

OFFICE OF THE COLLEGE SECRETARY

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External Services

A. APPLICATION FOR CHANGE OF MATRICULATION

Requests of students to add or make changes to the enrolled subjects during enrollment period.

Office or Division		Office of the College Secretary (OCS)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students who have enrolled		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Change of Matriculation Form (pink form, 4 copies)		OCS		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the Change of Matriculation Form in 4 copies	Receive the pink form signed by the program adviser and instructor/s.	None	5 mins	OCS staff
2. Get endorsement from the adviser and instructor/s.	Endorse application	None	2 days	Program Adviser and Instructor/s
3. Present pink form with attached Registered Form 5 to the OCS for processing of enlistment or cancellation and assessment.	Process the registration or cancellation of courses and assessment of payment.	None	6 hrs	OCS staff
4. Get approval from the College Secretary.	4.1 Forward the form to the College Secretary for approval.	None	10 mins	OCS staff
	4.2 Approve change of matriculation application.	None	20 mins	College Secretary
5. If a scholar, present pink form to the OSA for updating.	Update student records	None	30 mins	OSA staff

6. If there is a fee, pay fee at the Cash Office.	Receive payment and indicate OR number on the form	P20.00	15 mins	Cashier
7. Submit Change of Matriculation Form and official receipt to the OCS.	7.1 Receive pink form with attached official receipt and stamps REGISTERED	None	15 mins	OCS staff
	7.2 Update SAIS	None	15 mins	OCS staff
8. Get your copy of the pink form with the "REGISTERED" stamp.	Release stamped "REGISTERED" pink form	None	10 mins	OCS staff
TOTAL		P20.00	3 days	

B. APPLICATION FOR DROPPING OF COURSES

Request of students to officially drop course/s enrolled in.

Office or Division		Office of the College Secretary (OCS)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 26 Dropping Form (4 copies)		OCS		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out FORM 26 Dropping Form (green form), in four (4) copies.	Furnish Form 26 Dropping Form	None	5 mins	OCS Staff
2. See your Instructor for action on your request.	Sign the form and indicate class standing if filing is done after the first half of the term.	None	2 days	Instructor
3. Get approval from your College	Approve / disapprove the application for dropping	None	15 mins	College Secretary

Secretary.				
4. Pay fee at the Cash Office.	Receive payment and writes OR number and date on the form.	P10.00/unit	15 mins	Cashier
5. Submit Dropping Form and Official Receipt to the Office of the College Secretary.	5.1 Receive the documents and checks the completeness.	None	15 mins	OCS staff
	5.2 Updates student's record in the SAIS	None	30 mins	OCS staff
6. Receive student's copy and instructor's copy of the green form.	Release student's and instructor's copies to the student	None	5 mins	OCS staff
TOTAL		P10.00/unit	2 days, 1 hr and 25 mins	

C. APPLICATION FOR GRADUATION

A student's application to graduate and be conferred an academic degree

Office or Division		Office of the College Secretary (OCS)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Graduating Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form (blue form, 3 copies) 2. Updated Checklist signed by adviser		OCS		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Secure and fill out the Application for Graduation in three (3) copies.	Furnish application form for graduation	None	5 mins	OCS staff
2. Secure the signature of Program Adviser.	Sign the application form	None	2 days	Program Adviser
3. Pay the fee at the Cash Office.	Receive payment and write OR number and date on the application form	P300.00	15 mins	Cashier
4. Submit to OCS the duly accomplished form together with a copy of your updated program checklist signed by your Program Adviser.	4.1 Receive application accomplished form	None	5 mins	OCS staff
	4.2 Stamp the date of receipt	None	5 mins	OCS staff
	4.3 Give one copy to the student	None	5 mins	OCS staff
TOTAL		P300.00	2 days and 35 mins	

D. APPLICATION FOR LEAVE OF ABSENCE (LOA)

Application for a student who intends to go on leave for one (1) term per application.

