

1. Request for Extension Documents, Facility and Equipment

This procedure applies during receiving and serving the request for extension documents, facility and equipment by faculty, personnel, and students of TSU and other external interested parties.

Classification:	Simple (3 days)			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Extension Chairpersons, Extension Service Providers, Students, Guests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (TSU-ESO-SF 18)		Downloadable from TSU Official Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of filled -up request form	1. Acknowledgment and stamping of the filled-up request form	None	5 minutes	Office Clerk
	2. Review of the submitted request form	None	10 minutes	Unit Head
	3. Approval or Disapproval of request	None	10 minutes	Director
	4. Notification / Communication to the requesting person about the result of request	None	1 working day	Unit Head
2. Receiving / Claiming of requested items or facility (if approved)	1. Serving of request upon approval	None	1 working day	Office Clerk
TOTAL:		None	2 working days, 25 minutes	

2. Endorsement of Request Letter/Form to College

This procedure applies during the endorsement of request letter/form of beneficiary from Office of the Vice President for Research and Extension Services (VPRES) to the College Dean.

Classification:	Simple (3 days)			
Type of Transaction:	G2G - Government to Government			
Who may avail:	College Dean			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement Slip (TSU-OUP-SF-01)		Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Receiving of request letter/form from VPRES	None	5 minutes	Office Clerk
	2. Review of the request letter/form	None	10 minutes	Director
	3. Logging the 3 rd endorsement addressed to the College Dean for action	None	5 minutes	Director
	4. Duplication of the logged endorsement slip and request letter/form for tracking purposes	None	5 minutes	Office Clerk
1. Acceptance of the endorsed request letter/form, for action	1. Endorsement / Transmittal of request letter/form	None	1 working day	Office Clerk
TOTAL:		None	1 working day, 25 minutes	

3. Processing and Evaluation of Extension Proposal w/ Funding Request

This procedure applies when processing and evaluation of extension proposal submitted by various colleges with funding request. It covers from receiving of the extension proposal to endorsement to Accounting Office for fund certification.

Classification:	Complex (7 days)			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Extension Chairpersons and Extension Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (TSU-ESO-SF-01)		Downloadable from TSU Faculty Portal		
Request Letter		Beneficiary / Client		
Generic Memorandum of Agreement (MOA)		Downloadable from TSU Faculty Portal (Template)		
Extension Activity Proposal (TSU-ESO-SF-02)		Downloadable from TSU Faculty Portal		
Module (for Trainings/Seminars)		Downloadable from TSU Faculty Portal (Template)		
Extension Evaluation Form (TSU-ESO-SF-36)		University Extension Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the extension documents (Extension Activity Proposal with Supporting Attachments)	1. Receiving and Stamping of extension documents	None	5 minutes	Office Clerk
	2. Review and evaluation of extension documents	None	2 working days	Unit Head
	3. Preparation of evaluation report	None	30 minutes	Unit Head
	4. Review and signing of evaluation report	None	30 minutes	Director
	5. Endorsement of extension documents and evaluation report to Accounting Office for fund certification	None	1 working day	Office Clerk
TOTAL:		None	3 working days, 1 hour, 5 minutes	

4. Processing and Evaluation of Extension Proposal w/o Funding Request

This procedure applies when processing and evaluation of extension proposal submitted by various colleges without funding request. It covers from receiving of the extension proposal to endorsement to VPRES for recommending approval.

Classification:	Complex (7 days)
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Type of Transaction:	G2G - Government to Government			
Who may avail:	Extension Chairpersons and Extension Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (TSU-ESO-SF-01)		Downloadable from TSU Faculty Portal		
Request Letter		From beneficiary / client		
Generic Memorandum of Agreement (MOA)		Downloadable from TSU Faculty Portal (Template)		
Extension Activity Proposal (TSU-ESO-SF-02)		Downloadable from TSU Faculty Portal		
Module (for Trainings/Seminars)		Downloadable from TSU Faculty Portal (Template)		
Extension Evaluation Form (TSU-ESO-SF-36)		University Extension Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the extension documents (Extension Activity Proposal with Supporting Attachments)	1. Receiving and stamping of extension documents	None	5 minutes	Office Clerk
	2. Review and evaluation of extension documents	None	2 working days	Unit Head
	3. Preparation of evaluation report	None	30 minutes	Unit Head
	4. Review and signing of evaluation report	None	30 minutes	Director
	5. Endorsement of extension documents and evaluation report to VPRES for recommending approval	None	1 working day	Office Clerk
TOTAL:		None	3 working days, 1 hour, 5 minutes	

5. Sending of Notification relative to Submitted Extension Documents

This procedure applies whenever there are deficiencies / lacking on the submitted extension documents by College Extension Chairpersons and Extension Service Providers.

