

R.A. 9485

Anti-Red Tape Act of 2007





Eastern Visayas State University

TACLOBAN CAMPUS
ORMOC CAMPUS
CARIGARA CAMPUS
TANAUAN CAMPUS
BURAUEN CAMPUS
DULAG CAMPUS

Vision

World class state university imbued with positive values in the professional and advanced technological fields for human development and progress.

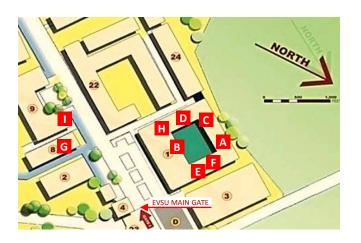
Mission

Competent leaders providing quality education and professional training in selected areas of specialization through instruction, research, extension services and production.



Eastern Visayas State University Ninoy Aquino Ave., Tacloban City – 6500 053 321 1084 | http://www.evsu.edu.ph director.evsu.ipdo@gmail.com

WAP OF TRONTLINE SERVICES



FOREWORD MANDATES AND FUNCTIONS 2 FEEDBACK AND REDRESS MECHANISM FEEDBACK FORM INSTANT SERVICE FORM SERVICES OF HUMAN RESOURCE MMGT. OFFICE 6 SERVICES OF RECORDS OFFICE 15 SERVICES OF ACCOUNTING OFFICE SERVICES OF SUPPLY OFFICE 23 SERVICES OF CASHIERING OFFICE 26 SERVICES OF MEDICAL/ DENTAL CLINIC 29 SERVICES OF REGISTRAR'S OFFICE 34 SERVICES OF PRINTING PRESS OFFICE 38 SERVICES OF SECONDARY LABORATORY SCHOOL 40 SCHEDULE OF FEES AND CHARGES 44 **CURRICULAR OFFERING** 50 STUDENT POLICY 51

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| KIND OF SERVICES | OFFICE | LOCATION | CONTACT NO. |
|---|-------------------|--------------------------|----------------------|
| Admission/Enrollment/Issuance of Students Records | A. Registrar | G/F Engineering Bldg. | 321-1080 |
| Collection/Disbursement | B. Cashier | G/F Administration Bldg. | 321-5060 |
| Medical/Dental | C. Clinic | G/F Engineering Bldg. | 321-2081 325-1104 |
| Securing Student Assessment and Financial Claims | D. Accounting | G/F Administration Bldg. | 325-4989 |
| Certifications or Request for Copy of Documents | E. HRM | 2/F Engineering Bldg. | 321-3269 |
| Records Keeping, Mail Management | F. Records | 2/F Engineering Bldg. | 321-3271 |
| Procurement | G. Supply | Supply Bldg. | 321-2966 |
| Book Binding/Ring Binding | H. Printing Press | G/F Administration Bldg. | 321-3151 |
| Admission/Issuance of Records in High School | I. Principal | Science Bldg. | 325-2026 |

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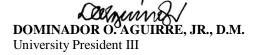
OIC Director, EVSU Carigara Campus 3 3 1 - 2 3 5 6



THE EASTERN UNIVERSITY STATE UNIVERSITY is mandated under R.A. 9311 to primarily provide advanced education, higher technological, professional instruction and training in trade, fishery, agriculture, forestry, science, education, commerce, architecture, engineering and related courses. It also undertakes research and extension services and provides progressive leadership in its areas of specialization.

The EVSU Strategic Plan, guided by the principle "Together, we can make a difference", envisions the University of becoming a pro-active, relevant and dynamic partner for development in the 21st century operating at the cutting edge of intellectual, technological and scientific fields of undertakings. To gain competitive advantage in the global market, its plans, programs and policies are anchored towards continuous improvement and higher levels of productivity.

The Anti-Red Tape Act of 2007 (ARTA) underscore the vital role of this higher educational institution to initiate and practice effective and efficient frontline services to its clientele. The EVSU Citizen's Charter is a quick guide that provides basic information about EVSU its exclusive services. It is intended to facilitate frontline service transactions that will solve complaints on laborious and lengthy procedures, thus making administrative and academic services pleasant, reliable and dependable engagement between the client and the University.



EVSU Citizen's Charter 01

Mandates and Functions

VISION

World class State University imbued with positive values in the professional and advanced technological fields for human development and progress.

MISSION

Competent leaders providing quality education and professional training in selected areas of specialization through instruction, research, extension services and production.

OBJECTIVES

Consistent with the provisions of R.A. 9311, Eastern Visayas State University has identified the following objectives:

- To provide technical and professional training to individuals in the various fields of engineering, architecture, vocational and industrial education and thus equip them with the necessary skills and expertise that could make them functional and useful members of society to enhance the socio-economic development goals.
- 2. To contribute to the operationalization of the national efforts to achieve scientific and technological progress by providing training and research facilities to talented students and professionals that they may fully develop their abilities and potentialities, thereby, increasing technological and scientific capabilities and know-how for the improvement of agriculture and industrial development in Eastern Visayas.
- 3. To provide advanced vocational-industrial education to school administrators in Eastern Visayas for the internalization of new techniques, concepts, approaches and practices in educational management of vocational, trade, fishery, craftsmanship and agricultural schools who will take up the responsibility of training secondary and post-secondary students in useful occupational trades and crafts for gainful employment.
- 4. To provide skills training in various trades and crafts to secondary students equipped with the necessary technical know-how for useful occupations even without the benefit of collegiate education.
- 5. To provide leadership in research, technological and scientific fields of endeavor which would enhance developmental programs, projects and activities by conducting scholarly inquiries into their feasibility, viability and utility to the societal milieu.
- 6. To provide supplemental or extension education and services to employed or unemployed individuals in order to improve their technical skills, thus enabling them to attain better productivity and vocational efficiency in their chosen field or work.
- To provide a wholesome atmosphere to students conducive to a well-rounded education by developing their cultural, literary, physical, intellectual and moral values, thus providing useful and law-abiding citizens who would be assets to society.