Office or Division		Office of the College Secretary (OCS)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. LOA Form (yellow form, 3 copies) 2. University Clearance (3 copies) 3. UP ID 4. Medical certificate if applicable		1. OCS 2. Office of the University Registrar (OUR)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the Application for Leave of Absence in three (3)	Furnish application form for LOA	None	5 mins	OCS staff

copies.				
2. Secure signatures of instructor/s if availed of during second half of the term.	Indicate class standing of the student and affix signature	None	1 day	Instructor/s (if availed of during second half of the term)
3. Get the endorsement of the Program Coordinator or Department Chair and the College Secretary.	Endorse / Not endorse application for LOA.	None	1 hr	Program Coordinator or Department Chair College Secretary
4. Get the approval of the Dean.	Approve / Disapprove application	None	30 mins	Dean
5. If approved, pay the fee at the Cash Office.	5.1 Receive payment	PHP150	10 mins	Cashier
	5.2 Issue official receipt (OR)	None	10 mins	Cashier
	5.3 Note OR number on the application form	None	10 mins	Cashier
6. Submit the duly paid form, college clearance, UP ID, and other documents (i.e. medical certificate) to the OCS.	6.1 Stamp "RECEIVED" with date and initials	None	5 mins	OCS staff
	6.2 Update SAIS	None	30 mins	OCS staff
TOTAL		PHP150	1 day, 2 hours and 40 mins	

E. APPLICATION FOR STUDENT OVERLOAD

Application for a student to take more than the required number of units per semester as indicated in the study plan

Office or Division		Office of the College Secretary (OCS)		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Student Overload Form (3 copies)		OCS Also downloadable at our.upcebu.edu.ph		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Application for Student Overload in three (3) copies.	Furnish student with the Application for Student Overload Form	None	5 mins	OCS staff
2. Submit filled-out form to OCS staff for checking.	2.1 Receive filled-out form	None	5 mins	OCS staff
	2.2 Check if the student is graduating and if courses listed are correct	None	1 day	OCS staff
	2.3 Indicate the academic status of the student in the last Semester enrolled	None	30 mins	OCS staff
3. Secure the signature of Program Adviser, Program Coordinator or Department Chair and the College Secretary	Review the application for overload to endorse (or not endorse)	None	1 day	Program Adviser Program Coordinator/ Department Chair College Secretary
4. Get the approval of the Dean.	Sign the form	None	30 mins	Dean
5. If approved,	5.1 Receive the	None	10 mins	OCS staff

submit the form together with a copy of updated program checklist signed by the adviser. If applicable also attach Form 5 and Change of Matriculation Request.	approved form and other documents 5.2 Add the requested overload subject	None	40 mins	OCS staff
TOTAL		None	2 days and 2 hrs	

F. APPLICATION FOR READMISSION AND WAIVER OF MAXIMUM RESIDENCY RULES (MRR)

Application for students who went on Absence without leave (AWOL), incurred poor academic standing, and who have exceeded the maximum residency allowed per student to be able to enroll

Office or Division	Office of the College Secretary (OCS)			
Classification	Highly Technical			
Type of Transaction	C2G – Citizen to Government			
Who may avail	Students who: Category A: are dropped for reasons of Double Probation, Dismissal, or Permanent Disqualification ; Category B: went on Absence Without Leave (AWOL) ; or Category C: have exceeded the Maximum Residence Rule (MRR) ,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Appeal 2. Plan of Study 3. Appeal for Readmission Form 4. True Copy of Grades 5. for Absence without Leave (AWOL) cases, additional documents required: 5.1 Medical Certificate or equivalent such as latest Annual Physical Exam results (if working) 5.2 University Clearance (3 copies)		1. Student 2. Student 3. OCS and downloadable at our.upcebu.edu.ph 4. OCS 5.1 Any health services unit 5.2 Office of the University Registrar (OUR)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out	Fill out needed	None	30 mins	OCS staff

