

Type of Service: External

Provides Simple Statistical Data

Simple Statistical Data are request for data that are available in the Computerized Registration System (CRS) that can be generated in a day or two.

Office or Division:	Academic Information Systems Section (AISS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request approved by the University Registrar or Chancellor		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the Admin Section of the OUR	1. Receive letter, check and record to database. Forward to University Registrar (UR) for action	None	5 Minutes	<i>Frontline Staff Administrative Section</i>
	1.1 Act on the request	None	1 Day	<i>University Registrar OUR</i>
2. Claim request with action of the UR	2. Release request	None	2 Minutes	<i>Frontline Staff Administrative Section</i>
3. Bring approved data request letter to AISS	3. Process requested data	None	1 Day, 4 Hours	<i>Information Systems Analyst III AISS</i>
TOTAL:		None	2 Days, 4 Hours, 7 Minutes	

Type of Service: External

Provides Complex Statistical Data

Complex Statistical Data are request for data that are available in the Computerized Registration System (CRS) that require advanced queries and processing that may require a week to process.

Office or Division:	Academic Information Systems Section (AISS), Office of the University Registrar			
Classification:	Complex			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request approved by the University Registrar or Chancellor		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the Admin Section of the OUR	1. Receive letter, check and record to database. Forward to University Registrar (UR) for action.	None	5 Minutes	<i>Frontline Staff Administrative Section</i>
	1.1 Act on the request	None	1 Day	<i>University Registrar OUR</i>
2. Claim request with action of the UR	2. Release request	None	2 Minutes	<i>Frontline Staff Administrative Section</i>
3. Bring approved data request letter to AISS	3. Process requested data	None	5 Days	<i>Information Systems Analyst III AISS</i>
TOTAL:		None	6 Days, 7 Minutes	

Type of Service: External

Provides Highly Technical Statistical Data

Highly Technical Statistical Data are request for data that are available in the Computerized Registration System (CRS) that involves complex queries and processing that may take more than a week to prepare.

Office or Division:	Academic Information Systems Section (AISS), Office of the University Registrar			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request approved by the University Registrar or Chancellor		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the Admin Section of the OUR	1. Receive letter, check and record to database. Forward to University Registrar (UR) for action.	None	5 Minutes	<i>Frontline Staff Administrative Section</i>
	1.1 Act on the request	None	1 Day	<i>University Registrar OUR</i>
2. Claim request with action of the UR	2. Release request	None	2 Minutes	<i>Frontline Staff Administrative Section</i>
3. Bring approved data request letter to AISS	3. Process requested data	None	19 Days	<i>Information Systems Analyst III AISS</i>
TOTAL:		None	20 Days, 7 Minutes	

Type of Service: External

Provides CRS HelpDesk

The HelpDesk is a system that handles all CRS-related concerns

Office or Division:	Academic Information Systems Section (AISS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Government/ Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID 2. Supporting documents - any document to provide proof of a clients claim		1. Company ID, School ID, LTO, DFA, GSIS etc. 2. Approved appeals, Certificate of Attendance / Non-Attendance, Certificate of Class Dissolution, Form 26, Form 26A, Form 5, LOA Form.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask support regarding CRS concern through email, telephone or walking in	1. Provides support through emails, telephone calls and entertain walk-in clients regarding CRS related issues and concerns.	None	1 Day	<i>Support Staff AISS</i>
TOTAL:		None	1 Day	