



INFORMATION TECHNOLOGY UNIT

REPORT ON PROCESS AUTOMATION INITIATIVES

January 31, 2025

BATANES STATE COLLEGE

RECEIVED

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By: *Ayn*

	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	1. Extension on allotted enrollment period.	1. Time consuming retrieval of Medical Records.
FY 2024 Improvements	1. More Organized Database System 2. More Accurate Transactions 3. Faster Retrieval of Records and other services. 4. Streamlined report generation	1. Shift Digital Recording 2. More Organized Database System 3. Lesser data redundancy. 4. Faster Retrieval of Records and other services.

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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 more efficient access to and oversight of medical records while ensuring their protection and confidentiality.																																																												
FY 2024 Citizens/Client Satisfactory Rating	<table> <tr> <th>Indicator</th><th>Rate</th><th>Verbal</th></tr> <tr> <td>Responsiveness</td><td>4.96</td><td>O</td></tr> <tr> <td>Reliability</td><td>4.91</td><td>O</td></tr> <tr> <td>Access & Facility</td><td>4.96</td><td>O</td></tr> <tr> <td>Communication</td><td>4.96</td><td>O</td></tr> <tr> <td>Costs</td><td>4.92</td><td>O</td></tr> <tr> <td>Integrity</td><td>4.97</td><td>O</td></tr> <tr> <td>Assurance</td><td>4.94</td><td>O</td></tr> <tr> <td>Outcome</td><td>4.97</td><td>O</td></tr> <tr> <td>OVERALL</td><td>4.94</td><td>O</td></tr> </table> <p>O = Outstanding VS = Very Satisfactory S = Satisfactory</p>	Indicator	Rate	Verbal	Responsiveness	4.96	O	Reliability	4.91	O	Access & Facility	4.96	O	Communication	4.96	O	Costs	4.92	O	Integrity	4.97	O	Assurance	4.94	O	Outcome	4.97	O	OVERALL	4.94	O	<table> <tr> <th>Indicator</th><th>Rate</th><th>Verbal</th></tr> <tr> <td>Responsiveness</td><td>4.84</td><td>O</td></tr> <tr> <td>Reliability</td><td>4.79</td><td>O</td></tr> <tr> <td>Access & Facility</td><td>4.90</td><td>O</td></tr> <tr> <td>Communication</td><td>4.87</td><td>O</td></tr> <tr> <td>Costs</td><td>5.00</td><td>O</td></tr> <tr> <td>Integrity</td><td>4.94</td><td>O</td></tr> <tr> <td>Assurance</td><td>4.90</td><td>O</td></tr> <tr> <td>Outcome</td><td>4.90</td><td>O</td></tr> <tr> <td>OVERALL</td><td>4.89</td><td>O</td></tr> </table> <p>O = Outstanding VS = Very Satisfactory S = Satisfactory</p>	Indicator	Rate	Verbal	Responsiveness	4.84	O	Reliability	4.79	O	Access & Facility	4.90	O	Communication	4.87	O	Costs	5.00	O	Integrity	4.94	O	Assurance	4.90	O	Outcome	4.90	O	OVERALL	4.89	O
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	EXTERNAL CORE SERVICES	INTERNAL CORE SERVICES
Name of Service	Electronic 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	2451 Incomming documents recorded. 48 Request of document retrieval from Employees.
Volume of Transactions in FY 2024	430 Visitors recorded and monitored using the ELISTA CU System	2451 Incomming documents recorded. 48 Request of document retrieval from Employees.
Manual Process	Manual logging and monitoring of visitor.	Manual monitoring and retrieval of documents when needed.
Manual Process Results	<ol style="list-style-type: none"> 1. Time-consuming for manual logging and monitoring of visitors. 2. Time-consuming analysis of client satisfaction rating 	<ol style="list-style-type: none"> 1. Time-consuming on manual monitoring and retrieval of documents.
FY 2024 Improvements	<ol style="list-style-type: none"> 1. More organized Database System 2. More accurate and faster retrieval of visitors record 3. Easier monitoring of visitors. 4. Streamlined and more efficient analysis and reporting of client satisfaction ratings. 	<ol style="list-style-type: none"> 1. More organized database for incoming documents. 2. More accurate and faster retrieval of documents. 3. Easier monitoring of incoming documents.