Classification:	Simple (3 days)
Type of Transaction:	G2G - Government to Government
Who may avail:	College Dean, Attention to: College Extension Chairperson

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notification Slip (TSU-ESO-SF-38)		University Extension Services Office		
Transmittal Slip (TSU-ESO-SF-20)		University Extension Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Preparation of notification slip	None	30 minutes	Unit Head
	2. Review and signing of notification slip	None	30 minutes	Director
1. Acceptance of notification slip, for action	1. Endorsement / Transmittal of request letter/form	None	1 working day	Clerk
TOTAL:		None	1 working day, 1 hour	

6. Review of Extension Post-Reportorial Documents

This procedure applies for the review of post-reportorial documents submitted by the Extension Chairpersons, and Extension Services Providers of the university.

Classification:	Simple (3 days)			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Extension Chairpersons and Extension Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Post Activity Report (TSU-ESO-SF-08)		Downloadable from TSU Faculty Portal		
Attendance Sheet (TSU-ESO-SF-10)		Downloadable from TSU Faculty Portal		
Special Order / Work Order		Concerned College		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the Post-Reportorial Documents (Post Activity Report, Attendance Sheet, Activity Photos,	1. Receiving and stamping of post-reportorial documents	None	5 minutes	Office Clerk

Work/Special and other applicable documents)	2. Review of Post-Reportorial Documents	None	1 hour	Unit Head
	3. Filing / Record Keeping	None	5 minutes	Technical Staff
	4. Data encoding (PMERS)	None	10 minutes	Technical Staff
TOTAL:		None	1 hour, 20 minutes	

7. Administration of On-Site Customer Satisfaction Survey

This procedure applies during the actual conduct of on-site extension activity to measure effectiveness and quality of rendered extension intervention of the implementing College/Extension Service Providers.

Classification:	Simple (3 days)			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Extension Chairpersons and Extension Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Customer Satisfaction Survey (TSU-ESO-SF-15)		Downloadable from TSU Faculty Portal		
Travel Order (TSU-ASU-SF-23)		Office of VPAF		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Preparation of travel order	None	10 minutes	Technical Staff
	2. Review and signing of travel order	None	30 minutes	Director
	3. Transmittal of travel order to the VPRES for signing	None	1 working day	Office Clerk
	4. Printing of Customer Satisfaction Survey (CSS) Form	None	10 minutes	Technical Staff
	5. Travel to actual location / site	None		

			Depends on distance / location	Technical Staff (with Motorpool Staff)
	6. Actual on-site run of CSS Form	None	Depends on the number of participants	Technical Staff
	7. Data encoding (PMERS)	None	10 minutes	Technical Staff
TOTAL:		None	1 working day, 50 minutes (±)	

8. Administration of On-Line Customer Satisfaction Survey

This procedure applies during the actual conduct of on-line extension activity to measure effectiveness and quality of rendered extension intervention of the implementing College/Extension Service Providers.

Classification:	Simple (3 days)			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Extension Chairpersons and Extension Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Customer Satisfaction Survey (TSU-ESO-SF-15)		Downloadable from TSU Faculty Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Design of CSS Form (in google form)	None	20 minutes	Technical Staff
	2. Actual on-line run of CSS	None	Depends on the number of participants	Technical Staff
	3. Data encoding (PMERS)	None	10 minutes	Technical Staff
TOTAL:		None	30 minutes (±)	

9. Issuance of Certificate of Completion

This procedure applies when an extension activity is successfully concluded (complied as planned and submitted all related documents)

Classification:	Simple (3 days)			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Extension Chairpersons and Extension Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Completion		University Extension Services Office		
Transmittal Slip (TSU-ESO-SF-20)		University Extension Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Preparation of Certificate of Completion	None	10 minutes	Technical Staff
	2. Printing of Certificate	None	5 minutes	Technical Staff
	3. Review and signing of Certificate (UESO level)	None	15 minutes	Director
1. Acceptance of Certificate of Completion	1. Endorsement / Transmittal of Certificate of Completion	None	1 working day	Office Clerk
TOTAL:		None	1 working day, 30 minutes	