The EVSU Citizen's Charter

step by step procedure particular frontline service, performance guaranteed level that you expect for that service)

Feedback and Redress Mechanism

Please let us know how we have served you by doing the following:

- Accomplish the Feedback Form available in the Offices with frontline services and put it in the Drop Box at the Public Assistance Counter.
- If you are not satisfied with the service in frontline offices, written/verbal complaints shall be immediately attended. See or call the University President at Tel. No. 321-1084, the Vice-President for Academic Affairs at Tel. No. 325-4451 or the Vice-President for Administration at 325-4836.
- You may send your feedback or comments thru e-mail at director.evsu.ipdo@gmail.com

Thank you for helping us continuously improves our service!

EVSU Citizen's Charter 03



Eastern Visayas State University

FEEDBACK FORM

| Please let us k | now how we have | served you. | You may | use this | form for | compliments, | complaints, |
|-----------------|--------------------|--------------|-------------|-----------|-----------|-----------------|-------------|
| or suggestions. | . Check the corres | ponding spac | ce and fill | in the bi | lanks hor | nestly and corr | ectly. |

| Compliment Complaint Suggestion |
|---|
| Person(s)/Unit/Office Concerned or Involved: |
| Facts or Details Surrounding the Incident: |
| |
| |
| Please use additional sheet/s if necessary: |
| Recommendation(s)/Suggestion(s)/Desired Action from our Office: |
| |
| |
| Please use additional sheet/s if necessary: |
| Name (Optional): |
| Address: |
| Contact Number(s); if any: E-mail address; if any |

| We are committed to serve you | кınaıy спеск your preference: | |
|---------------------------------------|---|--|
| better. Please fill-in this Form | HUMAN RESOURCE MANAGEMENT OFFICE | SUPPLY OFFICE |
| and indicate the kind of service | Certificate of EmploymentCertificate of Leave Credits | Procurement |
| you want to avail from EVSU. | ☐ Certificate of Service Record ☐ Certificate of Net Take Home Pay ☐ Certificate of Authority to Travel Abroad ☐ Certificate of No Pending Administrative Case | MEDICAL & DENTAL CLINIC Consultation/Physical Examination Treatment of Minor Ailment Medical Prescription |
| Date: | Copy of Filed Documents | Medical Certificate Referral/Follow-up of Cases |
| Time: | RECORDS OFFICE Records Keeping | Oral Prophylaxis |
| Name: | ☐ Mail Management [In-coming/Outgoing]☐ Stamp Utilization | REGISTRAR'S OFFICE ☐ Issuance of Transcript of Record ☐ Issuance of Certification |
| () EVSU Employee | ACCOUNTING OFFICE Issuance of Student Assessment Financial Claims | Issuance of Certification Issuance of Special Order Issuance of Diploma |
| ()EVSU Student ()External Client | CASHIERING OFFICE | PRINTING PRESS OFFICE Book Binding/Ring Binding |
| Contact No.: | ☐ Issuance of O.R. for Certifications Fee ☐ Issuance of O.R. for Documentary Stamps Fee ☐ Issuance of O.R. for Examination Fee | ☐ Printing SECONDARY LABORATORY SCHOOL |
| Address: | Issuance of O.R. for Examination Fee Issuance of O.R. for Medical/Dental Fees Issuance of O.R. for Other Fees Issuance of O.R. for Entrance & Tuition Fees Disbursement by check/cash | Admission in SLS Request for Form 138 Issuance of High School Diploma Issuance of High School Certification |
| Comments/Suggestions: | | |

Human Resource Management Office

Availability of Service:

From Monday to Friday 8:00 AM- 5:00 without noon break

- What are the Services:
 - 1. Certificate of Employment
 - 2. Certificate of Leave Credits
 - 3. Certificate of Service Record
 - 4. Certificate of Net Take Home Pay
 - 5. Certificate of Authority to Travel abroad
 - 6. Certificate of No Pending Administrative Case

EVSU Citizen's Charter 05

Certificate of Employment

HOW TO AVAIL OF THE SERVICE:

HUMAN RESOURCE MANAGEMENT OFFICE

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required Documents/fees | Person Responsible |
|------|--|-----------------------------------|---|---|--|
| 1 | Proceed to HRM office | Verify Record | 5 mins | 50.00 for the certification 15.00 documentary stamp | Admin Staff |
| 2 | Proceed to Cashiering Office | Pay the corresponding fee | 3 mins | | Reylyn Esoy Marie Lyn Rogelli Peñaflor |
| 3 | Present the Official Receipt to HRM | Prepare the Certificate | 5 mins | | Admin Staff |
| 4 | Personnel Client Receive the Certificate | Record the Certificate | 1 min | | Admin Staff |
| 5 | Fill up reaction form | Rate how services are rendered | | | |

END OF TRANSACTION

EVSU Citizen's Charter 07

HUMAN RESOURCE MANAGEMENT OFFICE

Certificate of Leave Credits

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|--|--------------------------------|--|---|--|
| 1 | Proceed to HRM Office | Verify Record | 5 mins | 50.00 for the certification 15.00 documentary stamp | Janice C. Ypil |
| 2 | Proceed to Cashiering Office | Pay the corresponding fee | | | Reylyn Esoy/Marie Lyn Rogelli Peñaflor |
| 3 | Present the Official Receipt to HRM Personnel | Prepare the Certificate | 5 mins | | Janice C. Ypil |
| 4 | Client Receive the Certificate | Record the Certificate | 1min | | Janice C. Ypil |
| 5 | Fill up reaction form | Rate how services are rendered | | | |

HUMAN RESOURCE MANAGEMENT OFFICE

Certificate of Service Record

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|--|--------------------------------|--|---|--|
| 1 | Proceed to HRM Office | Verify Record | 5 mins | 50.00 for the certification 15.00 documentary stamp | Admin Staff, Arnel A. Manidlangan |
| 2 | Proceed to Cashiering Office | Pay the corresponding fee | 3min | | Reylyn Esoy/Marie Lyn Rogelli Peñaflor |
| 3 | Present the Official Receipt to HRM Personnel | Prepare the Certificate | 5 mins | | Admin Staff, Arnel A. Manidlangan |
| 4 | Client Receive the Certificate | Record the Certificate | 1min | | Admin Staff, Arnel A. Manidlangan |
| 5 | Fill up reaction form | Rate how services are rendered | | | |