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FY 2024 Results	By implementing ELISTA CU, the college enhanced its visitor monitoring process, resulting in improved efficiency and a more streamlined experience for guests.	Through the implementation of the Incoming Document Monitoring System, the college has effectively optimized its document retrieval processes, resulting in enhanced efficiency and a more streamlined experience for its employees.																																																												
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Built
 minds

Serves
 communities

Creates
 opportunities



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			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Internal and External Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (DRF)		Office of the President		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a blank Document Request Form (DRF).	1. Provide DRF.	None	5 minutes	Office Staff Office of the President
2. Submit accomplished DRF.	2. 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
3. Receive the requested documents.	3. 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				
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government				
Who may avail:	Internal and External Stakeholders				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Document			Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the document.	1. 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 response.	None	1-2 days	College Secretary	
	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 in the electronic log sheet.	None	5 minutes	Office Staff Office of the President
	Total:		2 - 4 days and 35 minutes	



1. Admission

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

Office:	Office of the College Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Anyone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Enrollment Requirements <ul style="list-style-type: none">For New Students<ul style="list-style-type: none">College Entrance Examination ResultReport Card (Form 138)For Continuing Students<ul style="list-style-type: none">Student IDGeneral ClearanceFor Transferees<ul style="list-style-type: none">College Entrance Examination ResultCopy of Grades/Transcript of RecordsHonorable DismissalFor Cross Enrollees<ul style="list-style-type: none">Permit to Cross EnrollAdditional Requirements<ul style="list-style-type: none">Good Moral Certificate (original with 2 photocopies)Birth Certificate (NSO/PSA) (3 photocopies)1x1 Photo (2 pcs)Marriage Certificate (for married women, photocopy)		Enrollee		
2. Student Profile Form (on-site / online)		Office of the College Registrar		
3. List Credit Subjects Form		Office of the College Registrar		
4. Temporary ID Slip		Office of the College Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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 Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All enrollees who have the approved Subject Plotting Form from the Department Chairperson			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Subject Plotting Form		Enrollee		
2. Assignment Subject Slip		Clerk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Subject Plotting Form to the Clerk for encoding	1.1 Encode the contents of the Subject Plotting Form	None	3 minutes	Clerk
	1.2 Issue Approval Assignment Subjects Slip to the enrollee			
2. Verify the contents of the Approval Assignment Subjects Slip based from the Subject Plotting Form and submit it to the College Registrar	2.1 Verify the contents of the Approval Assignment Subjects Slip	None	2 minutes	College Registrar
	2.2 Sign the Approval Assignment Subjects Slip and file the Subject Plotting Form			
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 Certificate of Registration validated from the Cashier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration		Enrollee		
2. Class card		College Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certificate of Registration to the Clerk for validation	1.1 Validate the Certificate of Registration	None	5 minutes	Clerk
	1.2 Forward the Certificate of Registration to the College Registrar			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 enrolled.			
	1.4 Files 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 Citizen			
Who may avail:	All Students, Former Students and Parents of the Students of Batanes State College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document Request Form (Billing Slip)		Office of the College Registrar		
2. Official Receipt		Cashier		
3. Additional Requirements per request type: <ul style="list-style-type: none"> • For Transcript of Records (ToR) <ul style="list-style-type: none"> ○ General Clearance • Certification, Authentication and Verification (CAV) <ul style="list-style-type: none"> ○ Photocopies of ToR and Diploma • Diploma (Reconstruct) <ul style="list-style-type: none"> ○ Affidavit of loss or Damaged Diploma • Transfer Credentials (Honorable Dismissal) <ul style="list-style-type: none"> ○ General Clearance • Certificates and Evaluation of Grades/Records <ul style="list-style-type: none"> ○ None 		Enrollee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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

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