



**COLLEGE OF ARTS  
AND  
HUMANITIES**



## Citizen's Charter

### I. University Vision

BSU as an International Smart University engendering graduates to walk the intergenerational highways

### II. University Mission

BSU CARES to: **C**hallenge Innovation, **A**dvance Technology and Facilities, **R**evitalize Administration, **E**ngender Partnership and **S**erve Intergenerational Role

### III. University Goals

**GOAL 1:** Challenge Innovation in the four-fold functions of the University

**GOAL 2:** Advance Technology and Facility by shaping the University become responsive to modern needs

**GOAL 3:** Revitalize Administration by harmonizing performance monitoring, information, and reporting systems

**GOAL 4:** Engender Partnership by proactively strengthening linkages

**GOAL 5:** Serve Intergenerational Role by revitalizing the Spiritual, Physical, Economical, Cultural, Intellectual, Emotional and Social (S.P.E.C.I.E.S) state

### IV. CAH Goals

1.To provide relevant instruction in the languages, arts, and communication that would develop interculturally competent, value-driven, creative and critical-thinking lifelong learners.

2. To conduct research(es) and extension services on languages, arts, and communication responsive to the needs of the changing times towards sustainable development and knowledge building.

3.To establish and strengthen local and international linkages for the promotion of glocal culture, languages, and arts towards the creation of a community of practice.

# LIST OF SERVICES

## *External Services*

### **ENROLLMENT**

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## I. ENROLLMENT

### A. Pre-Registration and Registration

This service is provided quality services to any incoming students who wishes to enroll at Benguet State University, given that they have already took and passed the BSU-Admission Test.

<b>Office or Division:</b>	College of Arts and Humanities			
<b>Classification:</b> <i>(identify where your service falls)</i>		Simple (may be accomplished in <b>3</b> days)		
		Complex (may be accomplished in <b>7</b> days)		
		Highly Technical (may be accomplished in <b>21</b> days)		
<b>Type of Transaction:</b> <i>(highlight corresponding box)</i>		G2C – Government to Public Client		
		G2B – Government to Business Entity		
		G2G – Government to Government Employee/Government Agency		
<b>Who may avail:</b>	CAH students (new, continuing, transferee, shifter)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<i>For Continuing Students</i>				
1. Enlistment Form (for face-to-face registration only)		College Clerk		
<i>Additional Requirements for New Students/ Transferees/ Additional Units/ Second Degree Courses</i>				
2. Notice of Acceptance (NOA)		Office of the University Registrar (OUR)		
<i>Additional Requirements for Old/ Returning Students (not enrolled in 2 consecutive semesters)</i>				
2. Approved readmission form		Office of the University Registrar (OUR)		
<i>Additional Requirements for shifter</i>				
2. Approved Shifting Form		Office of the University Registrar (OUR)		
3. Copy of Grade from the last college/department attended		Last attended college/ department		
4. Must have at least GWA of 80% or better		Office of the University Registrar (OUR)		
<b>Pre-registration of New First Year Student</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>*Face-to-face pre-registration:</b>				

1. Submit the NOA and Medical Slip to the Academic Adviser	1.1. Check the completeness and validity of documents presented 1.2. If complete and valid, issue Enlistment Form (EF). If not, advise the student to complete the requirements	None	6 minutes	Academic Adviser
2. Fill-out Enlistment Form (EF) for all laboratory subjects/courses to enroll, if any	2.1. Verify the Enlistment Form (EF). 2.2. If in order, issue Pre-Registration Form (PRF)		2 minutes	Academic Adviser
3. Fill out Pre-Registration Form (PRF) / google form (for online pre-registration)	3.1. Verify and sign 3.2. If it is in order, endorse the document to the Office of the University Registrar (OUR), if not, advise the student to fill-out the PRF completely		5 minutes	Academic Adviser
<b>TOTAL:</b>		<b>None</b>	<b>13 minutes</b>	

### **Pre-registration of Returnee or Continuing Student**

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1.Shifter:</b> Present approved Shifting Form, Equivalency form (if any) <b>Transferee:</b> Present Notice of Admission and Equivalency Form (if any); Medical slip	1.1. Verify the documents submitted 1.2. Record validated courses of students in the student curriculum checklist 1.3. Advise student on subjects/courses to be taken 1.4. Issue Pre-registration form	None	8 minutes	Academic Adviser
2. Fill-out Enlistment Form (EF) for all laboratory subjects/courses to be enrolled, if any (for face-to-face pre-registration only, proceed to step 3 if online)	2.1. Verify. 2.2. If in order, issue Pre-Registration Form (PRF)		2 minutes	Academic Adviser

3. Fill out Pre-Registration Form (PRF) or google form (for online pre-registration)	3.1. Verify and sign 3.2. If it is in order, endorse the document and student to the enrollment adviser for academic advising; if not, advise the student to fill-out the PRF completely;		5 minutes	Academic Adviser
4. Submit Pre-Registration Form for encoding	Input subject to be taken in the enrollment system (SIAS) and release registration form	None	5 minutes	Enrollment personnel
<b>TOTAL:</b>		<b>None</b>	<b>23 minutes</b>	
End of Transaction				

## II. Mentoring

### A. Signing of University Clearance

This service is provided to all students for accomplishing university clearance.

