

**Type of Service:** External

### 1. Issuance of Letter of Request for Entrance Credentials

Letter of Request for Entrance Credentials is issued to all incoming undergraduate students of UPDEPP who have qualified for admission through the UP College Admission Test (UPCAT), Reconsideration, or Automatic Admission (RA 10648) in order for them to request Form 137 and Form 138 from their high schools.

<b>Office or Division:</b>	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any incoming undergraduate student to UPDEPP (UPCAT Qualifier, Reconsideration, Automatic Admission)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form (SRF)		RMAE		
2. Proof of Admission (UPCAT Result, Approved Appeal, RA 10648 Certification)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the SRF and fill in the required information fields needed to secure the letter of request and attach proof of admission	1. Receive accomplished service request form from client and review proof of admission	None	2 minutes	<i>Frontline Staff</i> RMAE
	2. Generate the letter of request for entrance credentials with information supplied by client	None	10 minutes	<i>Frontline Staff</i> RMAE
	3. Sign generated letter of request for entrance credentials	None	2 minutes	<i>Student Records Evaluator</i> RMAE
2. Claim letter of request	4. Issue letter of request for entrance credentials to client	None	1 minute	<i>Frontline Staff</i> RMAE
<b>TOTAL:</b>		<b>None</b>	<b>15 minutes</b>	

**Type of Service:** External

## 2. Issuance of Certificate of Enrolment

Certificate of Enrolment is issued to currently-enrolled students of UPDEPP who may need them as proof of registration in a particular semester/trimester for scholarships application among other legal purposes.

<b>Office or Division:</b>	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any currently-enrolled student of UPDEPP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form (SRF)		RMAE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the SRF and fill in the required information fields needed to secure certification	1. Receive accomplished service request form from client	None	1 minute	<i>Frontline Staff</i> RMAE
	2. Review enrolment history of student	None	10 minutes	<i>Student Records Evaluator</i> RMAE
2. Pay corresponding fee	3. Generate certification	₱20/copy	10 minutes	<i>Frontline Staff</i> RMAE
	4. Sign generated certification	None	3 minutes	<i>Student Records Evaluator</i> RMAE
3. Claim certification	5. Issue certification to client	None	1 minute	<i>Frontline Staff</i> RMAE
<b>TOTAL:</b>		<b>₱20</b>	<b>25 minutes</b>	

**Type of Service:** External

### 3. Issuance of Certificate of Non-Contract

Certificate of Non-Contract is issued to existing students of UPDEPP who wishes to transfer or shift out to a degree program in other UP campuses.

<b>Office or Division:</b>	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any currently-enrolled student of UPDEPP with an active transfer application to a degree program in another UP campus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form (SRF)		RMAE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the SRF and fill in the required information fields needed to secure certification	1. Receive accomplished service request form from client	None	1 minute	<i>Frontline Staff</i> RMAE
	2. Review admission records of student	None	5 minutes	<i>Student Records Evaluator</i> RMAE
2. Pay corresponding fee	3. Generate certification	₱20/copy	10 minutes	<i>Frontline Staff</i> RMAE
	4. Sign generated certification	None	3 minutes*	<i>Program Secretary</i> Office of the Program Secretary
3. Claim certification	5. Issue certification to client	None	1 minute	<i>Frontline Staff</i> RMAE
<b>TOTAL:</b>		<b>₱20</b>	<b>20 minutes</b>	

**Type of Service:** External

#### 4. Issuance of Certificate of Units Earned

Certificate of Units Earned is issued to current and former students of UPDEPP who may need them as proof of the total number of academic units they completed in a degree program.