END OF TRANSACTION

EVSU Citizen's Charter 09

HUMAN RESOURCE MANAGEMENT OFFICE

Certificate of Net Take Home Pay

What are the Requirements:

- Latest Pay slip
 Employee's ID

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|--|--------------------------------|--|---|--|
| 1 | Proceed to HRM Office | Verify Record | 5 mins | 50.00 for the certification 15.00 documentary stamp | Admin Staff, Arnel A. Manidlangan |
| 2 | Proceed to Cashiering Office | Pay the corresponding fee | | | Reylyn Esoy/Marie Lyn Rogelli Peñaflor |
| 3 | Present the Official Receipt to HRM Personnel | Prepare the Certificate | 5 mins | | Admin Staff, Arnel A. Manidlangan |
| 4 | Client Receive the Certificate | Record the Certificate | 1min | | Admin Staff, Arnel A. Manidlangan |
| 5 | Fill up reaction form | Rate how services are rendered | | | |

HUMAN RESOURCE MANAGEMENT OFFICE

Certificate of Authority to Travel Abroad

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|-----------------------------------|--------------------------------|--|----------------------------|-------------------------------|
| 1 | Proceed to HRM Office | Verify Record | 5 mins | | Admin Staff, Fides Mercado |
| 2 | | Prepare the Certificate | 5 mins | | Admin Staff, Fides Mercado |
| 3 | Client Receive the Certificate | Record the Certificate | 1min | | Admin Staff, Fides Mercado |
| 4 | Fill up reaction form | Rate how services are rendered | | | |

END OF TRANSACTION

HUMAN RESOURCE MANAGEMENT OFFICE

Certificate of No Pending Administrative Case

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|--|--------------------------------|--|---|--|
| 1 | Proceed to HRM Office | Verify Record | 5 mins | 50.00 for the certification 15.00 documentary stamp | Admin Staff |
| 2 | Proceed to Cashiering Office | Pay the corresponding fee | | | Reylyn Esoy/Marie Lyn Rogelli Peñaflor |
| 3 | Present the Official Receipt to HRM Personnel | Prepare the Certificate | 5 mins | | Admin Staff |
| 4 | Client Receive the Certificate | Record the Certificate | 1min | | Admin Staff |
| 5 | Fill up reaction form | Rate how services are rendered | | | |

HUMAN RESOURCE MANAGEMENT OFFICE

Availability of Service:

From Monday to Friday 8:00 AM- 5:00 without noon break

- What are the Services:
 - 1. Certificate of Filed Documents
- What are those filed documents:
 - 1. Sworn Statement of Assets, Liabilities, and Net Worth Baseline
 - 2. Personal Data Sheet
 - 3. Filed Certificates
 - 4. Other Documents

EVSU Citizen's Charter 13

HUMAN RESOURCE MANAGEMENT OFFICE

Request a Copy of Filed Documents

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|---|---|--|---------------------------------|-----------------------|
| 1 | Proceed to HRM Office | Verify Record | 5 mins | 1.50 per copy (Machine Copy) | Admin Staff |
| 2 | Client Receive the Machine Copy Document | Mark the document w/ certified true machine copy; Record Copy | 5 mins | | Admin Staff |
| 3 | Fill up reaction form | Rate how services are rendered | | | |

Availability of Service:

From Monday to Friday 8:00 AM- 5:00 without noon break

- What are the Services:
 - 1. Records Keeping
 - 2. Mail Management (In-coming/Out-going mails)
 - 3. Stamp utilization

EVSU Citizen's Charter 15

RECORDS OFFICE

Records Keeping

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|---|--|--|----------------------------|-----------------------|
| 1 | Submit communication to records personnel | Verify Records | 2 min | | Nerissa B. Dialino |
| 2 | | Forward the same to the OP | 2 min | | Nerissa B. Dialino |
| 3 | | Receive approved communication from the OP | 1 min | | Nerissa B. Dialino |
| 4 | Receive acted communication | Release acted communication to concern | 5 min | | Nerissa B. Dialino |
| 5 | | File communication | 2 min | | Nerissa B. Dialino |

EVSU Citizen's Charter 17

RECORDS OFFICE

Mail Management (In-coming/Out-going Mails)

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|---------------------------|----------------------------------|--|----------------------------|-----------------------|
| 1 | Postman delivers mails | Receive mails | 10 min | | Admin Staff |
| 2 | | Sort, Record mails | 20 min | | Admin Staff |
| 3 | | Distribute mails to concerned | 45 min | | Admin Staff |
| | | | | | |

END OF TRANSACTION

RECORDS OFFICE

Stamp Utilization

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|---|---------------------------------|--|----------------------------|-----------------------|
| 1 | Request stamp for official out- going mails | Verify if mails are in order | 1 min | | Admin Staff |
| 2 | | Issue stamp to client | 1 min | | Admin Staff |
| 3 | | Record out- going mails | 1 min | | Admin Staff |

Availability of Service:

From Monday to Friday 8:00 AM- 5:00 without noon break

- What are the Services:
 - 1. Securing Student Assessment
 - 2. Financial Claims
- Who may Avail of the Service:
 - 1. All Bona fide students of Eastern Visayas State University
 - 2. University Personnel
- What are the Requirements:
 - 1. Copy of Certificate of Registration
 - 2. Student Load
 - 3. Entrance Receipts of Current Semester
 - 4. Clearance form w/ student number