the Appeal for Readmission Form, in one copy. Submit to your OCS Staff.	information in the Appeal for Readmission Form			
2. Write a Letter of Appeal, addressed to the College Dean stating the compelling reason(s) for your status. Indicate what steps have been or will be undertaken in order to ensure good academic standing.	Receive letter of appeal with supporting documents	None	5 mins	OCS staff
3. Secure True Copy of Grades (TCG).	Issue TCG	P50 / page	3 days	OCS staff
4. Prepare a Plan of Study detailing the courses to be taken from the time of readmission until graduation. Ask your Adviser to approve your Plan of Study and endorse your appeal.	Review and approve the prepared Study Plan and endorse the letter of appeal	None	1 day	Program Adviser
5. Get endorsement from your Department Chair or Program Coordinator.	Review and sign the letter of appeal	None	3 days	Department Chair or Program Coordinator
6. Go to the Office of Student Affairs (OSA) for counselling and secure letter of recommendation (for undergraduate students only).	Meet student for guidance counselling and issue Letter of Recommendation afterwards	None	3 days	Guidance Specialist

7. Get endorsement from your College Secretary.	7.1 Forward appeal to the College Secretary for endorsement, with all attachments, including 'Student Academic Performance Evaluation' summary 7.2 Sign the appeal	None	5 mins	OCS staff
8. For Category A, get endorsement from your College Dean.	8.1 Forward the endorsed appeal with all attachments to the College Dean 8.2 Endorse appeal to Admissions Committee	None	30 mins	College Secretary
9. For Category B and/or C, get the approval of your College Dean. This is the last step if you are returning from AWOL or asking for an extension of residence (waiver of MRR); and ONLY if you have GOOD academic standing.	8.1 Forward the endorsed appeal with all attachments to the College Dean 8.2 Endorse appeal to Admissions Committee	None	1 day	OCS staff
9. For Category B and/or C, get the approval of your College Dean. This is the last step if you are returning from AWOL or asking for an extension of residence (waiver of MRR); and ONLY if you have GOOD academic standing.	9.1 Approve the appeal that meets the required academic status 9.2 Issue Notice of Action (NOA)	None	1 day	Dean
10. Wait for the action of the Admissions Committee. <i>(Note: Admissions Committee meets only once per semester/trimester before the regular registration period.)</i>	Issue NOA	None	4 days	Dean
11. Submit the NOA to the OCS staff.	Receive copy of NOA and update SAIS	None	1 hr	Admissions Committee through the Vice Chancellor of Academic Affairs (VCAA)
11. Submit the NOA to the OCS staff.	Receive copy of NOA and update SAIS	None	1 hr	OCS staff

12. If approved pay the fee for Readmission for AWOL and secure University Clearance (Proceed to Enrollment)	status if appeal is approved Receive payment and issue OR	PHP 225	50 mins	Cashier
TOTAL		PHP 50 / page for the TCG PHP 225 for Readmission from AWOL	19 days and 3 hours	

G. APPLICATION FOR SHIFTING OF PROGRAM

Application for a student to transfer to another program of study within UP Cebu.

Office or Division		Office of the College Secretary (OCS)		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Shifting Form		OCS Downloadable at our.upcebu.edu.ph		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the Application for Shifting of Program Form.	Furnish copy of application for shifting form to applicant	None	5 mins	OCS staff of current college

2. Have your GWA and Total Units Earned computed by the OCS Staff.	Compute the GWA and the total units earned by the student	None	1 day	OCS staff of current college
3. Have the application noted by your program adviser.	Sign the application form for shifting	None	1 day	Current Program Adviser
4. Get endorsement from College Secretary of your current college.	Sign the application for shifting	None	4 hrs	College Secretary of current college
5. Get the recommendation of the Department Chair or Program Coordinator of the accepting college.	Sign the application for shifting	None	1 day and 3 hrs	Department Chair or Program Coordinator of accepting college
6. Have the application endorsed by the College Secretary of the accepting college and approved by the Dean of the accepting college.	6.1 Endorse (or not endorse) the application for shifting	None	4 hrs	College Secretary of accepting college
	6.2 Approve (or disapprove) the application for shifting	None	4 hrs	Dean of accepting college
7. Submit the approved application form to the OCS of the accepting college.	7.1 Receive the approved application for shifting form	None	5 mins	OCS staff of accepting college
	7.2 Update student's program on SAIS	None	50 mins	OCS staff of accepting college
TOTAL		None	5 days	

