



# **Office of the University Registrar**

## **External Services**



## 1. CHED Billing Report

The Office of the University Registrar prepares reports for submission to CHED (Commission on Higher Education) in compliance with RA 10931, Universal Access to Quality Tertiary Education Act, and its IRR.

<b>Office or Division:</b>	Office of the University Registrar	
<b>Classification:</b>	Highly Technical and Complex	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Commission on Higher Education (CHED)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>First Tranche</b>		
FORM 2 Billing Summary (2 copies)		Office of the University Registrar
FORM 2 Billing Details (2 copies)		Office of the University Registrar
FORM 2A Billing Details (2 copies)		Office of the University Registrar
FORM 2B Billing Details (2 copies)		Office of the University Registrar
COR Data Elements Report (1 soft copy)		Office of the University Registrar
Certification of the UR and Chancellor re: Billing Details (2 copies)		Office of the University Registrar
Certification of the UR re: COR Data Elements (2 copies)		Office of the University Registrar
Certification of the UR re: Form 5 True and Correct (2 copies)		Office of the University Registrar
Form 5 EORs of all students, <i>in pdf</i>		Office of the University Registrar
<b>Second Tranche</b>		
FORM 2 Billing Summary (2 copies)		Office of the University Registrar
FORM 2B Billing Details re: Admission (Medical Fees) (2 copies)		Office of the University Registrar
Certification of the Chancellor re: Admission (Medical Fees) (2 copies)		Office of the University Registrar
Medical Certificates of all students, <i>in pdf</i>		Office of the University Registrar
FORM 2A Billing Details re: Development Fees (2 copies)		Office of the University Registrar
FORM 2A-1 Billing Details re: Development Fees (1 soft copy)		Office of the University Registrar
FORM 2A-2 Billing Details re: Development Fees (1 soft copy)		Office of the University Registrar
Certification of the Chancellor re: Development Fees (2 copies)		Office of the University Registrar
Experiential Learning Activity (ELA) Forms and Class Lists, <i>in pdf</i>		Office of the University Registrar
FORM 2B Billing Details re: Talent Determination Test Fees (2 copies)		Office of the University Registrar
Certification of the Chancellor re: Talent Determination Test Fees (2 copies)		Office of the University Registrar
Talent Determination Test Application Forms, <i>in pdf</i>		Office of the University Registrar
FORM 2B Billing Details re: Transfer Application Fees (2 copies)		Office of the University Registrar
Certification of the Chancellor re: Transfer Application Fees (2 copies)		Office of the University Registrar
Application for Transfer Forms, <i>in pdf</i>		Office of the University Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for CHED Billing Reports, through the UP System.	1. Prepare, check, verify and submit the CHED Billing Report for the collection of tuition and other school fees, covered by RA 10931.		20 working days	University Registrar; OUR Staff; OCS Staff; Accounting Office
	TOTAL	none	20 working days	

\* OUR – Office of the University Registrar  
OCS – Office of the College Secretary

## 2. Admission – New First Year, Undergraduate

The Office of the University Registrar processes all requests for admission into the University.

<b>Office or Division:</b>	Office of the University Registrar	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Incoming first year undergraduate students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<i>If <u>UPCAT Qualifier</u>,</i> UPCAT Admissions Notice, containing ID and PIN;	UP Office of Admissions	
<i>If <u>UPCAT Appellant</u>,</i> UP Cebu OUR email confirming admission; (1 printout)	UP Cebu Office of the University Registrar	
<i>If <u>Certificate of Fine Arts high school graduate</u>,</i> Certification of Admission to the Fine Arts Program;	College of Communication, Art, and Design	
<i>If <u>Iskolar ng Bayan grantee</u>,</i> Admission Notice from the Office of Student Affairs;	Office of Student Affairs	
<i>If <u>Transferee from other schools</u>,</i> Approved Application for Transfer (Form 3.1); (1 original)	UP Cebu Office of the University Registrar	
Medical certificate that student is fit to enroll, bearing the signature of the school's physician (1 original)	UP Cebu Health Services Unit	
Passport picture with name and signature at the back (1 recent, colored, original photo)	Varied sources	
Official Secondary Permanent Records or Form 137 from Grade 7 to 12 bearing the date of graduation, signature of the principal, with school seal, and the remark "Copy for UP Cebu" (1 original)	High School of student	
High School Report Card or Form 138 bearing the signature of the principal and the remark "Graduated and eligible for admission to college" (1 original)	High School of student	