ACCOUNTING OFFICE

Securing Student Assessment

HOW TO AVAIL OF THE SERVICE:

| | | | Processing Time | Required | Person |
|------|------------------------|-----------------|-----------------|--------------------|----------------|
| Step | Client | Activity | (Under Normal | documents/fees | Responsible |
| | | | Circumstances) | | |
| | | | | | Admin Staff |
| 1 | Proceed to Accounting | Secure a | 1 min. | | |
| | Office | priority | | | |
| | | number | | | |
| 2 | Wait for the number to | Call clients in | 2 mins. | | Admin Staff |
| 2 | be called | accordance to | Z IIIIIIS. | | Aumin Stan |
| | be called | priority | | | |
| | | number | | | |
| | | | | | |
| 3 | Proceed to assigned | Verify Records | 2 mins. | COR; Student Load; | Admin Staff |
| | window & present | | | Entrance Receipts; | |
| | priority number | | | Clearance form | |
| 4 | Receive assessment | Release | 1min | | Admin Staff |
| 1 | Necesive assessment | assessment | 111111 | | /tariiii Stari |
| | | | | | |
| 5 | Fill up reaction form | Rate how | 2 mins. | | |
| | | services are | | | |
| | | rendered | | | |
| | | | | | |
| 6 | Proceed to Cashiering | | | | |
| | Section | | | | |
| | | END | OE TRANSACTION | | |

Financial Claims

ACCOUNTING OFFICE

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|--|---|--|---|----------------------------------|
| 1 | Submit claims to accounting unit | Receives claim voucher, records in the logbook & forward the same to the pre-audit in-charge | 2 min | DVs w/ complete supporting documents (All funds) <u>Reimbursement</u> -TEV prepayments -TEV reimbursement | Receiving/ Releasing Staff |
| 2 | | Pre-audit the claim voucher as to Completeness | 3 min | -Bills/ Construction/Supplies & others | Admin. Officer IV |
| 3 | Submit whatever lacking | Record/Post payments to the respective ledger | 2 min | | Accountant IV |
| 4 | requirements should there be any | Record & release pre audited voucher for signature | 2 min | Disbursement Voucher | Admin. Staff |
| 5 | | Signs, certifies claim vouchers as to availability of funds | 3 min | | Accountant IV |
| | | | NID OF TRANSACT | | |

END OF TRANSACTION

EVSU Citizen's Charter 21

ACCOUNTING OFFICE

Financial Claims

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|--------|--|--|----------------------------|-----------------------|
| 6 | | Record all signed DV & Release | 3 min | | Admin Staff |
| 7 | | Check Record and mark corresponding funds source on the DV | 2 min | | Admin Staff |
| 8 | | Forward voucher for preparation of tax withheld | 1 min | | Admin Staff |
| 9 | | Release voucher for signature of the President | 2min | | Admin Staff |

From Monday to Friday 8:00 AM - 5:00 without noon break

Supply Office

- What are the Services:
 - 1. Procurement
- What are the Requirements:
 - 1. Annual Procurement Plan

Procurement

SUPPLY OFFICE

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|--|---|--|----------------------------|-----------------------|
| 1 | Submit purchase request | Assign PR number & forward to Accountant | 2 min | Purchase Request | Admin Staff |
| 2 | Return Approved PR | Prepares Documents & serve to various suppliers | 3 hrs | | Admin Staff |
| 3 | Witness the opening of the Quotation form/Bid form | BAC members signs the Abstract | 1 hr | | |
| 4 | | Prepares Purchase Order & Forward the same to the concern signatories | 2 hrs. | | Admin Staff |
| 5 | | Forward the same to Budget/Acctg. Office for pre audit of documents | | | Admin Staff |

SUPPLY OFFICE

Procurement

HOW TO AVAIL OF THE SERVICE:

| 6 | | Budget Prepares ALOBs for Funds Availability & Accountant Signs the P.O. | | | Admin Staff |
|----|------------------------------|--|-------------|------------------|-------------|
| 7 | | Forward the documents for Presidents Approval | | | Admin Staff |
| 8 | | Serve P.O. to the winning supplier | | | Admin Staff |
| 9 | Suppliers Delivers the items | Check the items delivered as to quantity & quality as stated in the P.O. | | Delivery Receipt | Admin Staff |
| 10 | | Prepares Documents for Payment | AANS ACTION | Official Receipt | Admin Staff |

END OF TRANSACTION

EVSU Citizen's Charter 25



Availability of Service:

From Monday to Friday 8:00 AM - 5:00 without noon break

- Who may avail of the Service:
 - 1. All Citizens of the Republic of the Philippines
- What are the services provided:
 - 1. Certification Fees
 - 2. Documentary Stamp Fee
 - 3. Examination Fee
 - 4. Medical/Dental Fee
 - 5. Other Fees
 - 6. Entrance & Tuition Fee
 - 7. Disbursement by check/cash
- What are the requirements:
 - 1. Payment Slip
 - 2. Assessment Slip

EVSU Citizen's Charter 27

CASHIERING OFFICE

Issuance of Official Receipt

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|---|-----------------|--|------------------------------------|-----------------------|
| 1 | Proceed to cashier's office (For services 1 to 5 window B fast lane) (For service no. 6 window A) | Verify record | 1 min. | Payment slip/Assessment slip | Admin Staff |
| 2 | Wait for the official receipt | Present receipt | | | |
| 3 | Proceed back to the department who required the payment | | | | |

END OF TRANSACTION

CASHIERING OFFICE

Disbursement by Check/Cash

HOW TO AVAIL OF THE SERVICE:

Check

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|----------------------------------|---|--|----------------------------|-----------------------|
| 1 | Proceed to Cashiering Section | Verify Payment | 1 min. | | Disbursing Officer |
| 2 | If available | Issue OR, sign DV & Cash book , Release Check | 3 min. | Official Receipt/ID | |

END OF TRANSACTION

Cash

| Step | Client | Acitivity | Processing Time (Under Normal | Required documents/fees | Person Responsible |
|------|----------------------------------|---|----------------------------------|-------------------------|-----------------------|
| | | | Circumstances) | | |
| 1 | Proceed to Cashiering Section | Verify Payment | 2 min. | | Disbursing Officer |
| 2 | If available | Issue OR, sign DV & Cash book, Release Cash | 3 min. | ID | |

Medical & Dental Clinic

Availability of Service:

