6. Processing of Request for Certification (Grades, Bonafide Student, General Weighted Average)

Process request for certification of students and alumni. The certification is based on the records available on the respective colleges. These certifications are issued for evaluation purposes and not a substitute to the Official Transcript of Record issued by the University Registrar.

Office or Division:	Campus Academic Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Students and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished request form	Respective Campus offices
2. Identification Card (ID)	Provided by the requestor or authorized representative
3. When representative: • Authorization letter and Identification card (ID) if claimant is not the owner of the document	Provided by the requestor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form	1.1 Accept request form 1.2 Log request in the logbook 1.3 Issue claim stub to the client	None	5 minutes	*Receiving Staff* Registrar's Office/ Student Services Office
2. Present claim stub	2.1 Submit request to the Registrar 2.2 Process requested document 2.3 Forward document to the Director/ Head of Academic Program for signature 2.4 Issue requested document	None	28 minutes and 30 seconds	*Receiving Staff* Registrar's Office *Administrative Staff* Director/ Head of Academic Program *Administrative Staff* Registrar's Office
3. Acknowledge receipt of the document	Give logbook for the client to sign	None	5 minutes	*Administrative Staff* Registrar's Office

	TOTAL	None	38 minutes and 30 seconds	