Certificate of Good Moral Character bearing the signature of the principal or guidance counselor (1 original)		High School of the student		
Philippine Statistics Authority (PSA) Birth Certificate (in case name cannot be read on the certificate, attach a copy issued by the Local Civil Registrar; if there is a difference between the name used in the report card and in the birth certificate, the name on the latter will be used). <i>Notarized Affidavit of two disinterested persons in case of discrepancy of name.</i> (1 original and 1 photocopy)		Philippine Statistics Authority		
Accomplished Student Directory, with one recent, colored, passport photo attached (1 original)		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
<i>If applying for the Fine Arts Program,</i> Talent Test result (1 original)		UP Cebu College of Communication, Art, and Design – Fine Arts Program		
<i>If voluntarily opting out from the Free Higher Education privilege,</i> Accomplished Voluntary Opt-out Form (1 original)		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents.  Get your University Admission Slip.	1. Receive the required documents and check for completeness. 1.1 Issue University Admission Slip.		3 working days	Window 1 & 2
2. Check the accuracy and completeness of your personal data and information in the Student Academic Information System (SAIS).	2. Take note of accuracy of information in SAIS.			Window 3
3. Have your photo and signature taken for the School ID.	3. Take photo and signature of student for the School ID.			Window 3
4. Have your courses enlisted. Get your UP Form 5A.	4. Enlist courses for the student. 4.1 Issue UP Form 5A.			Office of the College Secretary (OCS) of respective college
5. Accomplish Student Information Sheet.	5. Receive the accomplished form.			Office of Student Affairs (OSA)
6. Have your scholarship/s, privilege/s, and/or grant/s tagged in SAIS.	6. Tag student's scholarship/s, privilege/s, and/or grant/s in SAIS. 6.1 Indicate re-assessment of fees in Form 5A.			Office of Student Affairs (OSA)
7. <i>For students who are not eligible for Free Higher</i>	7. Accept payment of tuition based on	₱1,000/unit tuition		Cash Office



<p><i>Education or voluntarily opting out from this privilege, pay tuition and other school fees. Get your official Form 5 eOR.</i></p> <p><i>For students who are eligible for Free Higher Education, go directly to the next step.</i></p>	<p>Form 5A.</p> <p>7.1 Issue Official Form 5 eOR (electronic Official Receipt).</p>	<p>+ ₱1,711.50 other school fees + laboratory and computer laboratory fees</p> <p>none</p>	
8. Have your enrollment validated.	8. Tag student as “Officially Enrolled” and stamp “Registered” in the official Form 5 eOR.		Office of the College Secretary (OCS) of respective college
TOTAL		₱1,000/unit tuition + ₱1,711.50 other school fees + laboratory fees	3 working days

### 3. Admission – New First Year, Graduate

The Office of the University Registrar processes all requests for admission into the University.

<b>Office or Division:</b>	Office of the University Registrar
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Incoming first year graduate students
<b>CHECKLIST OF REQUIREMENTS</b>	
Admissions Slip from the Graduate Program (1 original)	Respective College (CCAD, CS, CSS, SoM)
Medical certificate that student is fit to enroll, bearing the signature of the school’s physician (1 original)	UP Cebu Health Services Unit
Passport picture with name and signature at the back (1 recent, colored, original photo)	Various sources
Certificate of Transfer Credentials or Honorable Dismissal (1 original)	Previous school of student
Transcript of Records from last school attended with school seal and the remark: “Copy for UP Cebu” (1 original)	Previous school of student
Philippine Statistics Authority (PSA) Birth Certificate (in case name cannot be read on the certificate, attach a copy issued by the Local Civil Registrar; if	Philippine Statistics Authority