From Monday to Friday 8:00 AM - 5:00 without noon break

- Who may avail of the Service:
 - 1. All bona fide Students & Faculty & Staff of the University
- What are the Services Provided:
 - 1. Consultation/Physical Examination
 - 2. Treatment of Minor Ailment
 - 3. Medical Prescription
 - 4. Medical Certificate
 - 5. Referral of Cases
 - 6. Follow-up of Cases7. Oral Prophylaxis

 - 8. Dental Restoration
 - 9. Treatment-Extraction
 - 10. Emergency
- What are the requirements:
 - 1. Identification
 - 2. Enrollment Form

EVSU Citizen's Charter 29

MEDICAL & DENTAL CLINIC

Medical Check-up

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|--------------------------------|--------------------------------------|--|----------------------------|-----------------------|
| 1 | Proceed to attending Nurse | Process medical record of the client | 2 min. | Identification | School Nurse |
| 2 | Proceed to school Physician | Medical Examination | 5 min. | | School Physician |
| 3 | Medical Prescription | | | | School Physician |

MEDICAL & DENTAL CLINIC

Medical Certificate

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|--|--|--|-------------------------|-----------------------|
| 1 | Proceed to attending Nurse | Process medical record of the client | 2 min. | Identification | School Nurse |
| 2 | Proceed to School Physician | Medical Examination | 5 min. | | School Physician |
| 3 | Proceed to Cashiering Section | Pay the corresponding fee | 2 min. | 50.00 | Admin. Aide |
| 4 | Present Official Receipt to School Nurse | Release Medical Certificate | 1 min. | | School Nurse |

END OF TRANSACTION

EVSU Citizen's Charter 31

MEDICAL & DENTAL CLINIC

Extraction

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|---|---|--|-------------------------|---|
| 1 | Proceed to dental clinic | Record personal data | 2 min. | Identification | Dentist/Dental Aide/Student Assistant |
| 2 | For Extraction | Secure parents permit & get an schedule for extraction | 3 min. | | Dentist |
| 3 | Present parents permit for extraction | Removal of decayed tooth | 45 min. | Parents Permit | Dentist |
| 4 | | Dispense medicines, then release the patient record | 5 min. | | Dentist |

MEDICAL & DENTAL CLINIC

Dental Certificate

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|--|-----------------------------------|--|-------------------------|---|
| 1 | Proceed to dental clinic | Fill up individual health card | 2 min. | Identification | Dentist/Dental Aide/Student Assistant |
| 2 | Proceed to Cashiers Office | Pay for the Certificate | 3 min. | 50.00 | Adm. Staff |
| 3 | Proceed back to dental clinic to get the certification | Issuance of Certification | 5 min. | | Adm. Staff |
| 4 | Receives Dental certificate | | | | |

END OF TRANSACTION

EVSU Citizen's Charter 33

Registrar's Office

Availability of Service:

From Monday to Friday 8:00 AM - 5:00 without noon break

- Who may avail of the Service:
 - 1. All bona fide of the University
- What are the Services Provided:
 - 1. Transcript of Record
 - 2. Certification
 - 3. Special Order
 - 4. Diploma
- What are the Requirements needed:
 - 1. Documentary Stamp
 - 2. Authorization Letter (If representative)

REGISTRAR'S OFFICE

Transcript of Record

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|---|--|--|--|-----------------------|
| 1 | Secure Clearance | Issue Clearance | 1 min. | Authorization Letter (If authorized | Admin Staff |
| 2 | Fill-out clearance form, if not in person, provide signed authorization by the student to the Registrar | Instruct client for details | 2 mins. | representative) | |
| 3 | Have clearance signed | Assist client for inquiries and verification | | | |
| 4 | Submit accomplished clearance to admin staff in-charge | Determine fees for requested documents | 2 mins. | Pay slip 100.00 for 1 st page; 40.00 succeeding page | Admin Staff |
| 5 | Proceed to cashiering | | 2 mins. | Documentary stamp 15.00 | Admin Staff |
| 6 | Present OR to Admin Staff | Prepare Documents | 2 days | | Admin Staff |
| 7 | Receive Documents | Record Document | | | Admin Staff |

END OF TRANSACTION

EVSU Citizen's Charter 35

REGISTRAR'S OFFICE

Diploma

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|---|---|--|--|-----------------------|
| 1 | Secure Clearance | Issue Clearance | 1 min. | | Admin Staff |
| 2 | Fill- out clearance form, if not in person provide signed authorization by the student to the Registrar | Instruct client for details | 2 mins. | Authorization Letter (If authorized Representative) | |
| 3 | Have clearance singed | Assist client for inquiries and verification | 2 mins. | | |
| 4 | Submit accomplished clearance to admin staff in-charge | Determined fees for requested documents | 2 mins. | Pay slip | Admin staff |
| 5 | Proceed to Cashiering Office | Pay corresponding fee | 10 mins. | 100.00 | Admin staff |
| 6 | Present OR to Admin staff | Prepare documents | | | Admin staff |
| 7 | Receive Document | Record Document | | | Admin staff |

REGISTRAR'S OFFICE

Special Order

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|---|--|--|--|-----------------------|
| 1 | Secure Clearance | Issue Clearance | 1 min. | | Admin Staff |
| 2 | Fill- out clearance form, if not in person provide signed authorization by the student to the Registrar | Instruct client for details | 2 mins. | Authorization Letter (If authorized Representative) | |
| 3 | Have clearance signed | Assist client for inquiries and verification | 2 mins. | | |
| 4 | Submit accomplished clearance to admin staff in-charge | Determined fees for requested documents | 2 mins. | Pay slip | Admin staff |
| 5 | Proceed to Cashiering Office | Pay corresponding fee | 10 mins. | 50.0 | Admin staff |
| 6 | Present OR to Admin staff | Prepare documents | | | Admin staff |
| 7 | Receive Document | Record Document | | | Admin staff |

END OF TRANSACTION

EVSU Citizen's Charter 37

Printing Press Office

Availability of Service:

From Monday to Friday 8:00 AM - 5:00 without noon break

- What are the services provided?
 - 1. Book Binding
 - 2. Ring Binding
 - 3. Printing