H. APPLICATION FOR VALIDATION OF COURSES

A student's request to have courses previously taken in other universities to be credited to his or her current program

Office or Division		Office of the College Secretary (OCS)		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students transferees who would like to have courses taken up in another college/university to be evaluated and validated as part of the total academic units gained in UP Cebu		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Validation Form (Form 44A)		OCS and downloadable at our.upcebu.edu.ph		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Validation Form in three (3) copies.	1 .Furnish form for validation of courses	None	5 mins	OCS staff
2. Submit the accomplished form to the Office of the University Registrar for action.	2. Facilitate the application for validation of courses	None	3 days	University Registrar
3. Have your courses/subjects validated by the concerned faculty, by taking a validating exam.	3.1 Administers validating exam	None	5 days	Instructor assigned to validate
	3.2 Affix signature and indicate "Passed" or "Failed"	None	5 mins	
4. Submit the signed Validation Permit to the Office of the College Secretary (OCS) for the final approval of the Dean of the College which offers the course/s for which advanced credit is being applied for.	4.1 Forward the signed Validation Form to the Dean for approval	None	5 mins	OCS staff
	4.2 Sign application for validation of courses	None	4 hours	Dean

5. If approved, get a copy of the approved Validation Permit.	5.1 Give copy of approved Validation of Courses Form to the student.	None	5 mins	OCS staff
	5.2 Update the student's Study Plan	None	40 mins	OCS Staff
TOTAL		None	8 days and 5 hrs	

I. ENROLLMENT OF INCOMING GRADUATE STUDENTS

Enrollment of new students in the Master's Degree Program

Office or Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students (Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Entrance Examination Results Admission Slip Official Transcript of Records Honorable Dismissal Birth Certificate Marriage Certificate Medical Certificate 2 x 2 ID picture		Graduate Program Office Graduate Program Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Admission Slip and Entrance Examination Results from the Graduate Program Office.	1. Release the Entrance Examination Results and Notice of Admission.	None	10 mins	Graduate Program Clerk
2. Submit all requirements to	2.1 Receive and check submitted	None	2 hrs	OUR staff

the Office of the University Registrar.	documents				
	2.2 Issue SAIS ID and password to student	None	2 hrs		
	2.3 Issue Admission Slip to student	None	2 hrs		
3. Proceed to the Graduate Program Adviser for enrollment of courses in the SAIS. Get your Form 5A from the Adviser.	3.Enroll student in the SAIS, print Form 5A and tag as "ADVISED"	None	2 hrs		Graduate Program Adviser
4. Go to the Graduate Program Clerk for counterchecking of Form 5A.	4.Counter-check Form 5A	None	1 hr		Graduate Program clerk
5. Proceed to OSA if you have scholarships.	5.OSA recalculates tuition fees	None	1 hr		OSA staff
6. Pay fees at the Cashier's Office.	6.Receive payment and issue 3 copies of Form 5eOR	Based on tuition calculate	30 mins		Cashier
7. Affix signature on Form5 eOR Submit Form 5A, Form5 eOR and Admission Form to the OCS for validation.	7.1 Stamp "REGISTERED" on Form5eOR with date and initials	None	10 mins		OCS staff
	7.2 Give enrollee a copy of the stamped Form5 eOR	None	10 mins		OCS staff
TOTAL		None	1 day and 3 hrs		

