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| **1. Psychological Testing**  PSYCHOLOGICAL TESTING refers to the service that measure students' personality, mental, and emotional traits and dispositions. It aims to provide a comprehensive understanding of students’ characteristics to support their personal and academic development. | | | | | |
| **Office or Division:** | | Counseling and Career Services Office | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C – Government to Citizen | | | |
| **Who may Avail:** | | Students | | | |
| **Checklist of Requirements** | | | **Where to Secure** | | |
| N/A | | | N/A | | |
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| **Client Steps** | **Agency Action** | | **Fees to be Paid** | **Processing Time** | **Person Responsible** |
| 1. Proceeds to the Testing Room or to the designated venue for the psychological test | 1. Gives orientation on the test | | None | 5 minutes | *Guidance Counselor*  CCSO  *Assistant Guidance Staff*  CCSO |
| 2. Takes the Psychological Test | 2. Administers the psychological Test | | None | 1 hour | *Guidance Counselor*  CCSO  *Assistant Guidance Staff*  CCSO |
| 3. Evaluates the service rendered and signs in the attendance Sheet | 3. Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the attendance sheet. | | None | 10 minutes | *Guidance Counselor*  CCSO  *Assistant Guidance Staff*  CCSO |
| Total: | | | None | 1 hour 15 minutes |  |

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| **2. Psychological Test Interpretation**  PSYCHOLOGICAL TEST INTERPRETATION refers to the guidance activity wherein the students who took the psychological test will come to know the result of the test they have taken. | | | | | |
| **Office or Division:** | | Counseling and Career Services Office | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C – Government to Citizen | | | |
| **Who may Avail:** | | Test Takers | | | |
| **Checklist of Requirements** | | | **Where to Secure** | | |
| N/A | | | N/A | | |
| **Client Steps** | **Agency Action** | | **Fees to be Paid** | **Processing Time** | **Person Responsible** |
| 1. Proceeds to the Guidance Testing Room or to the designated venue and listens to the interpretation. | 1. Conducts the interpretation of the test | | None | 1 hour | *Guidance Counselor*  CCSO  *Assistant Guidance Staff*  CCSO |
| 2. Clarifies concerns on the result | 2. Addresses queries of the students | | None | 10 minutes | *Guidance Counselor*  CCSO  *Assistant Guidance Staff*  CCSO |
| 3. Evaluates the service rendered and signs in the attendance Sheet | 3. Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the attendance sheet. | | None | 10 minutes | *Guidance Counselo*r  CCSO  *Assistant Guidance Staff*  CCSO |
| Total: | | | None | 1 hour 20 minutes |  |

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| **3. ORIENTATION PROGRAM**  ORIENTATION PROGRAM is an activity designed to provide new students with a comprehensive introduction to university life, encompassing both curricular and extracurricular activities. This program aims to help students acclimate to their new environment, understand university resources and services, and engage in community-building activities to foster a sense of belongingness and preparedness for their academic journey. | | | | | |
| **Office or Division:** | | Counseling and Career Services Office | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C – Government to Citizen | | | |
| **Who may Avail:** | | New students | | | |
| **Checklist of Requirements** | | | **Where to Secure** | | |
| N/A | | | N/A | | |
| **Client Steps** | **Agency Action** | | **Fees to be Paid** | **Processing Time** | **Person Responsible** |
| 1. Proceeds to the designated venue and listens to presentation of the different resource speakers from the different offices | 1. Conducts the orientation | | None | 4 hours | *Guidance Counselor*  CCSO  *Assistant Guidance Staff*  CCSO |
| 2. Evaluates the service rendered and signs in the attendance Sheet | 2. Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the attendance sheet. | | None | 10 minutes | *Guidance Counselor*  CCSO  *Assistant Guidance Staff*  CCSO |
| Total: | | | None | 4 hours & 10 minutes |  |