PRINTING PRESS OFFICE

Book Binding/Ring Binding

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|---|--|--|----------------------------|-----------------------|
| 1 | Proceed to PPO(for Personal use) | Fill up Job Order form | 1 min. | | Admin Staff |
| 2 | Proceed to cashiering office | Pay corresponding fee | | 100.0 each | |
| 3 | Proceed to PPO & Present Official Receipt | Perform Binding Job | 1 day (Book Binding) 30 min. (Ring Binding) | | Admin staff |
| 4 | Received finished product | Record Official Receipt & release finished product | 2 min. | Pay slip | Admin staff |

END OF TRANSACTION

EVSU Citizen's Charter 39

Secondary Laboratory School

Availability of Service:

From Monday to Friday 8:00 AM - 5:00 without noon break

- What are the services provided:
 - 1. Admission
 - 2. Request for Form 138
 - 3. Diploma
 - 4. Certification
- What are the needed requirements:
 - 1. Form 137
 - 2. Two (2) pieces of 2x2 I.D. Picture
 - 3. Certificate of Good Moral Character
 - 4. Examination Fee
 - 5. One (1) piece of Long Brown Envelope
 - 6. Documentary Stamp

SECONDARY LABORATORY SCHOOL

Admission (Opening of school year)

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|---|--|--|---|-----------------------|
| 1 | Proceed to room assignment for assessment (First Year) | Check Document/ Issue examination slip | 3 mins. | Photocopy of form 138, Good Moral Certificate, long envelope &1pc. 2x2 picture 250.00 | Teacher Assessor |
| 2 | Proceed to Cashiering Office | Pay corresponding fee | | 100.0 each | |
| 3 | Proceed to controller | Records receipt & give admission / testing slip for the examination schedule | 1 day | | |
| 4 | Report to assign testing room at his/her scheduled time & date | Administer the test | 1hr | Official Receipt, Admission slip, 1pc. 2x2 picture | Test Administrator |

END OF TRANSACTION

EVSU Citizen's Charter 41

SECONDARY LABORATORY SCHOOL

Request for Form 137

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|-------------------------------|----------------------------|--|-------------------------------------|-----------------------|
| 1 | Proceed to Principal's office | Verify Records | 5 mins. | Clearance request from other school | Admin staff |
| 2 | Proceed to cashiering office | Pay corresponding fee | | 150.00 | Admin staff |
| 3 | Present official Receipt | Process requested document | 10 mins. | | Admin staff |
| 4 | Receive document | Record the document | 1mins. | | Admin staff |

SECONDARY LABORATORY SCHOOL

Request for Diploma

HOW TO AVAIL OF THE SERVICE:

| Step | Client | Activity | Processing Time (Under Normal Circumstances) | Required documents/fees | Person Responsible |
|------|----------------------------------|----------------------------|--|-------------------------------------|-----------------------|
| 1 | Proceed to Principal's Office | Verify Records | 5 mins. | Clearance request from other school | Admin staff |
| 2 | Proceed to Cashiering Office | Pay corresponding fee | | 100.00 | Admin staff |
| 3 | Present Official Receipt | Process requested document | 10 mins. | | Admin staff |
| 4 | Receive document | Record the document | 1min. | | Admin staff |

END OF TRANSACTION

EVSU Citizen's Charter 43

Schedule of Fees and Charges

S.Y. 2012-2013

| GRADUATE LEVEL | 1 st Semester | 2 nd Semester |
|---|-----------------------------|-----------------------------|
| Tuition Fee | | |
| Doctoral | P 250.00/unit | P 250.00/unit |
| Masteral | 200.00/unit | 200.00/unit |
| Registration Fee | 50.00 | 50.00 |
| Medical Fee | 50.00 | 50.00 |
| Dental Fee | 50.00 | 50.00 |
| Library Fee | 150.00 | 150.00 |
| ID Fee | 75.00 | 75.00 |
| Insurance Fee | 100.00 | - |
| Journal Fee | 50.00 | 50.00 (new) |
| Student Activities Fee | 50.00 | 50.00 |
| Student Council Fee | 25.00 (old) 50.00 (new) | 25.00 (old) 50.00 (new) |
| Trust Fund | 50.00 | 50.00 |
| Cultural Fee | 20.00 (old) 150.00 (new) | 20.00 (old) 150.00 (new) |
| Guidance Fee | 30.00 | 30.00 |
| Internet Fee | 100.00 | 100.00 |
| Student Development Fee (SDF) | 500.00 | 500.00 |
| Laboratory Fee (for MSIT program only) | 500.00 | 500.00 |
| Re-enrollment | 100.00 | 100.00 |

| | 45 | |
|--|----|--|
| | | |

| EVSU | Citizen's | Charter |
|------|-----------|---------|
|------|-----------|---------|

2nd Semester

100.00/unit (5th yr.) 150.00/unit (4th yr., 3rd, 2nd &

new 1st yr. returnee)

150.00

200.00/ 3units.

100.00/unit (5th yr.) 150.00/unit (4th yr., 3rd, 2nd &

new 1st yr. returnee)

210.00

600.00

50.00

50.00

50.00

150.00

50.00 (4th yr. & 5th yr.) 150.00 (3rd yr. ; 2nd & new 1st yr.

returnee)

75.00

100.00

50.00

50.00 50.00 (3rd yr 4th yr,5th yr) 100.00 (2nd yr, 1st yr,

new/returnee)

| Trust Fund | 50.00 | 50.00 |
|--------------------------------|---|---|
| Cultural Fee | 20.00 (4 th yr. & 5 th yr.) 150.00 (3 rd yr.;2 nd & new 1 st yr. returnee) | 20.00 (4 th yr. & 5 th yr.) 150.00 (3 rd yr.;2 nd & new 1 st yr. returnee) |
| Internet Fee | 100.00 | 100.00 |
| NSTP/CWTS | 225.00 | 225.00 |
| Guidance Fee | 30.00 | 30.00 |
| SCUAA Fee | 15.00 | 15.00 |
| Student Teaching Practicum Fee | 300.00 | 300.00 |
| OJT Fee | 1,000.00 | 1,000.00 |
| COED SDF | 500.00 | 500.00 |
| CAS SDF | 500.00 | 500.00 |
| COBE SDF | 500.00 | 500.00 |
| COE ELDF | 500.00 | 500.00 |
| COT SDF | 500.00 | 500.00 |
| COAAD SDF | 250.00 | 250.00 |

1st Semester

100.00/unit (5th yr.) 150.00/unit (4th yr., 3rd, 2nd &

new 1st yr. returnee)

150.00

200.00/ 3units.