J. ENROLLMENT OF INCOMING UNDERGRADUATE STUDENTS

Enrollment of new students in a Bachelor's degree program

Office or Division	Office of the College Secretary (OCS)
Classification	Simple

Type of Transaction		G2C – Government to Citizen		
Who may avail		New students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission slip		OUR		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Admission Slip from OUR	1. Issue Admission Slip, SAIS ID, and password	None	6 hrs	OUR staff
2. Submit Admission Slip to OCS.	2.1 Enroll student in SAIS	None	30 mins	OCS staff
	2.2 Print 3 copies of Form 5	None	5 mins	OCS staff
	2.3 Give copies of Form 5 to student for signature	None	5 mins	OCS staff
3. Affix signature on the Form 5 and return Form 5 to OCS for validation.	3. Stamp “REGISTERED” on the signed Form 5 and give one copy to student	None	5 mins	OCS staff
TOTAL		None	6 hrs and 45 mins	

K. ENROLLMENT FOR RESIDENCY

Enrollment of students who have taken up all academic requirements but still need to comply or complete all other requirements or who need to remove grade deficiencies.

Office or Division		Office of the College Secretary (OCS)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students who have taken up all academic requirements but still need to comply or complete all other requirements or who need to remove grade deficiencies.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated Checklist Form 5A (2 printed copies)		Student SAIS		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to program adviser to enroll for residency.	1.1 Enroll student for residency	None	2 hrs	Program Adviser (if within registration period) OCS staff (if beyond registration period)
	1.2 Check if student's account has been tagged as "Advised"	None	10 mins	
	2. Pay the required fee at the Cash Office and get the Form 5 eOR from the Cash Office.	2. Receive payment and issue Form 5 eOR	PHP 200	30 mins
3. Affix signature on Form 5 eOR. Submit the Form 5 eOR and updated checklist to the OCS.	3.1 Receive Form 5 eOR and check if student has signed on the form	None	5 mins	OCS staff
	3.2 Stamp "REGISTERED" and give a copy to the student	None	5 mins	OCS staff
	3.3 Tag student as "Officially Enrolled" in SAIS	None	10 mins	OCS staff
TOTAL		P200	3 hrs	

L. ENROLLMENT OF RETURNING STUDENTS FROM LEAVE OF ABSENCE (LOA)

Enrollment for students who went on official leave of absence during the previous semester or term

Office or Division		Office of the College Secretary (OCS)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students who went on Leave of Absence (LOA) during the previous term		
CHECKLIST OF REQUIREMENTS Letter of Intent		WHERE TO SECURE Student		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter addressed to the Dean indicating your intent to return from Leave of Absence and to enroll in the current term.	1. Receive the letter	None	5 mins	Program Adviser
2. Get endorsement from the Program Adviser, Department Chair / Program Coordinator.	2. Endorse the letter	None	1 day	Program Adviser Department Chair/Program Coordinator
3. Get approval from the Dean	3. Sign the letter	None	1 day	Dean
4. Submit the letter to the OCS. Proceed with enrollment process. Refer to enrollment	4.1 Receive the approved letter	None	10 mins	OCS staff
	4.2 Update the status on student's SAIS account	None	30 mins	OCS staff
	4.3 Advise student when his/her school ID will be released	None	15 mins	OCS staff
TOTAL		None	2 days and 1 hr	

M. ENROLLMENT OF SHIFTEES

Enrollment for students from another program or college within UP Cebu whose application for shifting has been approved.

Office or Division		Office of the College Secretary (OCS)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students who come from another program or college within UP Cebu		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Application for Shifting of Course Form 2. Program Study Plan 3. True Copy of Grades		1. OCS of previous program or college 2. OCS of current college 3. OCS of previous program or college		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit your approved Application for Shifting of Course Form, Program Study Plan and True Copy of Grades to the Program Adviser or Program Coordinator. Proceed with Enrollment for Continuing Students.	1. Check courses that can be credited and determines courses to be enrolled.	None	1 day	Program Adviser/Program Coordinator
TOTAL		None	1 day	