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| **4. GROWTH SESSION**  GROWTH SESSION refers to the guidance activity wherein the Counselor helps the students understand themselves better so that they can cope and resolve whatever issues and concerns they will encounter in their lives. | | | | | |
| **Office or Division:** | | Counseling and Career Services Office | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C – Government to Citizen | | | |
| **Who may Avail:** | | Students | | | |
| **Checklist of Requirements** | | | **Where to Secure** | | |
| N/A | | | N/A | | |
| **Client Steps** | **Agency Action** | | **Fees to be Paid** | **Processing Time** | **Person Responsible** |
| 1. Proceeds to the designated place for the session | 1. Assists the students in the session room | | None | 5 minutes | *Guidance Counselor*  CCSO  *Assistant Guidance Staff*  CCSO |
| 2. Participates in the growth session | 2. Conducts the growth session | | None | 1 hour and 30 minutes | *Guidance Counselor*  CCSO/ *Resource Speaker* |
| 3. Evaluates the service rendered and signs in the attendance Sheet | 3. Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the attendance sheet. | | None | 10 minutes | *Guidance Counselor*  CCSO  *Assistant Guidance Staff*  CCSO |
| Total: | | | None | 1 hour & 45 minutes |  |

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| **5. COUNSELING SERVICE**  Counseling refers to the guidance service wherein the counselor assists the counselees in the development of a well-functioning individual primarily by enhancing and utilizing their potentials to the fullest and plan their future in accordance with their abilities, interests and needs. | | | | | |
| **Office or Division:** | | Counseling and Career Services Office | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C – Government to Citizen | | | |
| **Who may Avail:** | | Students | | | |
| **Checklist of Requirements** | | | **Where to Secure** | | |
| N/A | | | N/A | | |
| **Client Steps** | **Agency Action** | | **Fees to be Paid** | **Processing Time** | **Person Responsible** |
| 1. Informs the Guidance Counselor of the purpose of the visit | 1. Guidance counselor asks client to fill-out the intake form and consent form (if needed) | | None | 5 minutes | *Guidance Counselor*  CCSO |
| 2. Undergoes the counseling session | 2. Conducts counseling | | None | 1 hour | *Guidance Counselor*  CCSO |
| 3. Signs in the office logbook | 3. Terminates the counseling or conduct follow up session, or refer client to expert, whichever is applicable  Assists in signing the office logbook  Files Intake Form | | None | 10 minutes | *Guidance Counselor*  CCSO |
| Total: | | | None | 1 hour 15 minutes |  |

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| **6. REFERRAL SERVICE**  REFERRAL SERVICE refers to the guidance service that entails the assistance of the entire academic community. Students/clients who are deemed to be in need of guidance and counseling assistance are referred to the counselor for help. If needed, referrals are also made to external consultants/experts handling cases beyond the ability of the counselor to handle. | | | | | |
| **Office or Division:** | | Counseling and Career Services Office | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C – Government to Citizen  G2G – Government to Government | | | |
| **Who may Avail:** | | Internal: Members of the academic community and students External: Guidance Counselor | | | |
| **Checklist of Requirements** | | | **Where to Secure** | | |
| Referral Form | | | Counseling and Career Services Office (CCSO) and Dean’s Office | | |
| **Client Steps** | **Agency Action** | | **Fees to be Paid** | **Processing Time** | **Person Responsible** |
| 1. Informs the Guidance Counselor of the purpose of the visit | 1. Talks with the referring party about the referral | | None | 5 minutes | *Guidance Counselor*  CCSO |
| 2. Referred party undergoes the counseling session | 2. Conducts counseling  Terminates the counseling or conducts follow up session, or refers client to expert, whichever is applicable  Files Intake Form | | None | 1 hour | *Guidance Counselor*  CCSO |
| 3. Signs in the office logbook | 3. Assists in signing the office logbook | | None | 10 minutes | *Guidance Counselor*  CCSO |
| Total: | | | None | 1 hour 15 minutes |  |

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| **7. INITIAL INTERVIEW**  INITIAL INTERVIEW refers to the guidance activity wherein an initial relationship/contact between the Counselor and the student is being established. | | | | | |
| **Office or Division:** | | Counseling and Career Services Office | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C – Government to Citizen | | | |
| **Who may Avail:** | | New students | | | |
| **Checklist of Requirements** | | | **Where to Secure** | | |
| N/A | | | N/A | | |
| **Client Steps** | **Agency Action** | | **Fees to be Paid** | **Processing Time** | **Person Responsible** |
| 1. Proceed to the office for the scheduled Initial Interview | 1. Assists the students in filling out the Initial Interview Form. | | None | 2 minutes | *Guidance Counselor*  CCSO  *Assistant Guidance Staff*  CCSO |
| 2. Fills out the Initial Interview Form | 2. Guides in filling out the form and interviews the student  Files the accomplished initial interview form | | None | 15 minutes | *Guidance Counselor*  CCSO  *Assistant Guidance Staff*  CCSO |
| 3. Evaluates the service rendered and signs in the attendance Sheet | 3. Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the attendance sheet. | | None | 10 minutes | *Guidance Counselor*  CCSO |
| Total: | | | None | 27 minutes |  |