100.00/unit (5th yr.) 150.00/unit (4th yr., 3rd, 2nd &

new 1st yr. returnee)

210.00

600.00

50.00

50.00

50.00

150.00

50.00 (4th yr. & 5th yr.) 150.00 (3rd yr. ; 2nd & new 1st yr.

returnee)

75.00

100.00

50.00

50.00

50.00 (3rd yr 4th yr,5th yr) 100.00 (2nd yr, 1st yr,

new/returnee)

COLLEGE LEVEL

Tuition Fee

DTS/DTE Courses

Other Laboratory

Registration Fee

Medical Fee

Dental Fee

Library Fee

Athletic Fee

Insurance Fee

School Organ

Student Activities Fee Student Council Fee

ID Fee

Speech Lab Fee (for student

taking speech class subject) Cisco Lab Fee (for CCNA subjects)

Laboratory Fee

College

Computer

(Undergraduate Program)

| ^ | | _ |
|---|---|---|
| 4 | ŀ | / |

400.00/grading period

50.00

50.00 (4th yr.) 150.00 (3rd yr.; 2nd yr; 1st yr. ; new, returnee)

50.00

50.00

50.00

30.00

25.00

25.00 50.00 (3rd yr 4th yr.)

100.00 (2nd yr, 1st yr, new/returnee)

25.00 (4th yr.) 50.00 (3rd yr.; 2nd yr; 1st yr.; new, returnee) 20.00 (4th yr.) 150.00 (3rd yr.; 2nd yr; 1st yr.; new, returnee)

400.00

75.00

100.00

| OTHER FEES | 1st Semester | |
|-----------------------------|--------------|--|
| Entrance Examination | 250.00 | |
| | | |
| Comprehensive Exam Fee | | |
| Ph.D. | 2,000.00 | |
| Masteral | 1,500.00 | |
| Transcript of Records (TOR) | | |
| First page | 100.00 | |
| Page thereafter | 40.00/page | |
| | | |
| Removal Exam Fee | 50.00/unit | |
| Completion Fee | 50.00/unit | |
| Adding | 50.00/unit | |
| Dropping | 50.00/unit | |
| Changing Subject | 50.00/unit | |
| Certification Fee | 50.00 | |
| Honorable Dismissal Fee | 50.00 | |
| Special Order | 50.00 | |

SECONDARY LEVEL

Registration Fee

Athletic Fee

Medical Fee

Dental Fee

Guidance Fee

School Organ Fee

Cultural Fee

Insurance Fee

SDF Fee

ID Fee

Student Council Fee

Student Activities Fee

Boy Scout of the Philippines

Girl Scout of the Philippines

| GRADUATE SC | HOOL |
|--------------------|------|
|--------------------|------|

Doctoral Programs

Doctor of Philosophy

- Educational Programs Management

School Organization Fee

Authentication Fee

Documentary Stamp

Non-degree Courses

Assessment Fee (2nd copy)

Penalty for Late Enrollment

Graduation Fee

Graduate School

Undergraduate

Secondary Residency

1ST Day

Gate Pass Two-wheels

Four-wheels

Drum & Bugle

Lights & Sounds

Combo Set

Auditorium Rental

Space with lights

Space without lights

Succeeding days

Enrolment Form (COR)(2nd copy)

- Doctor of Management Technology - Business Management

 - Public Resource Management

Master's Programs
Master of Arts in Education

- Administration and Supervision Guidance and Counselling
- Home Economics

Master of Arts in Industrial Education Master of Arts in Instruction and Supervision

- Basic Science Education
 - Advanced Science Education
- Language Instruction
- Mathematics (Elementary/Secondary)

- Rural Development Administration

- Physical Education

Master in Rural Development (w/ Thesis) - Rural Development Administration

- Non-Formal Education
- Master in Rural Development (Non-Thesis)
- Master of Engineering
 - Civil Engineering Mechanical Engineering
 - Electrical Engineering
- Master in Engineering Education
 - Civil Engineering Mechanical Engineering
- Electrical Engineering
 Master in Public Resource Management
 - Plan A (Thesis Program)
 - Plan B (Non-Thesis Program)

Master of Science in Information Technology

COLLEGE OF ARCHITECTURE AND ALLIED DISCIPLINES

Bachelor of Science in Architecture Bachelor of Science in Interior Design

COLLEGE OF BUSINESS AND ENTREPRENEURSHIP

Bachelor of Science in Accountancy Bachelor of Science in Accounting Technology Bachelor of Science in Entrepreneurship Bachelor of Science in Office Administration Bachelor of Science in Marketing

COLLEGE OF ARTS AND SCIENCES

Bachelor of Arts major in Economics Bachelor of Arts in English Language Bachelor of Arts in Filipino Language Bachelor in Environmental Science Bachelor of Science in Mathematics Bachelor of Science in Chemistry Bachelor of Science in Statistics

COLLEGE OF ENGINEERING

Bachelor of Science in Chemical Engineering Bachelor of Science in Civil Engineering Bachelor of Science in Electrical Engineering Bachelor of Science in Electronics and

Communications Engineering Bachelor of Science in Geodetic Engineering Bachelor of Science in Geothermal Engineering Bachelor of Science in Industrial Engineering Bachelor of Science in Mechanical Engineering Bachelor of Science in Information Technology

COLLEGE OF EDUCATION

Post Baccalaureate Programs

- Diploma in Teaching Elementary (DTE)
- Diploma in Teaching Secondary (DTS)
- Bachelor of Secondary Education
 - Mathematics
 - Biological Science - Physical Science
 - Physical Education