<b>Office or Division:</b>	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any current or former student of UPDEPP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form (SRF)		RMAE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the SRF and fill in the required information fields needed to secure certification	1. Receive accomplished service request form from client	None	1 minute	<i>Frontline Staff</i> RMAE
	2. Evaluate scholastic record of student	None	15 minutes	<i>Student Records Evaluator</i> RMAE
2. Pay corresponding fee	3. Generate certification	₱20/copy	10 minutes	<i>Frontline Staff</i> RMAE
	4. Sign generated certification	None	3 minutes	<i>Student Records Evaluator</i> RMAE
3. Claim certification	5. Issue certification to client	None	1 minute	<i>Frontline Staff</i> RMAE
<b>TOTAL:</b>		<b>₱20</b>	<b>30 minutes</b>	

**Type of Service:** External

### 5. Issuance of Certificate of Units Remaining

Certificate of Units Remaining is issued to current and former students of UPDEPP who may need them as proof of the total number of academic units they have yet to complete in a degree program.

<b>Office or Division:</b>	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any current or former student of UPDEPP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form (SRF)		RMAE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the SRF and fill in the required information fields needed to secure certification	1. Receive accomplished service request form from client	None	1 minute	<i>Frontline Staff</i> RMAE
	2. Evaluate scholastic record of student	None	15 minutes	<i>Student Records Evaluator</i> RMAE
2. Pay corresponding fee	3. Generate certification	₱20/copy	10 minutes	<i>Frontline Staff</i> RMAE
	4. Sign generated certification	None	3 minutes	<i>Student Records Evaluator</i> RMAE
3. Claim certification	5. Issue certification to client	None	1 minute	<i>Frontline Staff</i> RMAE
<b>TOTAL:</b>		<b>₱20</b>	<b>30 minutes</b>	

**Type of Service:** External

## 6. Issuance of Certificate of No Pending Case

Certificate of No Pending Case is issued to current and former students of UPDEPP who are clear of any administrative offense and has no pending case in the University. This certificate effectively replaces the Certificate of Good Moral Character.

<b>Office or Division:</b>	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any current or former student of UPDEPP without history of administrative offense in the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form (SRF)		RMAE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the SRF and fill in the required information fields needed to secure certification	1. Receive accomplished service request form from client	None	1 minute	<i>Frontline Staff</i> RMAE
	2. Evaluate enrolment history of student	None	10 minutes	<i>Student Records Evaluator</i> RMAE
2. Pay corresponding fee	3. Generate certification	₱20/copy	10 minutes	<i>Frontline Staff</i> RMAE
	3. Sign generated certification	None	3 minutes*	<i>Program Secretary</i> Office of the Program Secretary
3. Claim certification	4. Issue certification to client	None	1 minute	<i>Frontline Staff</i> RMAE
<b>TOTAL:</b>		<b>₱20</b>	<b>25 minutes</b>	

**Type of Service:** External

## 7. Issuance of Certificate of English as Medium of Instruction

Certificate of English as Medium of Instruction is issued to current and former students of UPDEPP who may need them for application to foreign scholarships or overseas employment.

<b>Office or Division:</b>	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any current or former student of UPDEPP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form (SRF)		RMAE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the SRF and fill in the required information fields needed to secure certification	1. Receive accomplished service request form from client	None	1 minute	<i>Frontline Staff</i> RMAE
	2. Evaluate enrolment history of student	None	5 minutes	<i>Student Records Evaluator</i> RMAE
2. Pay corresponding fee	3. Generate certification	₱20/copy	5 minutes	<i>Frontline Staff</i> RMAE
	3. Sign generated certification	None	3 minutes*	<i>Program Secretary</i> Office of the Program Secretary
3. Claim certification	4. Issue certification to client	None	1 minute	<i>Frontline Staff</i> RMAE
<b>TOTAL:</b>		<b>₱20</b>	<b>15 minutes</b>	

**Type of Service:** External

### 8. Issuance of Certificate of General Weighted Average

Certificate of General Weighted Average is issued to current and former students of UPDEPP who need an official numerical computation of their scholastic standing in their degree program.