there is a difference between the name used in the report card and in the birth certificate, the name on the latter will be used). <i>Notarized Affidavit of two disinterested persons in case of discrepancy of name.</i> (1 original and 1 photocopy)				
PSA Marriage Certificate, <i>for married female applicants only</i> (1 photocopy)		Philippine Statistics Authority		
Accomplished Student Directory, with one recent, colored, passport photo attached (1 original)		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents.  Get your University Admission Slip.	1. Receive the required documents and check for completeness. 1.1 Issue University Admission Slip.		3 working days	Window 1
2. Check the accuracy and completeness of your personal data and information in the Student Academic Information System (SAIS).	2. Take note of accuracy of information in SAIS.			Window 3
3. Have your photo and signature taken for the School ID.	3. Take photo and signature of student for the School ID.			Window 3
4. Have your courses enlisted. Get your UP Form 5A.	4. Enlist courses for the student. 4.1 Issue UP Form 5A.			Office of the College Secretary (OCS) of respective college
5. Accomplish Student Information Sheet.	5. Receive the accomplished form.			Office of Student Affairs (OSA)
6. Have your scholarship/s, privilege/s, and/or grant/s tagged in SAIS.	6. Tag student's scholarship/s, privilege/s, and/or grant/s in SAIS. 6.1 Indicate re-assessment of fees in Form 5A.			Office of Student Affairs (OSA)
7. Pay tuition and other school fees.  Get your official Form 5 eOR.	7. Accept payment of tuition based on Form 5A. 7.1 Issue Official Form 5 eOR (electronic Official Receipt).	<u>MSCS</u> ₱1,200/unit + ₱1,301.50; <u>MSES</u> ₱600/unit + ₱1,301.50; <u>M.Ed.</u> ₱600/unit + ₱1,201.50; <u>MBA</u> ₱1,200/unit + ₱1,201.50		Cash Office



8. Have your enrollment validated.	8. Tag student as “Officially Enrolled” and stamp “Registered” in the official Form 5 eOR.			Office of the College Secretary (OCS) of respective college
TOTAL		<u>MSCS</u> ₱1,200/unit + ₱1,301.50; <u>MSES</u> ₱600/unit + ₱1,301.50; <u>M.Ed.</u> ₱600/unit + ₱1,201.50; <u>MBA</u> ₱1,200/unit + ₱1,201.50	3 working days	

\* MSCS – Master of Science in Computer Science  
 MSES – Master of Science in Environmental Studies  
 M.Ed. – Master of Education  
 MBA – Master of Business Administration

#### 4. Admission – Transferee

The Office of the University Registrar processes all requests for admission into the University.

<b>Office or Division:</b>	Office of the University Registrar
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Incoming transfer students
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>For All Transfer Applicants, Local and Foreign</b>	
FORM 3.1 Application for Transfer from Other School(s)/ Other UP Unit(s)	UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>
Medical certificate that student is fit to enroll, bearing the signature of the school’s physician (1 original)	UP Cebu Health Services Unit
Passport picture with name and signature at the back (1 recent, colored, original photo)	Varied sources
Certificate of Transfer Credentials or Honorable Dismissal (1 original), <i>to be processed and submitted only after acceptance into a program</i>	Previous school of student
Transcript of Records from last school attended (1 original)	Previous school of student
Certificate of Good Moral Character bearing the signature of the principal or guidance counselor (1 original)	High School of the student
Philippine Statistics Authority (PSA) Birth Certificate (in case name cannot be read on the certificate,	Philippine Statistics Authority



