

### Republic of the Philippines **BATANES STATE COLLEGE**

Washington Ave., San Antonio, Basco, Batanes



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# Information Technology Unit

BATANES STATE COLLEGE

## REPORT ON PROCESS AUTOMATION INITIATI

January 31, 2025

	EXTERNAL CORE SERVICES	INTERNAL CORE SERVICES
Name of Service	Batanes State College Enrollment Management Information System	Batanes State College Medical Unit Records System
Reason for Selection	Current existing system to cater clients outside BSC.	Current existing process automation to cater clients (employees) within the college.
Responsible Unit	Registrar/Cashier/Accounting / ID Printing Services/ Faculty/ SSO	Medical Unit
Identified Clients	Enrollees	BSC Employees and Enrolled Students
Number of Client Visits in FY 2024	765 1st semester enrollees. 251 Students for new IDs for 1st semester.  733 2nd semester enrollees. 268 Students for new IDs for 2nd semester.	2,137 Employees and enrolled students availed medical services of the college.
Volume of Transactions in FY 2024	765 Enrollees undergo 7 processes using BEMIS for 1st Semester.  733 Enrollees undergo 7 processes using BEMIS for 1st Semester.	2,137 clients availed Consultation Services for FY 2023
Manual Process	Time-consuming processes due to manual processing of transactions.	Time-consuming processes due to manual processing of transactions.
Manual Process Results	Extension on alloted enrollment period.	Time consuming retrieval of Medical Records.
FY 2024 Improvements	More Organized Database     System     More Accurate     Transactions     Faster Retrieval of Records     and other services.     Streamlined report     generation	<ol> <li>Shift Digital Recording</li> <li>More Organized Database System</li> <li>Lesser data redunduncy.</li> <li>Faster Retrieval of Records and other services.</li> </ol>

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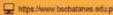






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### INFORMATION TECHNOLOGY UNIT

FY 2024 Results	By implementing BEMIS, the college enhanced its enrollment processes, resulting in improved efficiency and a more streamlined experience for students.  The BMURS enables access to and oversig records while ensprotection and confident			ersight o	of medical ng their	
	Indicator	Rate	Verbal	Indicator	Rate	Verbal
	Responsiveness	4.96	0	Responsiveness	4.84	0
	Reliability	4.91	0	Reliability	4.79	0
	Access & Facility	4.96	0	Access & Facility	4.90	0
	Communication	4.96	0	Communication	4.87	0
	Costs	4.92	0	Costs	5.00	0
FY 2024	Integrity	4.97	0	Integrity	4.94	0
Citizens/Client	Assurance	4.94	0	Assurance	4.90	0
Satisfactory Rating	Outcome	4.97	0	Outcome	4.90	0
Satisfactory Rating	OVERALL	4.94	0	OVERALL	4.89	0
	O = Outstanding VS = Very Satisfactory S = Satisfactory		O = Outstanding VS = Very Satisfact S = Satisfactory	tory		
Remarks	On-going upgrade of centralized server room for all process automation.			On-going upgrade server room for al automation.		

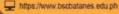


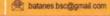


# Republic of the Philippines

BATANES STATE COLLEGE
Washington Ave., San Antonio, Basco, Batanes











## INFORMATION TECHNOLOGY UNIT

	EXTERNAL CORE SERVICES	INTERNAL CORE SERVICES
Name of Service	Electroninc Log-In with Systematic and Transparent Assessment of Client User (ELISTA CU System)	Incomming Document Monitoring System (Online - Google Sheet)
Reason for Selection	Existing system to cater visitors of the College.	Existing process automation to cater employees within the College.
Responsible Unit	Quality Assurance Office and Security Services	Office of the President / Records Office
Identified Clients	Visitors	BSC Employees
Number of Client Visits in FY 2024	430 Recorded and monitored visitors of the college for FY 2024	<ul><li>2451 Incomming documents recorded.</li><li>48 Request of document retreival from Employees.</li></ul>
Volume of Transactions in FY 2024	430 Visitors recorded and monitored using the ELISTA CU System	<ul><li>2451 Incomming documents recorded.</li><li>48 Request of document retreival from Employees.</li></ul>
Manual Process	Manual logging and monitoring of visitor.	Manual monitoring and retrieval of documents when needed.
Manual Process Results	Time-consuming for manual logging and monitoring of visitors.     Time-consuming analysis of client satisfaction rating	Time-consuming on manual monitoring and retrieval of documents.
FY 2024 Improvements	More organized Database System     More accrurate and faster retrieval of visitors record     Easier monitoring of visitors.     Streamlined and more efficient analysis and reporting of client satisfaction ratings.	<ol> <li>More organized database for incoming documents.</li> <li>More accurate and faster retrieval of documents.</li> <li>Easier monitoring of incoming documents.</li> </ol>

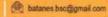


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### INFORMATION TECHNOLOGY UNIT