<b>Office or Division:</b>	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any current or former student of UPDEPP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form (SRF)		RMAE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the SRF and fill in the required information fields needed to secure certification	1. Receive accomplished service request form from client	None	1 minute	<i>Frontline Staff</i> RMAE
	2. Evaluate scholastic record of student	None	30 minutes	<i>Student Records Evaluator</i> RMAE
2. Pay corresponding fee	3. Generate certification	₱20/copy	5 minutes	<i>Frontline Staff</i> RMAE
	3. Sign generated certification	None	3 minutes	<i>Student Records Evaluator</i> RMAE
3. Claim certification	4. Issue certification to client	None	1 minute	<i>Frontline Staff</i> RMAE
<b>TOTAL:</b>		<b>₱20</b>	<b>40 minutes</b>	



**Type of Service:** External

### 9. Issuance of Certificate of Coursework Completion in the MM Program

Certificate of Coursework Completion is issued to current and former Master of Management (MM) students of UPDEPP who have already completed the 30 academic units required in their program. Usually, this certificate is requested by those who have already taken but failed the MM Comprehensive Examination.

<b>Office or Division:</b>	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any current or former MM student of UPDEPP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form (SRF)		RMAE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the SRF and fill in the required information fields needed to secure certification	1. Receive accomplished service request form from client	None	1 minute	<i>Frontline Staff</i> RMAE
	2. Evaluate scholastic record of student	None	30 minutes	<i>Student Records Evaluator</i> RMAE
2. Pay corresponding fee	3. Generate certification	₱20/copy	5 minutes	<i>Frontline Staff</i> RMAE
	3. Sign generated certification	None	3 minutes*	<i>Program Secretary</i> Office of the Program Secretary
3. Claim certification	4. Issue certification to client	None	1 minute	<i>Frontline Staff</i> RMAE
<b>TOTAL:</b>		<b>₱20</b>	<b>40 minutes</b>	

**Type of Service:** External

### 10. Issuance of Certificate of Candidacy for Graduation

Certificate of Candidacy for Graduation is issued to currently-enrolled students of UPDEPP who are on their last semester/trimester of enrolment in their degree program (graduating status).

<b>Office or Division:</b>	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any currently-enrolled student of UPDEPP graduating in status			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form (SRF)		RMAE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the SRF and fill in the required information fields needed to secure certification	1. Receive accomplished service request form from client	None	1 minute	<i>Frontline Staff</i> RMAE
	2. Verify application for graduation earlier filed by student and evaluate his or her admission and scholastic records	None	30 minutes	<i>Student Records Evaluator</i> RMAE
2. Pay corresponding fee	3. Generate certification	₱20/copy	5 minutes	<i>Frontline Staff</i> RMAE
	3. Sign generated certification	None	3 minutes	<i>Student Records Evaluator</i> RMAE
3. Claim certification	4. Issue certification to client	None	1 minute	<i>Frontline Staff</i> RMAE
<b>TOTAL:</b>		<b>₱20</b>	<b>40 minutes</b>	

**Type of Service:** External

### 11. Issuance of Certificate of Submission of Bound Copies

Certificate of Submission of Bound Copies is issued by the UPDEPP Library to students who may need to submit bound copies of their academic thesis and other output in fulfillment to the requirements of their specific courses.

<b>Office or Division:</b>	UPDEPP Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any currently-enrolled student of UPDEPP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form (SRF)		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the SRF and fill in the required information fields needed to secure certification	1. Receive accomplished service request form from client	None	1 minute	<i>Frontline Staff Library</i>
2. Submit required number of bound copies of academic thesis or other output for indexing and shelving	2. Examine bound copies submitted by the student and process them for indexing and shelving	None	30 minutes	<i>Frontline Staff Library</i>
	3. Generate certification	None	5 minutes	<i>Frontline Staff Library</i>
	3. Sign generated certification	None	3 minutes	<i>College Librarian Library</i>
3. Claim certification	4. Issue certification to client	None	1 minute	<i>Frontline Staff Library</i>
<b>TOTAL:</b>		<b>None</b>	<b>40 minutes</b>	

**Type of Service:** External

## 12. Issuance of Certificate of Graduation

Certificate of Graduation is issued to former students who earned their undergraduate or graduate program degree/s in UPDEPP.