attach a copy issued by the Local Civil Registrar; if there is a difference between the name used in the report card and in the birth certificate, the name on the latter will be used). <i>Notarized Affidavit of two disinterested persons in case of discrepancy of name.</i> (1 original and 1 photocopy)				
PSA Marriage Certificate, <i>for married female applicants only</i> (1 photocopy)		Philippine Statistics Authority		
Accomplished Student Directory, with one recent, colored, passport photo attached (1 original)		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
<i>If applying for the Fine Arts Program,</i> Talent Test result (1 original)		UP Cebu College of Communication, Art, and Design – Fine Arts Program		
<b>For Foreign Transfer Applicants only</b>				
Biopage of valid passport (1 copy)		Applicant		
Alien Certificate of Registration (ACR) for 9(f), 9(g), and 47(a)(2) visa holders (1 copy), <i>upon acceptance into a program</i>		Bureau of Immigration		
Special Study Permit (1 copy), <i>upon acceptance into a program</i>		Bureau of Immigration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents.	1. Receive the required documents and check for completeness.		7 working days	Window 1
2. <i>For students who are not eligible for Free Higher Education,</i> pay a non-refundable application fee.	2. Accept payment. 2.1 Issue official receipt.	₱100, for <i>Filipinos</i> ₱250, for <i>resident foreign applicants</i> US\$20, for <i>non-resident foreign applicants</i>		Cash Office
3. Return to the OUR for the processing of your application.	3. Receive the application and process the request. 3.1 Evaluate the GWA and units earned of the applicant. 3.2 Forward the application to the concerned college for deliberation and approval.			Window 1
4. Accomplish other requirements set by the college such as interview, talent test, written or oral examination.	4. Accept the application and deliberate based on set criteria. 4.1 Dean approves or disapproves. 4.2 Return the			College (CCAD, CS, CSS, SoM)





	application form to the OUR.			
5. Get your Notice of Acceptance (NOA) or Non-Acceptance.	5. Issue the Notice of Acceptance (NOA) or Non-Acceptance to the applicant.			Window 1
6. Proceed with the Admission process (as with New First Years).	6.			
TOTAL		₱100, for Filipinos ₱250, for resident foreign applicants US\$20, for non-resident foreign applicants	7 working days	

## 5. Cross-Registration and Special Students, Incoming

Cross-registrants are students who enroll in UP Cebu for a specific period of time but are primarily enrolled in another UP Constituent University or in another institution of higher learning. Such enrolment is subject to the approval of the Deans of the home and the accepting units/colleges. [UP Code Art. 333–334]

*Exchange students are also classified as cross-registrants.*

A special student is one who is not earning formal academic credit for his/her work. [UP Code Art. 337c]

<b>Office or Division:</b>	Office of the University Registrar
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Incoming Cross-registrants and Special Students
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>For Cross-registrants from <u>within</u> UP</b>	
FORM Request to Cross-Register, with home unit approval	Home UP unit
Official copy of grades from the previous semester (1 original)	Home UP unit
Completed University Clearance (1 original or 1 photocopy)	Home UP unit
Supporting documents for reason/s of cross-registration, e.g. medical certificate, adviser's certification re: remaining deficiencies for graduating students (1 original)	Applicant
<b>For Cross-registrants from <u>outside</u> UP or Special Students</b>	



FORM 3.5A Application for Cross-Registrants or Special Students		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
Passport picture with name and signature at the back (1 recent, colored original photo)		Varied sources		
Permit to cross-enroll (1 original)		Dean or authorized official of home College or University		
Medical certificate that student is fit to enroll, bearing the signature of the school's physician (1 original)		UP Cebu Health Services Unit		
Official copy of grades from each college attended signed by the Registrar or an authorized representative; or Official Transcript of Records with remarks "for evaluation purposes only" (1 original)		Home school of student		
Accomplished Student Directory, with one recent, colored, passport photo attached (1 original)		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
<b>Additional Requirements for Filipino Special Students only</b>				
Philippine Statistics Authority (PSA) Birth Certificate (1 photocopy)		Philippine Statistics Authority		
PSA Marriage Certificate, <i>for married female applicants only</i> (1 photocopy)		Philippine Statistics Authority		
<b>Additional Requirements for Foreign Cross-Registrants or Special Students only</b>				
Biopage of valid passport (1 copy)		Applicant		
Alien Certificate of Registration (ACR) for 9(f), 9(g), and 47(a)(2) visa holders (1 copy), <i>upon acceptance into a program</i>		Bureau of Immigration		
Special Study Permit (1 copy), <i>upon acceptance into a program</i>		Bureau of Immigration		
Certification from a reputable bank in the applicant's country about their capability to finance the travel, educational, personal and other expenses that may be incurred in relation to their studies in the Philippines; or Statement of Funding Support (2 copies).		Bank in the applicant's country		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents.	1. Receive the required documents and check for completeness.		3 working days	Window 1
2. Pay a non-refundable application fee.  <i>Exchange students with MOA (Memorandum of Agreement) with UP are exempted from payment of the application fee.</i>	2. Accept payment. 2.1 Issue official receipt.	<u>Within UP</u> ₱40, <i>paid at the home unit</i>  <u>Outside UP</u> ₱100, <i>for Filipinos</i> ₱250, <i>for resident foreign applicants</i>		Cash Office