FY 2024 Results	By implementing college enhance monitoring processimproved efficient streamlined experies	Through the imple Incoming Docum System, the colleg optimized its do processes, resultinefficiency and a experience for its en	nent ge has ocument ng in more s	Monitoring effectively retrieval enhanced treamlined		
	Indicator	Rate	Verbal	Indicator	Rate	Verbal
	Responsiveness	4.85	0	Responsiveness	4.58	0
	Reliability	4.85	0	Reliability	4.83	0
	Access & Facility	4.79	0	Access & Facility	4.74	0
	Communication	4.72	0	Communication	4.83	0
	Costs	N/A	N/A	Costs	N/A	N/A
FY 2024	Integrity	4.65	0	Integrity	4.92	0
Citizens/Client	Assurance	4.82	0	Assurance	4.83	0
Satisfactory Rating	Outcome	4.78	0	Outcome	4.78	0
oatistactory reating	OVERALL	4.78	0	OVERALL	4.79	0
	O = Outstanding VS = Very Satisfactory S = Satisfactory			O = Outstanding VS = Very Satisfactory	ory	
Remarks	On-going upgrade of centralized server room for all process automation.			On-going upgrade server room for all automation.		

Prepared by:

MARVIN KEITH C. ALAVADO

Designate IT Officer

Date: 2-28-25

Verified by:

ARCH. RHOUPHELINE AYA A. CADIZ

Planning Officer III

Date: 02/28/25

Noted by:

DJOVI REGALA DURANTE, DPA

SUC President I

Date:

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### 1. Request for Copies of Filed Documents

The procedure for Requesting Copies of Filed Documents delineates the systematic steps involved in processing requests to issue such documents to establish clear and comprehensive guidelines for addressing requests for copies of filed documents, thereby enhancing its ability to manage document requests effectively while maintaining high standards of accuracy and accountability in the retrieval and dissemination of information.

Office:	Office of the President				
Classification:	Simple	Simple			
Type of Transaction:		G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Internal and External Stake	holders			
CHECKLIST OF RE	QUIREMENTS	WHERE	TO SECURE		
Document Request	Form (DRF)	Office of t	the President		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Request for a blank     Document     Request Form     (DRF).	Provide DRF.	None	5 minutes	Office Staff Office of the President	
Submit accomplished DRF.	Receive the accomplished DRF and search for the requested document.	None	30 minutes	Office Staff Office of the President	
	2.1. If available, the document will be reviewed before release.	None	10 minutes	College Secretary	
	2.2. If not available, a note on the document will be written stating that the document is not available on file.	None	5 minutes	Office Staff Office of the President	
Receive the requested documents.	Release documents.	None	5 minutes	Office Staff Office of the President	
	Total:		50-55 minutes		



#### 6. Processing of Incoming Communications

The management of Incoming Communications encompasses the systematic reception and handling of various forms of communication from internal and external sources, encompassing emails, courier deliveries, and messages received through third-party platforms. The primary objective of this process is to ensure the timely and accurate addressing of all internal and external communications, thereby facilitating effective engagement with stakeholders.

Office:	Office of the President			
Classification:	Simple	Simple		
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Internal and External S	takeholders		
CHECKLIST OF REQU	UIREMENTS	WHERE TO	SECURE	
Document		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the document.	Receive the document and record it in the logbook and electronic log sheet.	None	10 minutes	Office Staff Office of the President
	1.1 Attach the routing slip and forward it to the College President for review.	None	10 minutes	Office Staff Office of the President
	1.2 Act or decide on the document.	None	1-2 days	College President
	1.3 If the document needs a response, prepare a	None	1-2 days	College Secretary
	response.  1.4 If the document should be referred to other units, the document shall be delivered to	None	10 minutes	Office Staff Office of the President



the respective office.  1.5 Forward response to the Records' Office and update the status of the communication	None	5 minutes	Office Staff Office of the President
in the electronic log sheet.			
Total:		2 - 4 days and 35 minutes	



### 1. Admission

Admission of New Students, Transferees, Continuing Students and Cross Enrollees

Office:	Office of the College	Office of the College Registrar		
Classification:	Simple	rtogionai		
Type of Transaction:	G2C-Government to	Citizen		
Who may avail:	Anyone			
CHECKLIST OF RE		V	WHERE TO SECU	URE
Enrollment Requirements     For New Students     College Entrance Examination Result     Report Card (Form 138)		Enrollee		
<ul> <li>For Continuing Studer</li> <li>Student ID</li> <li>General Clearance</li> </ul>	nts			
<ul> <li>For Transferees</li> <li>College Entrance Examination Result</li> <li>Copy of Grades/Transcript of Records</li> <li>Honorable Dismissal</li> </ul>				
For Cross Enrollees     Permit to Cross Enroll				
<ul> <li>Additional Requirements</li> <li>Good Moral Certificate (original with 2 photocopies)</li> </ul>		-		
<ul> <li>Birth Certificate (NS photocopies)</li> </ul>	O/PSA) (3			
o 1x1 Photo (2 pcs)				
photocopy)	(for married women,			
2. Student Profile Form (d			College Registrar	
<ol><li>List Credit Subjects Fo</li></ol>	rm	Office of the C	College Registrar	
4. Temporary ID Slip		Office of the C	College Registrar	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit necessary requirements.	1.1 Evaluate submitted documents.	None	2 minutes	College Registrar