<b>Office or Division:</b>	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any graduate of UPDEPP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form (SRF)		RMAE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the SRF and fill in the required information fields needed to secure certification	1. Receive accomplished service request form from client	None	1 minute	<i>Frontline Staff</i> RMAE
	2. Evaluate admission and scholastic records of student	None	30 minutes	<i>Student Records Evaluator</i> RMAE
2. Pay corresponding fee	3. Generate certification	₱20/copy	5 minutes	<i>Frontline Staff</i> RMAE
	3. Sign generated certification	None	3 minutes*	<i>Program Secretary</i> Office of the Program Secretary
3. Claim certification	4. Issue certification to client	None	1 minute	<i>Frontline Staff</i> RMAE
<b>TOTAL:</b>		<b>₱20</b>	<b>40 minutes</b>	

**Type of Service:** External

### 13. Issuance of Certificate of Graduation with Honors

Certificate of Graduation is issued to former students who earned their undergraduate or graduate program degree/s in UPDEPP with honors.

<b>Office or Division:</b>	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any graduate of UPDEPP awarded with Latin honors (summa cum laude, magna cum laude, cum laude)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form (SRF)		RMAE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the SRF and fill in the required information fields needed to secure certification	1. Receive accomplished service request form from client	None	1 minute	<i>Frontline Staff</i> RMAE
	2. Evaluate his or her admission and scholastic records	None	30 minutes	<i>Student Records Evaluator</i> RMAE
2. Pay corresponding fee	3. Generate certification	₱20/copy	5 minutes	<i>Frontline Staff</i> RMAE
	3. Sign generated certification	None	3 minutes*	<i>Program Secretary</i> Office of the Program Secretary
3. Claim certification	4. Issue certification to client	None	1 minute	<i>Frontline Staff</i> RMAE
<b>TOTAL:</b>		<b>₱20</b>	<b>40 minutes</b>	

**Type of Service:** External

### 14. Issuance of Certificate of Scholarship Eligibility for RA 10931

Certificate of Scholarship Eligibility for RA 10931 is issued to undergraduate students to confirm that they are eligible and covered by the full tuition discount and other fees subsidy benefits provided by law. Usually, this certificate is issued to those who have applied for cross-registration in other UP units to be used in assessment of matriculation.

<b>Office or Division:</b>	UPDEPP Admission, Registration Management, and Scholarships Office (ARMAS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any undergraduate student of UPDEPP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form (SRF)		ARMAS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the SRF and fill in the required information fields needed to secure certification	1. Receive accomplished service request form from client	None	1 minute	<i>Frontline Staff</i> ARMAS
	2. Evaluate scholarship assignment history of student	None	10 minutes	<i>Frontline Staff</i> ARMAS
2. Pay corresponding fee	3. Generate certification	None	5 minutes	<i>Frontline Staff</i> ARMAS
	3. Sign generated certification	None	3 minutes*	<i>Frontline Staff</i> ARMAS
3. Claim certification	4. Issue certification to client	None	1 minute	<i>Frontline Staff</i> ARMAS
<b>TOTAL:</b>		<b>None</b>	<b>20 minutes</b>	

**Type of Service:** External

### 15. Issuance of Certificate of Program Curriculum Structure

Certificate of Program Curriculum Structure is issued to students who are applying for scholarships as some donors or agencies might require specific information or clarification regarding the structure and sequence of courses in the degree programs of UPDEPP.

<b>Office or Division:</b>	UPDEPP Admission, Registration Management, and Scholarships Office (ARMAS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any undergraduate student of UPDEPP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form (SRF)		ARMAS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the SRF and fill in the required information fields needed to secure certification	1. Receive accomplished service request form from client	None	1 minute	<i>Frontline Staff</i> ARMAS
	2. Evaluate admission and scholastic records of student	None	10 minutes	<i>Frontline Staff</i> ARMAS
2. Pay corresponding fee	3. Generate certification	None	10 minutes	<i>Frontline Staff</i> ARMAS
	3. Sign generated certification	None	3 minutes*	<i>Program Secretary</i> Office of the Program Secretary
3. Claim certification	4. Issue certification to client	None	1 minute	<i>Frontline Staff</i> ARMAS
<b>TOTAL:</b>		<b>None</b>	<b>25 minutes</b>	

**Type of Service:** External

## 16. Issuance of College Clearance

College Clearance is usually issued to UPDEPP graduates as prerequisite in securing the University Clearance. It certifies that the student is clear of any pending academic ineligibilities and accountabilities at least at the unit level.

