OF FRONTLINE SERVICES

MSU-LNAC

A. RESEARCH SERVICES

TYPES OF SERVICES	FEES	FORM/S REQUIRED	PROCESSING TIME	PERSON IN-CHARGE
<i>PERFORMING RESEARCH ACTIVITIES</i>				
<u>A. Accepting research proposal</u>	none	Hard copies of brief research proposal/Form 1. Rating card	8 hours	Research Screening committee
<u>B. Preparing research proposal</u>	None	Related literatures and studies	3 months	Individual or group researchers from different department or field of specialization Department heads/researcher/s
<u>C. Implementing the approved research proposal</u>	Depends on approved budget of the project	Hard and soft copies of Research proposal and MOA	Depends on duration of the research project	Department heads/researcher/s
<u>D. Implementing the research projects coming from other agencies</u>	Depends on the inputs provided by partner-agencies	Research proposal and MOA Hard/soft copies	Depends on duration of the research project	Department heads/researcher/s
<u>E. Publishing the completed research</u>	Depends on approved budget of the project	Hard or soft bound write-ups	Depends on duration of the research project	Department heads/researcher/s
<u>F. Filing of bound completed research</u>	None	Books either hard or soft	8 days 30 days	Department heads/researcher/s

<u>G. Translating completed research and its package of technology (POT)</u>	Depends on the approved budget	Latest available technology manual/s		
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A. ACCEPTING RESEARCH PROPOSAL

- Schedule of availability of service - Monday to Friday (8 a.m. – 5: p.m.)
- Who may avail of the service - Researchers, faculty from various departments, institutions and agencies both here and abroad.
- What are the requirements - Soft and hard copies of research proposal
- Duration - 8 hours
- How to avail of the service

STEP S	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1.	Submit for the screening of research proposal	Determine the submitted proposal of its: <ul style="list-style-type: none"> • General adaptability • Economic profitability • Social acceptability • Potential availability of support service 	4 hours	Research screening committee	None	Research proposal
2.	Ask for the funding agencies	Determine the source of fund and amount of proposed budget	2 hours	Research screening committee	None	Research proposal
3.	Verify of the approval and qualified proposal	If approved, notify the researcher/s through letter	1 hour	Research screening committee	None	Approved letter
4.	Ask of the implementation schedule	Remind researcher/s to inform the department office if request fund is available and project is ready to be implemented	1 hour	Research screening committee	None	Memorandum of Agreement
END OF TRANSACTION						

B. PREPARING RESEARCH PROPOSAL

- Schedule of availability of service - Monday to Friday (8 a.m. – 5: p.m.)
- Who may avail of the service - Researchers, faculty from various departments, institutions and agencies both here and abroad.
- What are the requirements - Related literature and studies and a soft and hard copies of research proposal
- Duration - 32 hours
- How to avail of the service

STEP S	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1.	Clarify of the construction of research instruments	Determine the research proposal of its: <ul style="list-style-type: none"> • General adaptability • Economic profitability • Social acceptability • Potential availability of support service 	32 hours	Researcher/s or research personnel/s or FITS staff	None	Research related literature and studies
2.	Propose some idea about the research	Write or type needed text base on the formats for clear editing and processing of needed information in the brief research formats	4 hours	Researcher/s or encoder	None	Draft Research proposal
3.		Evaluating the prepared research potentialities and submit final hard copies to screening committee	1 hour	Research screening committee	None	Final Research proposal
4.	Ask of funding agencies	Determine the source of fund and amount of proposed budget	1 hour	Research screening committee	None	Copy of Memorandum of Agreement
5.	Clarify the viability of the project in terms of funds, its objective and procedure	Submitting copies to funding agencies and inform the project partner of the objective, methodologies and budget agreement	2 hours	Researcher/s or research personnel/s or FITS staff	Depends on the distance	Final Research proposal and MOA

6.	Verify the signing of Memorandum of Agreement (MOA)	Let funding agencies and researchers signed the MOA as guarantee and confirmation of the technical and financial support	2 hours	Researcher/s/Head of the Department/Representative of funding agencies	As required	Copies of Memorandum of Agreement
7.	Ask for a copy of the proposal	Monitoring and follow-up the status of submitted proposal and assured the implementation of the submitted research proposal	3 hours	Researcher/s or research personnel/s or FITS staff	As required	Trace letters
END OF TRANSACTION						

C. IMPLEMENTING THE APPROVED RESEARCH PROPOSAL

- Schedule of availability of service - Monday to Sunday (6 a.m. – 6: p.m.)
- Who may avail of the service - Researchers, faculty from various departments, institutions and agencies both here and abroad.
- What are the requirements - Soft and hard copies of research and available budget proposal
- Duration - 12 hours a day until the end of the study/experiment
- How to avail of the service

