



Frontline Services

Guidance and Counseling Services

OFFICE OF THE STUDENT SERVICES (OSA)

Guidance and Counseling Services

Schedule of Availability of Service

Monday to Friday
8:00am – 5:00pm

Who may avail of the Service:

ISU students

What are the requirements:

Walk –in clients : School ID

Referred clients : School ID, Referral Form

Shifting/Changing of Courses: Shifting Form, Certification of Grades

Issuance of admission Slip for Tardiness and Absenteeism: Excuse letter from parents and medical certificate

Duration:

Individual Counseling : 1 hour 20 minutes

Referral Consultation : 1 hour 30 minutes

Shifting/Changing of Courses: 1 hour

Issuance of Admission Form for Tardiness and absenteeism : 15 minutes

How to avail of the Service:

Step	Applicant/Client	Office Activity	Duration of Activity	Person In-Charge
INDIVIDUAL COUNSELING				
1	-Visit the Guidance counselor for inquiries and request for counseling; -Fill-out the counseling log-book	Receive queries and do initial interview	30 minutes	Lilibeth L. Sanchez Tomasa T. Lania
2		Schedule the date and time of counseling	5 minutes	Lilibeth L. Sanchez Tomasa T. Lania
3	Attend counseling session on specified time and date	Conduct counseling session	45 minutes	Lilibeth L. Sanchez Tomasa T. Lania
End of Transaction (OSA)				
REFERRAL/CONSULTATION				
1	-Referring party fills up the referral form; -Fill-out the counseling log-book	-Receive the referral form. - Do initial interview with the referring party	15 minutes	Lilibeth L. Sanchez Tomasa T. Lania

2		Issue call slip to the student through the adviser or the guidance coordinator	30 minutes	Lilibeth L. Sanchez Tomasa T. Lania
3		Conduct counseling on the scheduled time and date given to the referred student	45 minutes	Lilibeth L. Sanchez Tomasa T. Lania
End of Transaction (OSA)				

SHIFTING/CHANGING OF COURSES

1	-Bring the duly signed shifting form by the Department Chairman and College Dean to the guidance office; -Sign in at the log-book	-Receive shifting form from the student.	2 minutes	Lilibeth L. Sanchez Tomasa T. Lania
2		-Interview the student for reasons for shifting; - Explain other requirements for shifting.	10 minutes	Lilibeth L. Sanchez Tomasa T. Lania
3		-Conduct interest test if needed. -Check and prepare results	45 minutes	Lilibeth L. Sanchez Tomasa T. Lania
4		Sign the shifting form and direct the student for the next step.	1 minute	Lilibeth L. Sanchez Tomasa T. Lania
End of Transaction (OSA)				

ISSUANCE OF ADMISSION FORM

1	-Sign in at the log book -Secure admission slip from the guidance counselor	-Issue admission form to the client	2 minutes	Lilibeth L. Sanchez Tomasa T. Lania
2	-Fill up the admission form; - Attached documents as proof for stated reason; - Submit the document	-Interview the student about reasons for absences/tardiness	10 minutes	Lilibeth L. Sanchez Tomasa T. Lania
3		Sign and release the admission form	1 minute	Lilibeth L. Sanchez Tomasa T. Lania
End of Transaction (OSA)				