



CITY COLLEGE OF CALAPAN LIBRARY & MULTIMEDIA ROOM

CITIZEN'S CHARTER

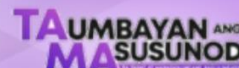
Email: cclibrary.08@gmail.com
Second Floor-ADMIN Building
Monday – Friday 8:00 AM – 5:00 PM

- Schedule of Availability Service : Monday to Friday 8:00 AM – 5: 00 PM
NO NOON BREAK
- Who may avail of the Service : All CCC students, Teaching and non-teaching staff, and outside researchers with a referral letter.
- What are the Requirements : Students in prescribed School Uniform with Library ID / Referral letter for Outside users.
- Duration : **8: 00 AM – 5: 00 PM**

Lending of Books (for library use)

Step	Application / Client	Service Provider	Duration of Activity	Person- in-Charge
1	Proceed to the Library Control desk, upon entering the library, present your library card (No. ID, No Entry)	Log-in procedure: <i>write the name, time in & out, date, purpose, signature, and thick year level (for Students).</i>	1 minute	Library Staff/ Admin Aid
2	Consult the Card Catalogue or seek help from Librarian/Library Staff for assistance	Assist students, teaching, and non-teaching staff if needed.	3 minutes	College Librarian/ Library Staff
3	Fill out the book card/ borrower's slip found at the back book cover.	Ensure that the needed information in book card/borrowers slip was provided.	1 minute	Library Staff
4	Upon Returning: Leave the books on the table or return to the control desk	Update statistical record for used books/library materials before returning them in their designated shelves.	10 – 15 minutes	Library Staff

End of Transaction





Lending of Books with duplicate title (for overnight use)

Step	Application / Client	Service Provider	Duration of Activity	Person in Charge
1	Proceed to the Library Control desk upon entering the library, present library card (No. ID, No Entry)	Log-in procedure: <i>write the name, time in & out, date, purpose, signature, and thick year level (for Students).</i>	1 minute	Library Staff/ Admin Aid
2	Consult the Card Catalogue or seek help from Librarian/Library Staff for assistance	Assist students, teaching, and non-teaching staff if needed.	3 minutes	College Librarian/ Library Staff
3	Fill out the book card/ borrower's slip found at the back book cover.	Ensure that the needed information in book card/borrowers slip was provided.	1 minute	Library Staff/ Admin Aid
4	<i>Upon Returning:</i> Return the book to the Library Staff and get your library card.	Update statistical record for used books/library materials before returning them in their designated shelves.	10 – 15 minutes	Library Staff/ Admin Aid
5	<i>For Renewal of the borrowed book(s):</i> Return the previously borrowed book (s) and ask for renewal.	Check if the requested book is still available for renewal. Record book(s) for the renewal.	5 minutes	College Librarian/ Library Staff

End of Transaction

Registration for DOST-STARBOOKS Account

Step	Application / Client	Service Provider	Duration of Activity	Person in Charge
1	Provide information needed indicated in STARBOOKs logbook for registration.	Assist students, teaching and non-teaching staff in signing.	1 minute	College Librarian/Library Staff
2	Register by creating an account, remember your user ID and password.	Assist students, teaching, and non-teaching staff in the registration process. Orient students on how to use STARBOOKS.	5 minutes	Library Staff

End of Transaction





Using Multimedia Room

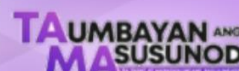
Step	Application / Client	Service Provider	Duration of Activity	Person in Charge
1	Write a letter of request for using multimedia room.	Determine the purpose and availability, taking into account those who have previously asked a request. Marked Library Calendar for the schedule.	6 minutes	College Librarian/ Library Staff
2	Upon using, sign on the logbook.	Ensure that the logbook is properly and completely filled-up.	1 minute	Library Staff
3	After using, notify the library staff	Check to assess if the equipment used was returned without damage or loss.		Library Staff

End of Transaction

Internet and Computer Access

Step	Application / Client	Service Provider	Duration of Activity	Person in Charge
1	Proceed to the Library Control desk upon entering the library (No. ID, No Entry)	Log-in procedure: (write the name, time in & out, date, purpose, signature, and thick year level (for Students). Assigned computer to be used.	1 minute	College Librarian/ Library Staff
2	Ask Librarian/Library Staff for assistance if there is an available computer unit.	Assist students, teaching, and non-teaching staff if needed.	1 minute	College Librarian/ Library Staff
3	After using, notify the library staff/ persons' in-charge.	Check to assess if the equipment was properly returned without damage or loss. Assess the number of hours consumed.	1 minute	Library Staff

End of Transaction





**CITY COLLEGE OF CALAPAN
GUIDANCE & COUNSELING OFFICE
CITIZEN'S CHARTER**

TESTING & COUNSELING SERVICES

Schedule of Availability of Services **MONDAY – FRIDAY 8:00 AM – 5:00 PM**
NO NOON BREAK