Bachelor of Science in Industrial Education

- Automotive Technology
- Civil Technology Clothing, Textile and Related Arts
- Drafting Technology Electronic Technology
- Electricity, Ref. & Airconditioning Food Technology
- Mechanical Technology
- Home Economics Industrial Arts

Bachelor of Teaching Home Economics and Livelihood Education

SECONDARY LABORATORY SCHOOL

Secondary Level

COLLEGE OF TECHNOLOGY

Bachelor of Industrial Technology- Civil Technology

- Clothing, Textile and Related Arts

50.00

50.00

10.00/page

15.00/Document

1st Semester

700.00

500.00

500.00 150.00

100.00

40.00

20.00

20.00 + 10.00/day

200.00

400.00

5,000.00

4,000.00

1,000.00

2,000.00

5,000.00

- Drafting Technology
- Electronics Technology

- Electricity, Refrigeration and Airconditioning

- Food Technology
- Bachelor of Mechanical Technology
 - Automotive Technology Foundry Technology

 - Machine Shop Technology Welding Technology

Bachelor of Science in Hotel & Restaurant Tech. Bachelor of Science in Marine Engineering

Livelihood Skills Development Courses

EVSU BURAUEN CAMPUS

Master of Arts in Education Master in Public Resource Management Bachelor of Agricultural Technology Bachelor of Secondary Education Bachelor of Science in Information Technology Bachelor of Science in Hotel and Restaurant Technology

Bachelor of Science in Office Administration Bachelor of Science in Business Administration Bachelor of Teaching Home Economics and Livelihood Education

Bachelor of Science in Marine Engineering Diploma in Agricultural Technology Bachelor of Science in Electrical Engineering Bachelor of Science in Civil Engineering Bachelor of Science in Agri-Business and Rural Dev't

Bachelor of Science in Industrial Engineering Bachelor of Science in Accountancy Bachelor of Science in Electronics and

Communications Engineering Bachelor of Technical Teacher Education Supplemental Courses

EVSU CARIGARA CAMPUS

Bachelor of Secondary Education

- Physical Science
- Mathematics

- Fishery Technology Bachelor of Science in Entrepreneurship Bachelor of Science Information Technology Bachelor of Science in Fisheries Supplemental Education

EVSU TANAUAN CAMPUS

Bachelor of Science in Industrial Education Bachelor of Science in Industrial Technology Bachelor of Science in Civil Engineering Bachelor of Science in Information Technology Bachelor of Secondary Education
Bachelor of Science in Business Administration Bachelor of Science in Marketing Bachelor of Science in Hotel and Restaurant Technology

Bachelor of Science in Accountance

EVSU ORMOC CITY CAMPUS

Bachelor of Science in Information Technology Bachelor of Science in Civil Engineering Bachelor of Science in Electrical Engineering Bachelor of Science in Industrial Engineering Bachelor of Science in Mechanical Engineering Bachelor of Science in Education Bachelor of Teaching Home Economics & Livelihood Education

Bachelor of Teaching Technology & Home Economics

Bachelor of Science in Industrial Technology Technology

EVSU DULAG SATELLITE CAMPUS

Bachelor of Secondary Education Bachelor of Science in Civil Engineering Bachelor of Science in Information Technology Bachelor of Science in Business Administration Bachelor of Science in Office Administration

Curricular Offering

Student Policy

Every student, regardless of the circumstances of his birth, sex, religion and socio-economic voluntarily surrenders himself/herself to EVSU upon enrolment and enters into an agreement with the Institute to abide by the rules policies, regulations promulgated by its governing body. By signing the agreement form, every student is bound to observe and abide with the policies, rules and regulations of the school truly, willingly, responsibly and with sincerity to uphold the good name of the University.

It shall be the duty and the responsibility of every student to:

- Strive to understand and help attain the EVSU vision, mission and goals; to know the history and philosophy of the University and to uphold its good name.
- Attend the Flag Ceremony every Monday morning and actively participate in the singing of the Philippine National Anthem, reciting the Pledge of Allegiance and singing of the EVSU Hymn.
- Wear the prescribed school uniform (male & female); male students should have their white T-shirts tucked in, except on Wednesday (washday, but they are expected to come to school in decent attire) and males should follow the proper haircut. Wearing knee-torn pants, earrings and other fashion amulets are strictly prohibited. For female students, wearing of tight fitting jeans, leggings, hanging, haltered and sleeveless blouses are prohibited.
- Present the official school ID upon entering the campus and have it always with him/her within the school
- Be diligent, regular, and punctual in class attendance; participate voluntarily and conscientiously in work activities, programs and other school functions and in the orderly conduct of the school's curricular programs; likewise, use his leisure time wisely and productively.
- Observe honesty and decency in thoughts, words, and deeds and observe proper decorum and behavior and conduct himself/herself in a manner befitting the University's vision. Be respectful, obedient, polite, friendly and cooperative with fellow students, teachers, school authorities and other school personnel including security guards and maintenance workers in order to promote peace and harmony in the University.
- Strive for academic excellence. Maintain the highest moral standards, positive values, and integrity.
- Join campus organizations, contests, and other competitions; cultivate special talents for personal
- Speak English or Filipino in communicating with friends, teachers, and superiors in the campus.
- Help make EVSU green and beautiful and observe cleanliness all the time. War on waste should be everybody's concern.

EVSU Citizen's Charter 51



We, the officials and employees of Eastern Visayas State University, commit to responsive, accessible, courteous and effective public service by

Serving you promptly, efficiently, and with utmost courtesy by authorized personnel with proper identification from Mondays to Fridays, 8:00 a.m. to 5:00 p.m., without noon break;

Ensuring strict compliance with service standards, with written explanation for any delays in frontline services;

Responding to your complaint about our services the soonest or within the day through our Public Assistance and Complaints Desk, and taking corrective measures;

Valuing every citizen's comments, suggestions, and needs, including those with special needs such as the differently-abled, pregnant women, and senior citizens; and,

Empowering the public through 24/7 access to information on our policies, programs, activities and services through our website www.evsu.edu.ph

All these we pledge, because YOU deserve no less.