<b>Office or division</b>	College of Arts and Humanities			
<b>Classification:</b> <i>(Identify where your service falls)</i>	Simple (may be accomplished in 3 days)			
	Complex (may be accomplished in 7 days)			
	Highly Technical (may be accomplished in 21 days)			
<b>Type of Transaction:</b> <i>(highlight corresponding box)</i>	G2C-Government to Public Client			
	G2B-Government to Business Entity			
	G2G- Government to Government Employee/Government Agency			
<b>Who may avail?</b>	BSU Students, Student's parent or relatives			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Student I.D. 2. University Clearance Form			Office of the University Registrar (OUR)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents Clearance Form and ID Card	Verifies student account	None	2 minutes	College Secretary, Department Chairperson
2. Wait for Clearance Form to be signed	Signs clearance		1 minute	College Dean
3. Receives the signed clearance	Releases the signed clearance		1 minute	College Dean/ College Clerk
<b>Total</b>		<b>None</b>	<b>4 minutes</b>	
End of Transaction				

## B. Student Thesis Advising

This service is provided to all CAH students who are taking Undergraduate Thesis.

<b>Office or division</b>	College of Arts and Humanities			
<b>Classification:</b> <i>(Identify where your service falls)</i>	Simple (may be accomplished in 3 days)			
	Complex (may be accomplished in 7 days)			
	Highly Technical (may be accomplished in 21 days)			
<b>Type of Transaction:</b> <i>(highlight corresponding box)</i>	G2C-Government to Public Client			
	G2B-Government to Business Entity			
	G2G- Government to Government Employee/Government Agency			
<b>Who may avail:</b>	BSU Students, Student's parent or relatives			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Thesis proposal				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Consultation with adviser/ panel members on Thesis title, proposal/ outline	1.1 Review and checking of thesis proposal	none	25 minutes	Thesis adviser
	1.2 Discusses aspects that need improvement		25 minutes	Thesis adviser
	1.3 Gives suggestions		10 minutes	Thesis adviser
	1.4 Sets next schedule of consultation			Thesis adviser
2. Presentation of Thesis Proposals	2.1 Presentation of Comments & suggestions		45 minutes	Thesis adviser/ Member
	2.2 Discussion of Comments & suggestions		1 hour	Thesis adviser/ Member
3. Consultation with adviser/ panel members	Consultation regarding progress of Thesis		1 hour /week	Thesis adviser/ Member
4. Final thesis defense	4.1 Presentation of Comments & suggestions		45 minutes	Thesis adviser/ Member
	4.2 Discussion of Comments & suggestions	1 hour	Thesis adviser/ Member	

5. Consultation on Final Thesis Write-up	Correction & suggestions		1 hour/week	Thesis adviser/ Member
9. Bookbinding of Thesis	Sign hard bound thesis		3 days - 1 week	Thesis adviser/ Member
Total		None	*depends on the transaction	
End of Transaction				

### III. Information and Records Management

#### A. Provision of Consultancy Services

This is to provide quality service to BSU employees, students, and other clients who seek consultancy on technical and non-technical services.

<b>Office or Division:</b>	College of Arts and Humanities			
<b>Classification:</b> <i>(identify where your service falls)</i>		Simple (may be accomplished in <b>3</b> days)		
		Complex (may be accomplished in <b>7</b> days)		
		Highly Technical (may be accomplished in <b>21</b> days)		
<b>Type of Transaction:</b> <i>(highlight corresponding box)</i>		G2C – Government to Public Client		
		G2B – Government to Business Entity		
		G2G – Government to Government Employee/Government Agency		
<b>Who may avail:</b>	BSU Employees, Students, and other Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. QF-OES-01 - Extension Activity Request		College of Arts and Humanities		
2. QF-OQAA-05 - Client Satisfaction and Feedback Form		College of Arts and Humanities		
<b>Provision of Extension Consultancy Services</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach staff and fill-out logbook	1.1. Ask client to fill-out the Log Book 1.2. Issue Extension Activity Request form and Client Satisfaction	None	1 minute	Staff/Faculty



	and Feedback Form			
2. Fill-out Extension Activity Request Form	2. Receive the filled-out Extension Activity Request form and endorse the client/s to appropriate consultancy provider		1 minute	
3. Proceed to College Dean's Office/Department Chairpersons' Office/Extension Coordinator Office	3.1. Determine if the request can be accommodated. If so, provide extension consultancy service. 3.2. If not, endorse client to the appropriate official or office in the University when applicable		15 minutes/ Depending on services requested	College Dean/ Department Chairperson/ Extension Coordinator
4. Fill-out Client Satisfaction and Feedback Form	4. Inform the Client to drop the Client Satisfaction and Feedback form in the suggestion box		1 minute	
<b>TOTAL:</b>		<b>None</b>	<b>18 minutes/ Depending on the services requested</b>	
<b>Provision of Other Consultancy Services (consultation with students, parents, alumni, community members, partners and other stakeholders)</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach front liner and mention type of consultancy being sought	1.1. Issue Client Satisfaction and Feedback Form 1.2. Endorse client to the appropriate	None	2 minutes	Staff/Faculty

	consultancy provider			
2. Proceed to the consultancy provider	2.1. Determine if the request can be accommodated. If so, provide the necessary consultancy service. 2.2. If not, endorse client to the appropriate official or office when applicable.		15 minutes/ Depending on services requested	College Dean/ Department Chairperson/ Faculty member/Staff
3. Fill-out Client Satisfaction and Feedback Form	3. Inform the Client to drop the Client Satisfaction and Feedback form in the suggestion box		1 minute	
<b>TOTAL:</b>		<b>None</b>	<b>18 minutes/ Depending on the services requested</b>	

Office Name	Address	Contact Information
College of Arts and Humanities	CAS Building-Room 201 BSU, Km. 5, Balili, La Trinidad, Benguet	Tel. No.: <b>(074) 422-2127</b>
		Email: <b>dean.cah@bsu.edu.ph</b>
		Facebook Page: <b>BSU-College of Arts and Humanities</b>