STEP S	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1.	Ask for the prepared research proposal	Preparing of inputs/materials/site/laborers and prepare all requirements needed in the project	18 hours	Researcher/s or research personnel/s or FITS staff	As required	Research and approved budget proposal
2.	Process and conduct field trials /survey base on the protocol	Undergo the actual research base on the methodologies stated in the proposal	80 hours or depends on the duration of the project	Researcher/s and laborers	As required	Research and approved budget proposal
3.	Gather of data	Gather the data required in the research	32 hours	Researcher/s and laborers	As required	Research and approved budget proposal
4.	Interpret of the gathered data	Compute, analyze and interpret the gathered data	18 hours	Researcher/s	As required	Research results and approved

						budget proposal
5.	Recommend research result to useful information	Write needed information base on the interpreted data	32 hours	Researcher/s	As required	Research results and approved budget proposal
6.	Make initial write-up	Write, encode and print the required formats of a scientific paper or write up	32 hours	Researcher/s	As required	Research results and approved budget proposal
7.	Bound into either soft or hard copies and write ups	Bind the printed scientific paper or write up	32 hours	Researcher/s	As required	Research write up and approved budget proposal
END OF TRANSACTION						

D. IMPLEMENTING THE RESEARCH PROJECTS COMING FROM OTHER AGENCIES

- Schedule of availability of service - Monday to Sunday (6 a.m. – 6: p.m.)
- Who may avail of the service - Researchers, faculty from various departments, institutions and agencies both here and abroad.
- What are the requirements - Soft and hard copies of research proposal and available budget from partner agencies
- Duration - 12 hours a day until the end of the study/experiment
- How to avail of the service

STEP S	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1.	Prepare all requirements needed in the project	Preparing and collecting of inputs/materials/ Budget from partner agencies	18 hours	Researcher/s or research personnel/s and partner agencies or FITS staff	As required	Research and approved budget proposal
2.	Process and conduct	Undergo the actual	80 hours or	Researcher/s and	As	Research and

	field trials /survey base on the protocol	research base on the methodologies stated in the proposal	depends on the duration of the project	laborers	required	approved budget proposal
3.	Gather of data	Gather the data required in the research	32 hours	Researcher/s and laborers	As required	Research and approved budget proposal
4.	Interpret of the gathered data	Compute, analyze and interpret the gathered data	18 hours	Researcher/s	As required	Research results and approved budget proposal
5.	Recommend research result to useful information	Write needed information base on the interpreted data	32 hours	Researcher/s	As required	Research results and approved budget proposal
6.	Make initial write-up	Write, encode and print the required formats of a scientific paper or write up	32 hours	Researcher/s	As required	Research proposal data and approved budget
7.	Bound into either soft or hard copies and write ups	Bind the printed scientific paper or write up	32 hours	Researcher/s	As required	Research write up and approved budget proposal
8.	Submit data/write ups to partner agencies	Submit the printed scientific paper or write up	8 hours	Researcher/s and research personnel/s		Research write up and data
END OF TRANSACTION						

E. PUBLISHING THE COMPLETED RESEARCH

- Schedule of availability of service - Monday to Friday (6 a.m. – 6: p.m.)
- Who may avail of the service - Researchers, faculty from various departments, institutions and agencies both here and abroad.
- What are the requirements - Hard copies of research write ups or scientific paper
- Duration - 12 hours a day until the end of the study/experiment
- How to avail of the service

STEP S	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1.	Process write-up into soft or hard bound	Prepare all requirements needed in the procedure of publishing	18 hours	Researcher/s or research personnel/s and partner agencies or FITS staff	As required	Hard bound write ups and application letter
2.	Submit the write ups to National Library for publication number	Submit the 2 hard bound write ups and application letter to National Library to get ISSN	80 hours or depends on the response of the National library	Researcher/s and research personnel/s	As required	Hard bound write ups and application letter
3.	Submit to local or other scientific journals for publication	Submit the 1 hard bound write up and application letter for publication	32 hours	Researcher/s and research personnel/s	As required	Hard bound write ups and application letter
END OF TRANSACTION						

F. FILING OF BOUND COMPLETED RESEARCH

- Schedule of availability of service - Monday to Friday (6 a.m. – 6: p.m.)
- Who may avail of the service - School library, Office of departments, partner institutions and agencies both here and abroad.
- What are the requirements - Hard copies of research write ups or soft copies of scientific paper
- Duration - 12 hours a day
- How to avail of the service

STEP S	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1.	File hard copies of completed research	Prepare and accept bound completed research and file to Research and Extension Office,	8 hours a day	Researcher/s or research personnel/s and partner agencies	As required	Hard bound completed research write ups and

		FITS, School library, office of the partner institutions and agencies		or FITS staff		application letter
2.	Record the number of copies and name of research project	Record titles and number of the completed write ups and response of application letters	80 hours or depends on the response of the National library	Researcher/s and research personnel/s	As required	Hard bound write ups and application letter
3.	Make recent report	Submit report for filing to immediate supervisor	32 hours	Researcher/s and research personnel/s	As required	Hard bound write ups
4.	Post accomplished report	Post the accomplished and completed research to office bulletin	12 hours	Researcher/s and research personnel/s	As required	Complete reports or data
END OF TRANSACTION						