<b>Office or Division:</b>	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any graduate of UPDEPP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form (SRF)		RMAE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the SRF and fill in the required information fields needed to secure certification	1. Receive accomplished service request form from client	None	1 minute	<i>Frontline Staff</i> RMAE
2. Claim college clearance form	2. Issue college clearance form to client	None	1 minute	<i>Frontline Staff</i> RMAE
3. Route for signatures for accountability clearing:  a. Librarian b. CRS Administrator c. Building Administrator d. Cashier	3. Check records for possible accountability, sign college clearance form, if none	None	45 minutes*	<i>College Librarian</i> Library  <i>CRS Administrator</i> ARMAS  <i>Building Administrator</i> RMAE  <i>Cashier (SRE)</i> RMAE
4. Proceed to OPS or ODP for final signature	4. Sign college clearance form	None	3 minutes*	<i>Program Secretary</i> Office of the Program Secretary or <i>Deputy Director</i> Office of the Deputy Director
<b>TOTAL:</b>		<b>None</b>	<b>50 minutes</b>	



**Type of Service:** External

### 17. Authentication of University Documents

This service is available for current and former students of UPDEPP who may need to have photocopies of their university-issued documents authenticated, which might be required for employment, application to scholarships or further studies.

<b>Office or Division:</b>	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any current or former student of UPDEPP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form (SRF)  Authentication is limited to the following: Official Transcript of Records, Program Curriculum, and Course Syllabus		RMAE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the SRF and fill in the required information fields needed to secure certification	1. Receive accomplished service request form from client	None	1 minute	<i>Frontline Staff</i> RMAE
	2. Examine document needed to be reproduced and/or signed	None	15 minutes	<i>Student Records Evaluator</i> RMAE
2. Claim signed and/or reproduced document	3. Issue authenticated or reproduced document to client	None	1 minute	<i>Frontline Staff</i> RMAE
<b>TOTAL:</b>		<b>None</b>	<b>20 minutes</b>	

**Type of Service:** External

### 18. Scholarships Tagging

Tagging of Scholarships in Computerized Registration System (CRS) whenever available is necessary as it will be considered in the assessment of matriculation of the student.

<b>Office or Division:</b>	UPDEPP Admission, Registration Management, and Scholarships Office (ARMAS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any currently-enrolled student of UPDEPP with scholarship privilege			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Scholarship Grant document bearing the name of the student, period of coverage and terms of grant, issued by a Local Government Unit (LGU), Government Owned and Controlled Corporation (GOCC) or a private foundation with an existing Memorandum of Agreement with the University of the Philippines		To be provided by the scholarship grantee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit proof of scholarship grant or privilege	1. Receive proof of scholarship grant or privilege from client	None	1 minute	<i>Frontline Staff</i> ARMAS
	2. Validate proof of scholarship grant or privilege	None	5 minutes	<i>Frontline Staff</i> ARMAS
2. Student checks his or her CRS account if tagged with scholarship grant or privilege	3. Tag student under specific scholarship in the Computerized Registration System (CRS)	None	4 minutes	<i>Frontline Staff</i> ARMAS
<b>TOTAL:</b>		<b>None</b>	<b>10 minutes</b>	

**Type of Service:** External

## 19. Processing of Student Loan Documents

This service is available to students of UPDEPP who applied for Student Loan via Computerized Registration System (CRS). The Office of Scholarship and Grants (OSG) has a deputized staff in UPDEPP to initially screen and pre-approve submitted documents pertinent to loan requested.