N. ENROLLMENT OF TRANSFEREES

Enrollment of students from other UP units or other universities

Office or Division		Office of the College Secretary (OCS)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Transferees from other UP units or other universities / higher education institutions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Notice of Acceptance 2. Program Study Plan 3. True Copy of Grades (for UP transferees) 4. Copy of Official Transcript of Records (for non-UP transferees) 		<ol style="list-style-type: none"> 1. Office of the University Registrar (OUR) 2. Program Adviser 3. OCS 4. Transferee's home university / institution 		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get your Notice of Acceptance from the OUR	1. Issue Notice of Acceptance	None	5 mins	OUR staff
2. Submit your Notice of Acceptance to the OCS Staff.	2. Receive Notice of Acceptance and advise student on the enrollment process	None	10 mins	OCS staff
3. Submit your Program Study Plan and True Copy of Grades / copy of Official Transcript of Records to your Program Adviser / Program Coordinator. Proceed with the enrollment process.	3. Check courses that can be credited and determine courses to be enrolled	None	1 day	Program Adviser / Program Coordinator
TOTAL		None	1 day and 15 mins	

O. REMOVAL OF GRADE OF “INCOMPLETE” (INC) OR “4”

A student’s request to remove a grade of 4.0 or INC

Office or Division		Office of the College Secretary (OCS)		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students with grades of “INCOMPLETE” (INC) or “4”		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 26A. Permit for Removal of Incomplete/4.0 2. Form 13C. Report for Completion/Removal of Grades		OCS and downloadable at our.upcebu.edu.ph		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the Permit for Removal of Incomplete/4.0 (Form 26A) and Report for Completion/Removal of Grades (Form 13C)	1.Furnish Form 26A and Form 13C to the student	None	5 mins	OCS staff
2. Secure signature of your instructor.	2.Sign Form 26A to confirm the application for removal permit	None	1 day	Instructor
3. Submit the forms to the Office of the College Secretary for checking and recommendation.	3.1 Check accuracy of the accomplished permit form and determine if student is enrolled in the current term	None	4 hrs	OCS staff
	3.2 Sign the removal permit form	None	30 mins	College Secretary
4. Get approval of the University Registrar.	4.Approve the application for removal permit	None	1 day	University Registrar
5. Pay the fee at the Cash Office.	5.Receive payment and indicate amount	PHP 20.00	30 mins	Cashier

6. Submit duly paid Form 26A and Form 13C to your instructor for action.	paid, date, and OR number on the form.			
	6.1 Grade the subject upon completion and submit accomplished Form 13C to OCS	None	10 days	Instructor
	6.2 Encode the grade in SAIS	None	30 mins	OCS Staff
TOTAL		P20.00	12 days, 5 hrs and 35 mins	

P. REQUEST TO CROSS-REGISTER

Permit for a student to cross enroll in another UP campus or university

Office or Division		Office of the College Secretary (OCS)		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request to Cross-Register Form		1. OCS and downloadable at our.upcebu.edu.ph		
2. University Clearance		2. OUR		
3. Report of Grades from Previous Term		3. OCS		
4. Updated Checklist				
5. UP ID				
6. Other supporting documents (Medical Certificate, Adviser's certificate re: remaining deficiencies of graduating students, etc.)				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the Request to Cross-Register Form, in two (2) copies. Attach documents in support of the request to cross-	1.Furnish the form for the Request to Cross-Register to the student	None	5 mins	OCS staff

enroll.				
2. Request for validation of subjects to cross-register from your Program Adviser.	2. Validate the subject(s) to cross-register	None	4 hrs	Program Adviser
3. Submit the signed Request to Cross-Register Form, accomplished University Clearance, True Copy of Grades (TCG) from previous term, Updated program checklist and any other supporting documents for reason/s of cross-registration to the OCS Staff, for approval of the Dean and University Registrar.	3.1 Receive the required documents and check its completeness	None	5 mins	OCS staff
	3.2 Forward the documents for approval to the Dean and the University Registrar	None	10 mins	OCS staff
	3.3 Sign the request to cross-register	None	2 days	Dean University Registrar
4. For cross-registration outside the UP System, submit the form for action to the Vice Chancellor for Academic Affairs (VCAA)	4. Approve / disapprove the request.	None	1 day	VCAA
5. If approved, pay the registration fee at the Cash Office.	5. Receive payment and indicate amount paid, OR number, and date paid on the form.	PHP 40.00	30 mins	Cashier
6. Submit approved Permit to Cross-Register Form, Official Receipt, accomplished University Clearance, and	6. Receive copies of the approved Permit Form, accomplished University Clearance, and UP ID	None	10 mins	OCS staff