G. TRANSLATING COMPLETED RESEARCH AND ITS PACKAGE OF TECHNOLOGY (POT) AND TECHNOLOGY MANUALS

- Schedule of availability of service - Monday to Friday (6 a.m. – 6: p.m.)
- Who may avail of the service - Farmers, School library, Office of departments, partner institutions and agencies both here and abroad.
- What are the requirements - Hard copies of research write ups or soft copies of scientific paper and technology manuals from other agencies
- Duration - 8 hours a day
- How to avail of the service

STEP S	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES
1.	Translate completed research and technology manuals	Translate the completed research and technology manuals to Maranao and Bisaya	8 hours a day	Researcher/s or research personnel/s and partner agencies	As required
2.	Submit translated POT to committee for editing	Edit the submitted POT	80 hours or depends on the response of the	Researcher/s and research personnel/s	As required

			National library		
3.	Compile output to final copies	Accept the submitted final copies of translated POT	32 hours	Researcher/s and research personnel/s	As required
4.	Soft bind the final copies	Bind and layout attractively the final copies for dissemination	12 hours	Researcher/s and research personnel/s	As required
END OF TRANSACTION					

LIST OF FRONTLINE SERVICES MSU-LNAC

A. RESEARCH SERVICES

TYPES OF SERVICES	FEES	FORM/S REQUIRED	PROCESSING TIME	PERSON IN-CHARGE
PERFORMING RESEARCH ACTIVITIES				
<u>A. Accepting research proposal</u> STEPS: 1. Screening of research proposal <ul style="list-style-type: none"> • General adaptability • Economic profitability • Social acceptability • Potential availability of support service 2. Determining funding agencies 3. Approving qualified proposal 4. Implementing schedule	none	Hard copies of brief research proposal/Form 1. Rating card Record Ledger Soft/hard copies	4 hours 1 hour 3 hours 1 hour	Screening committee
END OF TRANSACTION				

B. <u>Preparing research proposal</u>				
STEPS:				
1. Construction of research instruments	None	Related literatures and studies	4 days	Individual or group researchers from different department or field of specialization
2. Processing of needed information in the brief research formats				
3. Evaluation of the prepared research potentialities				
4. Determination of funding agencies	None	List of partner agencies	1 day	
5. Submission of copies to funding agencies	None	Final hard copies of brief research proposal	2 days	
6. Signing of Memorandum of Agreement (MOA) by funding agencies and researchers	none	MOA documents	3 days	Researcher/s or screening committee
7. Monitor and follow-up of the status of submitted proposal.			3-8 months	Researcher/s or screening committee
				Researcher/s or screening committee
END OF TRANSACTION				
C. <u>Implementing the approved research proposal</u>				
STEPS:				
1. Preparation of inputs/materials	Depends on approved budget of the project	Research proposal and MOA	Depends on duration of the research project	Department heads/researcher/s
2. Processing and conduct field trials base on the protocol		Approved Proposed protocol		
3. Data gathering		Data from different measurement observation		
3. Interpretation of data		Data from different measurement observation		
4. Recommend result to useful information				
5. Making initial write-up		Hard/soft copies		
6. Bound into either soft or hard copies.				

END OF TRANSACTION

D. Implementing the research projects coming from other agencies

STEPS:

1. Processing and conduct field experiment base on the given protocol
2. Data gathering
3. Interpretation of data
4. Making the write-up
5. Submission of data results to partner agencies

Depends on the inputs provided by partner-agencies

Research proposal and MOA

Data from different measurement observation
Hard/soft copies
Hard/soft copies

Depends on duration of the research project

Department heads/researcher/s

END OF TRANSACTION

E. Publishing the completed research

STEPS:

1. Processing write-up into soft or hard bound
2. Submit to National Library for publication number
3. Submit to local or other scientific journals for publication.

Depends on approved budget of the project

Hard or soft bound write-ups

Application letter/2 copies of hard bound books
Hard bound books

7 days

3 months

12 days

Researcher/s and Dept of Research personnel/s

END OF TRANSACTION

F. Filing of bound completed research

STEPS:

1. File hard copies to Research and Extension Office, FITS, School library
2. Record the number of copies and name of research project

none

Books either hard or soft

Ledger book

Report letters

3 days

1 day

2 days

Researcher/s and Dept of Research personnel/s

3. Make up-dated report to immediate supervisor 4. Post accomplished report to office bulletin.		Letter to publish	2 days	
END OF TRANSACTION				
<u>G. Translating completed research and its package of technology (POT)</u> STEPS: 1. Translate POT to Maranao and Bisaya 2. Submit to committee for editing 3. Compile output to final copies 4. Soft bound	Depend on the approved budget	Latest available technology manual/s Hard copies of translated manual/s Hard copies of translated manual/s Hard copies of translated manual/s	12-20 days 3-7 days 3-7 days 12-15 days	Researcher/s and Dept of Research personnel/s
END OF TRANSACTION				