<b>Office or Division:</b>	UPDEPP Admission, Registration, Records Management & Scholarships Office (ARRMAS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any student of UPDEPP who wants to avail of the Student Loan to help finance part of their matriculation in the current semester or trimester			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Accomplished Student Loan Application via Computerized Registration System (CRS) printed and signed by both student loan applicant and declared co-debtor (Student Copy &amp; Loan Board Copy)</li> <li>Photocopy of IDs of student loan applicant and declared co-debtor</li> </ol>		<a href="https://eppocrs.upd.edu.ph">https://eppocrs.upd.edu.ph</a> via Student Loan Application module		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student loan applicant submits the accomplished student loan application along with required attachments	1. Review student loan application submitted, and approve or reject application based on documents submitted by client, and other eligibility requirements	None	10 minutes	<i>Deputized Scholarships Staff ARMAS</i>
2. Student loan applicant affixes his signature and thumbmark to the accomplished student loan forms	2. Receive signed copy of student loan form for later transmission to OSG, and instruct student to complete registration	None	5 minutes	<i>Deputized Scholarships Staff ARMAS</i>
<b>TOTAL:</b>		<b>None</b>	<b>15 minutes</b>	

**Type of Service:** External

## 20. Processing of Documents for Release of Stipend from Socialized Tuition

This service is available for UPDEPP students who were granted Full Tuition Discount and Stipend under the Socialized Tuition (ST). The Office of Scholarship and Grants (OSG) has a deputized staff in UPDEPP to receive and forward documents required for stipend release.

<b>Office or Division:</b>	UPDEPP Admission, Registration, Records Management & Scholarships Office (ARRMAS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any current undergraduate student of UPDEPP granted with Full Tuition Discount plus Stipend (FDS) under the Socialized Tuition System (ST)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Student must have been assigned with FDS tag under ST by the OSG</li> <li>2. Photocopy of latest Form 5</li> <li>3. Photocopy of UP ID</li> <li>4. Photocopy of Landbank ATM Card</li> </ol>		<a href="https://sfa.up.edu.ph">https://sfa.up.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student must check whether s/he has been tagged by OSG with FDS	1. Review ST application of student and verify whether FDS was tagged by OSG	None	5 minutes	<i>Deputized Scholarships Staff ARMAS</i>
2. Submit photocopies of latest Form 5, UP ID, and Landbank ATM Card to ARMAS Staff	2. Receive, collate photocopies of latest Form 5, UP ID, and Landbank ATM Card to ARMAS Staff to be forwarded to OSG for subsequent processing	None	10 minutes	<i>Deputized Scholarships Staff ARMAS</i>
<b>TOTAL:</b>		<b>None</b>	<b>15 minutes</b>	

**Type of Service:** External

## 21. Processing of Request to Hold an Activity and/or Reserve Room/Venue

Student organizations in UPDEPP are required to secure permission from the Student Relations Officer (SROP) to hold an activity (within campus or off-campus), and/or reserve rooms or facilities in advance for their meetings, events, or activities.

<b>Office or Division:</b>	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any student organization based in UPDEPP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>1. Accomplished online form at UPDEPP Campus Activity Registration Interface (CARI) developed by ARMAS. Online form will ask client to provide information regarding the details of the event or activity requiring room reservation. Online form will also require the requester to upload proof of Adviser's Consent to verify whether the student organization has been permitted by their adviser to hold such event or activity.</p>		<p>Online Form  <a href="https://bit.ly/updeppcari">https://bit.ly/updeppcari</a></p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client will be notified through e-mail once the Building Administrator has acted on the request	1. Building Administrator screens the CARI request form for initial approval or rejection. Comments given whenever applicable	None	1 day	<i>Building Administrator</i> RMAE
2. The client will be notified through e-mail once the SRO has acted on the request	2. SRO approves or rejects the CARI request. Comments given whenever applicable	None	2 days	<i>Student Relations Officer</i> Office of the Student Relations Officer
3. The client submits a printed copy of approved CARI form to ARMAS	3. ARMAS receives a copy of CARI request approved by the SRO for filing	None	1 minute	<i>Frontline Staff</i> ARMAS
<b>TOTAL:</b>		<b>None</b>	<b>3 days and 1 minute</b>	