	1.2 Issue Student Profile Form (if not pre- registered online)			
2. Fill out Student Profile Form  Option 1: On-site/Walk-in Option 2: Online	2.1 Verify and Encode Student Profile Form to the System			
	2.2 Print and Issue Temporary ID Slip and List of Subjects Credit Form	None	5 minutes	Clerk
TOTAL:		None	7 minutes	



# 2. Registration

Encoding of subjects to be enrolled.

Office:		Office of the College Re	Office of the College Registrar		
Classification		Simple			
Type of Trans	action:	G2C-Government to Cit	A PART CO. (1711)		
Who may ava	il:	All enrollees who have t		Subject Plotting F	orm from the
		Department Chairperson			
		REQUIREMENTS		WHERE TO SEC	URE
1. Subject			Enrollee		
2. Assignn	nent Sub	ject Slip	Clerk	PROCESSINO	DEDCON
CLIENT ST	EPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Subj Plotting Forr Clerk for end	n to the	1.1 Encode the contents of the Subject Plotting Form  1.2 Issue Approval Assignment Subjects Slip to the enrollee	None	3 minutes	Clerk
2. Verify the coof the Approach Assignment Subjects Slip from the Sul Plotting Form submit it to the College Region of the Approach Assignment Subjects Slip from the Subjects Submit it to the College Region of the Approach Assignment Submit it to the College Region of the Approach Assignment Subjects Subject	p based oject m and the	2.1 Verify the contents of the Approval Assignment Subjects Slip  2.2 Sign the Approval Assignment Subjects Slip and file the Subject Plotting Form	None	2 minutes	College Registrar
		TOTAL:	None	5 minutes	



## 3. Validation

Validation of Certificate of Registration and Issuance of Class cards

Office:	Office of the College Registrar				
Classification:	Simple				
Type of Transaction:	G2C-Government to Citizen				
Who may avail:	All enrollees who have a Cert	ificate of	Registration valid	dated from the	
	Cashier				
CHECKLIST C	F REQUIREMENTS		WHERE TO S	ECURE	
Certificate of Reg	gistration	Enrolle			
Class card		THE RESERVE OF THE PARTY OF THE	e Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit Certificate     of Registration to     the Clerk for     validation	1.1 Validate the Certificate of Registration  1.2 Forward the Certificate of Registration to the College Registrar  1.3 College Registrar signs the Certificate of Registration, issues the "Student's Copy" of it back to student with the number of class cards based on the subjects	None	5 minutes	Clerk  College Registrar	
	enrolled.  1.4Files the remaining copies of the Certificate of Registration  TOTAL:	None	5 minutes		



## 4. Issuance of Requested Academic Documents

Issuance of Certificates, Transcript of Records, CAV, Diploma and Transfer Credentials

Office:	Office of the College Registrar		
Classification:	Simple		
Type of Transaction:	G2C-Government to		
Who may avail:	All Students, Former	r Students and Parents of the Students of Batanes	
	State College		
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE	
Document Request	Form (Billing Slip)	Office of the College Registrar	
<ol><li>Official Receipt</li></ol>		Cashier	
Diploma (Reconst	Records (ToR) rance hentication and // of ToR and Diploma struct) ss or Damaged tials (Honorable rance	Enrollee	

CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
File a request and submit necessary requirements (if necessary)	1.1 Identifies the request and asks for requirements (if necessary)  1.2 Verify the submitted requirements	None	2 minutes	Clerk/ College Registrar

2. Present the Document Request Form to the Cashier and pay necessary fees	1.3 Fill-outs, signs and issues Document Request Form (Billing Slip)  2.1 Receives payment based on the Document Request Form (Billing Slip) and issues Official Receipt	ToR, Certificates = Php 50.00/page  CAV = Php 50.00/3 copies  Diploma =	3 minutes	Cashier
		Php 150.00/page Evaluation = Php 25.00		
3. Present Document Request Form and Official Receipt	3.1 Process the requested document  3.2 Issues the document when done or issue Claim Stub (if necessary)	None	Certificate of Enrollment /Graduation /Grades = 30 minutes  Certificate of Medium of Instruction /GPA /Earned Units /Course Description, CAV, ToR, Diploma/Evaluation of Grades /Subjects = 1 working day  Transfer Credentials = 30 mins	Clerk/ College Registrar
	TOTAL:	Varies	Varies	

200 000