UP ID to your OCS Staff. Present your approved Permit to Cross-Register Form to your host unit.				
TOTAL		PHP 40.00	3 days and 5 hrs	

Q. REQUEST FOR SUBSTITUTION OF COURSES

Request by a student for his or her previously taken course/s to be credited as substitute for required subjects in his/her current program

Office or Division		Office of the College Secretary (OCS)		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students (Undergraduate)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Substitution Form 2. True Copy of Grades		1. OCS and downloadable at our.upcebu.edu.ph 2. OCS		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Substitution Form in three (3) copies.	1. Furnish the Substitution Form	None	5 mins	OCS staff
2. Have it endorsed by the Instructor/s of the required subject/s, program adviser, program coordinator or department chair of required subject, and program coordinator or department chair of subject/s taken.	2.1 Sign substitution of subjects	None	1 day	Instructor/s of required subjects
	2.2 Recommend the substitution of subject(s) request	None	1 day	Program Adviser, Department Chair or Program Coordinator of required subject/s and Department

3. Get the approval from the Dean.	3.Approve (or disapprove) the request for substitution	None	1 day	Chair or Program Coordinator of subject/s taken Dean
4. If approved, submit approved form to the OCS.	4.Receive the approved request for substitution.	None	5 mins	OCS staff
TOTAL		None	3 days and 10 mins	

R. REQUEST FOR TRUE COPY OF GRADES (TCG) / CERTIFICATES

Request by a student his or her copy of grades and certificates related to academic records.

Office or Division		Office of the College Secretary (OCS)		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. College Request Slip (Form 1.1F) 2. Valid ID		OCS		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the College Request Slip (UPC Form 1.1).	1.Furnish UPC Form 1.1 to the student	None	10 mins	OCS Staff
2. Secure the signature of the Library and Accounting Office.	2.Sign the request slip after checking student records for accountabilities	None	1 day	Library and Accounting Office Staff
3. Pay the fee at the Cash Office.	3.Receive payment and issue OR and indicate amount paid and OR number on the request slip.	PHP 50.00 per page	30 mins	Cashier
4. Submit the Official Receipt (OR) together with the duly accomplished request to the OCS.	4.1 Receive filled up accomplished request slip and OR	None	10 mins	OCS staff
	4.2 Prepare the TCG	None	1 day	OCS staff College Secretary
	4.3 Sign the TCG	None	7 hrs	
5. To claim, present your OR and one valid ID. An authorization letter with proper identification is required if the claimant is not the owner.	5.Release the signed TCG	None	10 mins	OCS staff
TOTAL		PHP	3 days	

	50.00 per page		
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S. REQUEST FOR WAIVER OF PREREQUISITES

Request of a student to take a course despite not completing the required prerequisite/s

Office or Division		Office of the College Secretary (OCS)		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Waiver of Prerequisites Form		OCS and downloadable at our.upcebu.edu.ph		
2. Updated checklist				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out Waiver of Prerequisites in three (3) copies.	1.Furnish copies of the Waiver of Prerequisite Form.	None	5 mins	OCS staff
2. Get endorsement from your Adviser, teacher in prerequisite course, teacher in course to be enrolled, OSA, and Department Chair/ Program Coordinator.	2.Endorse the request for waiver of prerequisites	None	3 days	Program Adviser Teacher in prerequisite course Teacher in course to be enrolled OSA Department Chair or Program Coordinator
3. Submit endorsed application form to the Office of the College Secretary for action.	3.1 Check subjects listed, if student is graduating, and indicate student's academic standing	None	4 hrs	OCS staff
	3.2 Sign the	None	4 hrs	College