		US\$20, for non-resident foreign applicants	
3. Return to the OUR for the processing of your application.	3. Receive the application and process the request. 3.1 Evaluate the application. 3.2 University Registrar endorses the application. 3.3 Forward the application to the concerned college for deliberation and approval. 3.3 Dean of host college approves.		Window 1  University Registrar  Dean of host college
4. Get your Application for Cross-Registrants or Special Students.	4. Issue the Application for Cross-Registrants or Special Students to the applicant.		Window 1
5. Proceed with the Registration process.	5.	<b>Educational Development Fund (EDF) for Foreign Students</b> <u>Non-Resident</u> \$300 per semester; \$120 for the midyear term <u>Resident</u> \$150 per semester; \$60 for the midyear term	
TOTAL		<u>Within UP</u> ₱40, paid at the home unit  <u>Outside UP</u> ₱100, for Filipinos ₱250, for resident foreign applicants US\$20, for non-resident foreign applicants	3 working days



	<b>Educational Development Fund (EDF) for Foreign Students</b> <u>Non-Resident</u> \$300 per semester; \$120 for the midyear term <u>Resident</u> \$150 per semester; \$60 for the midyear term		
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## 6. Cross-Registration, Outgoing

Cross-registrants are students who enroll in another UP Constituent University or in another institution of higher learning for a specific period of time but are primarily enrolled in UP Cebu. Such enrolment is subject to the approval of the Deans of the home and the accepting units/colleges. [UP Code Art. 333–334] *Exchange students are also classified as cross-registrants.*

<b>Office or Division:</b>	Office of the University Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Outgoing cross-registrants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
FORM Request to Cross-Register		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
Official copy of grades from the previous semester (1 original)		Home college		
Completed University Clearance (1 original)		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
Supporting documents for reason/s of cross-registration, e.g. medical certificate, adviser's certification re: remaining deficiencies for graduating students (1 original)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill out the Request to Cross-Register Form, in two copies.	1.		3 working days	
2. Request for validation of subjects to cross-register from your Program Adviser.	2. Validate subjects of student to be cross-registered.			Program Adviser



3. Submit the duly signed form for action of the Dean and the University Registrar.  <i>For cross-registration outside the UP System, submit the form for action of the Vice Chancellor for Academic Affairs (VCAA).</i>	3. Dean of the College approves the request. 3.1 University Registrar signs the request. 3.2 OUR staff tags student in SAIS. 3.3 <i>For cross-registration outside the UP System, Vice Chancellor for Academic Affairs (VCAA) approves.</i>		Dean of the College  University Registrar  Window 3  Vice Chancellor for Academic Affairs
4. Upon approval, pay the registration fee. Get your official receipt. <i>Exchange students to Universities with MOA (Memorandum of Agreement) with UP are exempted from payment of the registration fee.</i>	4. Accept payment.  4.1 Issue official receipt.	₱40	Cash Office
5. Submit duly paid form to the host unit for their approval. <i>One copy for the host unit and one copy to be returned to the home unit.</i>	5. Receive cross-registration form and approve the request.		Host Unit
6. Return the host unit-approved form to the OUR, together with your Form 5, at the end of the term.	6. Receive the form, together with the Form 5.		Window 1
<b>TOTAL</b>		₱40	3 working days

## 7. Issuance of UP ID, Student

The Office of the University Registrar issues the Identification Card for all types of students and prints the Identification Card for other members of the academic community.