Who may avail of the Services **CCC STUDENTS, FACULTY MEMBERS
& NON-TEACHING STAFF**

Duration **8:00 AM – 5:00 PM**

How to avail the Services

Step	What will clients do?	What will the service provider do?	Person-in-charge	Time	Fees
1	Proceeds to the Guidance Office front desk	Log in procedure: Write the name, course, year and section, date and time	Monday to Friday – Guidance Staff	1 MIN	None
2	Ask for the services provided by the office	For Testing Services	Monday to Friday – Guidance Counselor	Psychological Testing Duration	None
		For Counseling Services	Monday to Friday – Guidance Counselor	Counseling Session Duration	None

End of the Transaction





INFORMATION SERVICES

Schedule of Availability of Services MONDAY – FRIDAY 8:00 AM – 5:00 PM
NO NOON BREAK

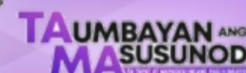
Who may avail of the Services CCC STUDENTS, FACULTY MEMBERS
& NON-TEACHING STAFF

Duration 8:00 AM – 5:00 PM

How to avail the Services

Step	What will clients do?	What will the service provider do?	Person-in-charge	Time	Fees
1	Make query regarding the seminar	Log in procedure: Write the name, course, year and section, date and time	Monday to Friday – Guidance Staff	1 MIN	None
2	Ask for the services provided by the office	For Seminar (Mental Health, School adjustments, etc)	Monday to Friday – Guidance Counselor	As Per Schedule	None
		For Clearance	Monday to Friday – Guidance Counselor/ Guidance Staff	2 Minutes	None
		For Good Moral Certificate	Monday to Friday – Guidance Counselor/ Guidance Staff	5 Minutes	P60 (At the City Treasury Department)

End of the Transaction





CITY COLLEGE OF CALAPAN

(DALUBHASAAN NG LUNGSOD NG CALAPAN)

ALCU COA Accredited - Level 1

Brgy. Guinobatan, Calapan City, Oriental Mindoro, 5200 • Telefax Number: (043) 288 - 2013 • E-mail Address: calapancitycollege@gmail.com



CITY COLLEGE OF CALAPAN CITIZEN'S CHARTER

REGISTRAR'S OFFICE

SCHEDULE OF SERVICES: MONDAY TO FRIDAY, 8:00AM – 5:00PM | CLIENTS: ALUMNI AND STUDENTS

SERVICES	SERVICE PROVIDER	PROCESSING TIME	FEES
Issuance of Certification <ul style="list-style-type: none"> - Certificate of Registration - Certificate of Enrollment - Certificate of GWA (general weighted average) - Certificate of Grades - Certificate of Graduation 	Registrar Staff Registrar Staff Registrar Staff Registrar Staff Registrar Staff	10-15 mins 10-15 mins 10-15 mins 3-5 days 10-15 mins	P30.00 P60.00 P60.00 P60.00 P60.00
Issuance of Grades <ul style="list-style-type: none"> - Summary of Grades - Copy of Grades 	Records/Registrar Staff Records/Registrar Staff	10-15 mins 10-15 mins	P30.00 P30.00
Issuance of Indorsements <ul style="list-style-type: none"> - Transfer Credentials - (Good Moral, Honorable Dismissal, Doc Stamp, Cert of Grades, TOR 	Records/Registrar Staff	1-2 weeks	P380.00

We Create Possibilities



Member of
TAUMBAYAN ANG MASUSUNOD
ASSOCIATION OF MUNICIPAL SCHOOLS



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SERVICES	SERVICE PROVIDER	PROCESSING TIME	FEES
Authenticated Copy - Certification, Authentication And Verification (CAV)	Registrar Staff	3-5 days	P30.00/page
Issuance of Special Order of Graduation	Records/Registrar Staff	10-15 mins	none
Issuance of Clearance and Permit	Records/Registrar Staff	10-15mins	None (For lost copy)
Acceptance of Payment	Cashier/Treasury	10-15 mins	

We Create Possibilities



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OF THE DEPARTMENT OF EDUCATION



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PROCESS OF AVAILING THE SERVICE

STEPS/PROCESSES

CLIENT	SERVICE PROVIDED	PERSON RESPONSIBLE	DURATION
Submit the needed requirements/application	Receive the requirements, assess and evaluate (name, ID's, purpose of the request) Review for the verification and authentication of the documents Process the request	Registrar Clerk	1-5 working days
Issue the request on the releasing date with claiming stub	Signing of the requested documents Release the requested documents	Registrar Clerk	1-5 working days

We Create Possibilities

KEITH F. PANAHO
College Registrar

ADDRESS: New City Hall, Guinobatan, Calapan City
EMAIL ADDRESS: cccregistrarcalapan@gmail.com



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A COMMITMENT TO EXCELLENCE