	application for waiver of prerequisites			Secretary
4. Get approval from your Dean.	4. Make final decision on the application for waiver of prerequisites	None	1 day	Dean
5. If request is approved, proceed with registration for the specified course. Submit copies to the OUR and OCS.	5. Receive copy of approved waiver of prerequisites	None	5 mins	OCS staff
TOTAL		None	5 days and 10 mins	

T. VALIDATION OF ENROLLMENT OF CONTINUING STUDENTS

Enrollment for continuing or old students

Office or Division		Office of the College Secretary (OCS)		
Classification		Simple		
Type of Transaction		G2C - Government to citizen		
Who may avail		Continuing students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 5A Updated checklist		SAIS OCS		
CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enlist your classes in SAIS during pre-enlistment period and print your Form 5A. Submit to your College / Department Clerk.	1. Check the Form 5A for incomplete entries	None	4 hrs	College / Department Clerk
2. Submit the validated Form 5A to your Program Adviser	2.1 Check the Form 5A for prerequisite, check if applying for overload; check for conflict;	None	4 hrs	Program Adviser
	2.2 Enlist / delete courses if	None	4 hrs	

	necessary. 2.3 Tag student as "ADVISED", apply Tuition Calculate, and sign the Form 5A.	None	30 mins	
3. Submit the signed Form 5A to your College / Department Clerk.	3.1 Check if student is tagged as "ADVISED" and Tuition Calculate was applied. 3.2 Verify and sign the Form 5A.	None if qualified for Free Tuition or grantee of scholarship Or as computed in Tuition Calculate	30 mins	College / Department Clerk
4. If non-paying, proceed to the OCS for validation of enrollment. Submit the Form 5A and updated checklist.	4.1 Receive the Form 5A and updated checklist.	None	5 mins	OCS Staff
	4.2 Issue and stamp Form5 eOR with "Registered"	None	10 mins	
	4.3 Tag student as "Officially Enrolled"	None	10 mins	
	4.4 Affix student's ID with "Enrolled" sticker	None	5 mins	
5. If a paying student: a) Go to OSA if with scholarship b) Go to Accounting if applying for Loan c) Pay to Cashier	5.1) Check for the correct tagging of ST tuition discount or scholarship	None	1 hr	OSA Staff
	5.2 Check for completeness of Application Loan Form	None	1 hr	Accounting Staff
	5.3 Receive payment for assessed tuition and issue Form5 eOR to student	As assessed	30 mins	Cashier
6. Submit Form5 eOR to OCS.	6.1 Receive the Form 5 eOR and stamp with "Registered"	None	5 mins	OCS staff
	6.2 Tag student as "Officially Enrolled"		10 mins	
	6.3 Affix student's ID		5 mins	

	with "Enrolled" sticker 6.4 Give one copy of Form5 eOR to student after student has affixed his/her signature.		10 mins	
TOTAL		No fees if FT-qualified or as assessed for paying students.	2 days and 30 mins	

Feedback Mechanism:

For concerns and inquiries, you may contact the Offices of the College Secretaries at the following emails and numbers:

School of Management ocs_som.upcebu@up.edu.ph
232 2642, 232 2855, 2338203, 2328187 local 304

College of Social Sciences ocs_css.upcebu@up.edu.ph
232 2642, 232 2855, 2338203, 2328187 local 210

College of Science ocs_cos.upcebu@up.edu.ph
232 2642, 232 2855, 2338203, 2328187 local 310

College of Communication, Art, and Design
ocs_ccad.upcebu@up.edu.ph
232 2642, 232 2855, 2338203, 2328187 local 315

- All feedbacks will be received with utmost professionalism.
- The feedback will be reviewed and forwarded to the unit/person concerned for immediate and appropriate response or action.