<b>Office or Division:</b>	Office of the University Registrar
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Students
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>For re-issuance</b> <i>First ID is issued upon admission.</i>	



UP FORM 5 (1 original)		UP Cebu Office of the College Secretary		
Affidavit of Loss, duly notarized (1 original), <i>if applicable</i>		Lawyer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the ID Fee. Get your official receipt.	1. Accept payment. 1.1 Issue official receipt.	₱130	7 working days	Cash Office
2. Present your UP Form 5, affidavit of loss (if applicable), and official receipt (OR) prior to ID picture-taking.	2. Check the required documents.			Window 3
3. Have your photo and signature taken for the School ID.	3. Take photo and signature of student for the School ID.			Window 3
4. Claim School ID, when available.	4. Release School ID to student.			Window 3
TOTAL		₱130	7 working days	

## 8. Issuance of UP ID, for Faculty, REPS, Staff

The Office of the University Registrar issues the Identification Card for all types of students and prints the Identification Card for other members of the academic community.

<b>Office or Division:</b>	Office of the University Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Faculty, REPS, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRDO Permit (1 original)		Human Resources Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a permit from HRDO.	1. Give permit to employee.		3 working days	HRDO
2. Pay the ID Fee. Get your official receipt.	2. Accept payment. 2.1 Issue official receipt.	₱130		Cash Office
3. Present your HDRO Permit and official receipt (OR) prior to ID picture-taking.	3. Check the required documents.			Window 3
4. Have your photo and signature taken for the Employee ID.	4. Take photo and signature of employee for the ID.			Window 3
5. Claim Employee ID, when available.	5. Release ID to employee.			Window 3
TOTAL		₱130	3 working days	



## 9. University Clearance for Students

A University Clearance is required from students for processing requests related to their exit from the University.

<b>Office or Division:</b>	Office of the University Registrar			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
FORM 13A University Clearance (3 copies)		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
School ID (original) or Affidavit of Loss, <i>in case of loss</i> (1 original)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill out the University Clearance, in three copies.	1.		20 working days	
2. Secure signatures as required, in order.	2. Sign the clearance.			Concerned offices
3. Submit the duly signed (until #12) university clearance to OUR and surrender your ID or an affidavit of loss for lost ID, for action of the University Registrar.	3. Receive the required documents and check for completeness. 3.1 University Registrar signs the University Clearance of the student.			Window 2  University Registrar
4. Receive copy of your University Clearance duly signed by the University Registrar.	4. Give a copy of the University Clearance to the student. Keep the other copies.			Window 2
TOTAL		none	20 working days	

## 10. Request for Official Transcript of Records (OTR)

The Transcript of Records is an inventory of the courses taken and grades earned of a student throughout their stay in the University of the Philippines Cebu, including transferred credits from other schools.

The Transcript of Records is official (with school seal and signature of the University Registrar) and may be issued as requested, regardless of frequency and number of copies.



<b>Office or Division:</b>		Office of the University Registrar		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Students and Alumni		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
UPC OTR Request Slip		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
Completed University Clearance (1 original)		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
2x2 picture with name and signature at the back (1 recent, colored, original photo)		Varied sources		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill out the request slip, in one copy.	1.		20 working days	
2. Pay the fee. Get your official receipt.	2. Accept payment. 2.1 Issue official receipt.	₱50/page with Admin Cost of ₱20 and ₱10/envelope /set		Cash Office
3. Submit the official receipt (OR) together with the original copies of your University clearance and 1 pc. 2x2 photo.	3. Receive the required documents and check for completeness. 3.1 Process the transcript of records of the student. 3.2 Check and verify the accuracy and completeness of the OTR. 3.3 University Registrar signs the OTR.			Window 2  Student Records Evaluator  University Registrar
4. Claim your Official Transcript of Records, when available.	4. Release OTR to student or alumnus.			Window 2
<b>TOTAL</b>		₱50/page with Admin Cost of ₱20 and ₱10/envelope /set	20 working days	

## 11. Request for Certifications

The Office of the University Registrar issues various types of Certifications. These include Certification of:

- Enrollment
- Units Earned





- Notice of Acceptance
- Candidacy for Graduation/Academic Completion
- Graduation/Graduation with Honors
- Permit to Transfer
- Transfer Credentials (formerly referred to as “Honorable Dismissal”)
- English as medium of instruction
- Others

<b>Office or Division:</b>		Office of the University Registrar		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Students and Alumni		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill out the request slip, in one copy.	1.		7 working days	
2. Pay the fee. Get your official receipt.	2. Accept payment. 2.1 Issue official receipt.	₱50/page; ₱60 for Certificate of Graduation		Cash Office
3. Submit the official receipt (OR) together with the duly accomplished request slip.	3. Receive the request. 3.1 Process the requested certification. 3.2 University Registrar signs the certification.			Window 2  University Registrar
4. Claim your requested certification, when available.	4. Release certification to student or alumnus.			Window 2
TOTAL		₱50/page; ₱60 for Certificate of Graduation	7 working days	

## 12. Issuance of Diploma

The Diploma is a legal document that certifies the completion of a degree program. The President, the Secretary of the University, the Chancellor, and the Dean sign the Diploma.

The ORIGINAL DIPLOMA is issued only once. However, an English translation of the diploma or a certified true copy of the original, signed by the University Registrar, on behalf of the original signatories, may be requested.

<b>Office or Division:</b>	Office of the University Registrar
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<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UP Cebu Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completed University Clearance (1 original)		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
Valid ID (1)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a copy of your University clearance and one valid ID.	1. Check the required documents.		20 working days	Window 2
2. Receive your diploma.	2. Release diploma.			Window 2
TOTAL		none	20 working days	

### 13. Verification and Authentication of Student Records

The Office of the University Registrar processes verification of students who attended, and graduates of University of the Philippines Cebu, and/or of documents submitted by students, whether for employment or for further studies, purportedly issued by our University.

<b>Office or Division:</b>	Office of the University Registrar			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
Authorization letter signed by the student whose records are being verified, <i>if applicable</i>		Student		
Valid ID (1)		Requester		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-up request slip via email or through the office.	1. Receive the request. 1.1 Indicate amount to be paid.		7 working days	Window 2 or 3
2. Pay the fee. Get your official receipt.	2. Accept payment. 2.1 Issue official receipt.	₱50 for CAV* ₱40/page for authentication ₱100/student for verification		Cash Office
3. Submit the official receipt (OR) together with the duly accomplished request slip.	3. Process the request. 3.1 University Registrar signs the certification.			Window 2 or 3 University Registrar
4. Claim your requested verification and/or authentication, when available.	4. Release verification and/or authentication.			Window 2



	TOTAL	₱50 for CAV* ₱40/page for authentication ₱100/student for verification	7 working days	
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\*CAV – Certification, Authentication, and Verification



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box in front of the Office of the University Registrar.</p> <p>Contact info: +63 (32) 232 8187 loc 120  <a href="mailto:our.upcebu@up.edu.ph">our.upcebu@up.edu.ph</a></p>
How feedbacks are processed	<p>One of the OUR staff opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices for their response. The answer of the office is then relayed to the client.</p>
How to file a complaint	<p>Answer the client feedback form and drop it at the designated drop box in front of the Office of the University Registrar.</p> <p>Complaints may also be filed via email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups:  +63 (32) 232 8187 loc 120  <a href="mailto:our.upcebu@up.edu.ph">our.upcebu@up.edu.ph</a></p>
How complaints are processed	<p>One of the OUR staff opens the drop box and compiles and records all feedback submitted, including complaints.</p> <p>If the complaint is found to have merit, it is forwarded to the Grievance Committee for further investigation.</p>
Contact Information of OUR, UP Cebu	<p>Office of the University Registrar:  +63 (32) 232 8187 loc 120  <a href="mailto:our.upcebu@up.edu.ph">our.upcebu@up.edu.ph</a></p> <p>University of the Philippines Cebu:  +63 (32) 232 8187  <a href="mailto:oc.upcebu@up.edu.ph">oc.upcebu@up.edu.ph</a></p>