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| **8. EXIT INTERVIEW**  EXIT INTERVIEW refers to the guidance activity wherein outgoing students are given assistance in relation to their choices to drop or transfer. | | | | | |
| **Office or Division:** | | Counseling and Career Services Office | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C – Government to Citizen | | | |
| **Who may Avail:** | | Students who are dropping or transferring | | | |
| **Checklist of Requirements** | | | **Where to Secure** | | |
| N/A | | | N/A | | |
| **Client Steps** | **Agency Action** | | **Fees to be Paid** | **Processing Time** | **Person Responsible** |
| 1. Informs the Guidance Counselor of the purpose of the visit | 1. Assists the students in filling-out the Exit Interview Form. | | None | 2 minutes | *Guidance Counselor*  CCSO  *Assistant Guidance Staff*  CCSO |
| 2. Fills out the form | 2. Guides in filling out the form and interviews the student  Files the accomplished exit interview form | | None | 10 minutes | *Guidance Counselor*  CCSO  *Assistant Guidance Staff*  CCSO |
| 3. Evaluates the service rendered and signs in the office logbook | 3. Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the office logbook | | None | 10 minutes | *Guidance Counselor*  CCSO |
| Total: | | | None | 22 minutes |  |

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| **9. TERMINAL INTERVIEW**  TERMINAL INTERVIEW refers to the guidance activity that assesses the over-all stay and experience of the graduating students in the university. | | | | | |
| **Office or Division:** | | Counseling and Career Services Office | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C – Government to Citizen | | | |
| **Who may Avail:** | | Graduating students | | | |
| **Checklist of Requirements** | | | **Where to Secure** | | |
| N/A | | | N/A | | |
| **Client Steps** | **Agency Action** | | **Fees to be Paid** | **Processing Time** | **Person Responsible** |
| 1. Proceeds to the office for the terminal interview | 1. Provides and instructs the student to fill-out the interview form | | None | 2 minutes | *Guidance Counselor*  CCSO  *Assistant Guidance Staff*  CCSO |
| 2. Fills out the form | 2. Guides in filling out the form and interviews the student  Files the accomplished terminal interview form | | None | 10 minutes | *Guidance Counselor*  CCSO  *Assistant Guidance Staff*  CCSO |
| 3. Evaluates the service rendered and signs in the attendance Sheet | 3. Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the attendance sheet. | | None | 10 minutes | *Guidance Counselor*  CCSO |
| Total: | | | None | 22 minutes |  |

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| **10. PRC ONLINE REGISTRATION ORIENTATION, EMPLOYMENT**  **COUNSELING SEMINAR & JOB FAIR**  PRC ON-LINE REGISTRATION ORIENTATION refers to the career guidance activity that provides the graduating students enrolled in board courses vital information on the preparation of taking the board examination.  EMPLOYMENT COUNSELING SEMINAR refers to the career guidance activity that provides graduating students with relevant information about job hunting.  JOB FAIR refers to an activity where graduating students have the chance to meet potential employers in one convenient venue. | | | | |
| **Office or Division:** | Counseling and Career Services Office | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C – Government to Citizen  G2G – Government to Government | | | |
| **Who may Avail:** | Employment Counseling Seminar & Job Fair: Graduating Students, Alumni  PRC On-Line Registration Orientation: Students enrolled in board courses | | | |
| **Checklist of Requirements** | | **Where to Secure** | | |
| N/A | | N/A | | |
| **Client Steps** | **Agency Action** | **Fees to be Paid** | **Processing Time** | **Person Responsible** |
| 1. Proceeds to the venue of the seminar/orientation/job fair | 1. Assists the students to the venue of the seminar/orientation/job fair | None | 5 minutes | *Guidance Counselor*  CCSO  *Assistant Guidance Staff*  CCSO |
| 2. Participates in the seminar/orientation/job fair | 2. Conducts the seminar/orientation/job fair | None | 7 hours | *Guidance Counselor*  CCSO  *Assistant Guidance Staff*  CCSO |
| 3. Evaluates the service rendered and signs in the attendance Sheet | 3. Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the attendance sheet. | None | 10 minutes | *Guidance Counselor*  CCSO |
| Total: | | None | 7 hours & 15 minutes |  |