

SORSOGON STATE UNIVERSITY

CITIZEN'S CHARTER

MANDATE

The **Sorsogon State University** shall provide advance and higher professional, technical and special instructions in education and technology, engineering and architecture, public administration and management, accountancy, economics and finance, agriculture, forestry and fisheries, arts and sciences, maritime education, peace and security courses and other related fields of study. It shall also undertake research and extension, as well as income generation programs, for the sustainable development of the Province of Sorsogon and Region V.

VISION

A research university with a culture of excellence in developing globally competitive and values-oriented leaders and professionals.

MISSION

To provide research-based quality education, innovations, and collaborative extension services for sustainable national and international development.

SERVICE PLEDGE

We, the Sorsogon State University officials and employees uphold the highest standards of quality service with Humility, Excellence, Accountability, Resiliency, and Trustworthiness (**HEART**).

- **Humility** - We serve with sincerity and openness, always valuing client feedback and treating everyone with respect and dignity.
- **Excellence** - We are committed to deliver outstanding service, continuously striving for improvement to exceed expectations.
- **Accountability** - We take full responsibility for our actions, ensuring reliability, transparency, and the highest level of client satisfaction.
- **Resiliency** - We embrace challenges with a positive attitude, adapting and innovating to provide effective solutions and quality service.
- **Trustworthiness** - We foster lasting relationships built on honesty, integrity, and dependability, ensuring that every interaction is meaningful and reliable.

With **HEART**, we dedicate ourselves to exceptional service, upholding our duty to serve with passion, professionalism, and unwavering commitment to our clients and stakeholders.

*We serve with **HEART**
because you deserve nothing less than the best.*



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SORSOGON STATE UNIVERSITY

Pamantasang may Puso 

ADMISSION SERVICES - EXTERNAL SERVICES

1. APPLICATION FOR ADMISSION TEST

This service refers to one of the functions of admissions along recruitment of prospective students, specifically for incoming grade 7 in the Laboratory High School, college freshmen and transferees, and new students to the Graduate School. It covers the process of online registration of student-applicants to submission of application requirements up to the time the test schedule is identified, or test permit is released.

1.1 APPLICATION OF INCOMING GRADE 7

Prospective applicant is advised to register or apply online on a specific date of application through the Online Pre-Admission System or OPAS – a digital platform that allows student-applicants to apply, register, and prepare for admission test or entrance exam. The application provides communication tool for notifications, updates, and support, ensuring a streamlined and efficient admission process for both applicants and administrators.

Office/Division:	Admission Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen
Who may avail:	Student-Applicant – a prospective student who will be entering or starting seventh grade in the upcoming school year or academic year; or a student moving from sixth grade to seventh grade which is part of the middle school or junior high school

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1	Duly signed Certification (FM-ADS-003C) generated by the Online Pre-Admission System - (One Original Copy)	Generated by the Online Pre-Admission System (http://admission.sorsu.edu.ph) after successful online registration
2	Grade 5 Form 138/Report Card with GWA for graduating elementary (Grade 6 report card for elementary graduate) – One Authenticated copy	From the student-applicant/adviser/ registrar’s office of the school last attended
3	Certification that the student-applicant is expected to graduate at the current school/academic year (for graduating elementary) – One Original copy	From the class adviser or school principal where the student-applicant is currently enrolled
4	One (1) piece hard copy and soft copy recent 2”x2” colored ID picture with white background, full handwritten name tag and signature	Photo Studio or from the student-applicant
5	Official Receipt of payment for the testing fee – One Original Copy	Issued by the cashier’s office upon payment of testing fee/ admission fee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Using a web browser (recommended: Google Chrome), sign-up and log in to Online Pre-Admission System or OPAS URL: admission.sorsu.edu.ph	1.1. Provides video tutorials on online registration.	None	3 minutes	Head, Admission Services Unit
	1.2. Sets application period and examination schedule in the OPAS.	None	2 minutes	Director, OSDS Head, Admission Services Unit
	1.3. Assists student-applicant to register online (for those applicants who cannot access OPAS).	None	10 minutes	Campus Admissions Coordinator or Admissions Staff
2 Completely fill out forms online and successfully download, print and sign the Certification (FM-ADS-003C) generated by the system, then prepare the complete application requirements for submission.	2.1. Assists student-applicant to fill out forms online (for those applicants who cannot access OPAS).	None	15 minutes	Campus Admissions Coordinator or Admissions Staff
3 Present the duly signed certification (FM-ADS-003C) at the Cashier’s Office for the payment of testing fee.	3.1. Issues official receipt of payment for the testing fee.	Php250.00	3 minutes	Collecting Officer/ Cashier’s Office

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Submit the complete application requirements at the Admission Services Unit and fill out a log sheet as proof of your submission.	4.1. Verifies the completeness of the submitted documents.	None	2 minutes	Campus Admissions Coordinator or Admissions Staff
		4.2. Validates the data submitted online with data on the submitted documents.	None	3 minutes	Campus Admissions Coordinator or Admissions Staff
		4.3. Asks the student-applicant or representative to fill out the log sheet of submission and advises to check regularly their OPAS account for the test permit.	None	3 minutes	Campus Admissions Coordinator or Admissions Staff
		4.4. Confirms application and notify applicants thru email.	None	1 minute	Campus Admissions Coordinator or Admissions Staff
5	Access OPAS account for the exam schedule. On the completion page, click Confirm and Proceed button to download and print the test permit.	5.1. Collects customer feedback for continual improvement.	None	3 minutes	Director, OSDS Head, Admission Services Unit
TOTAL PROCESSING TIME				45 minutes	

1.2 APPLICATION OF COLLEGE FRESHMEN AND TRANSFEREES

Application is being facilitated online through the Online Pre-Admission System or OPAS – a digital platform that includes features such as online application and submission, exam schedules and results tracking. The system accepts registration for specific dates of application and closes automatically at the end of the registration period. It also provides communication tool for notifications, updates, and support, ensuring a streamlined and efficient admission process for both applicants and administrators.

Office/Division:	Admission Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen
Who may avail:	Student-Applicant – a prospective student, either a graduating senior high school, a senior high school graduate without units to Tertiary Education, a transferee from other HEIs or SUCs or a bachelor's degree who wants to avail any of the undergraduate programs/courses being offered by the University.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General requirements:		
2	Duly signed certification (FM-ADS-003) generated by the OPAS (1 Original Copy)	Generated by the Online Pre-Admission System (http://admission.sorsu.edu.ph) after successful online registration
3	Grade credentials (Form 137/138/OTR/COG) – One Authenticated Photocopy)	School Last Attended – Registrar's Office
4	One (1) piece soft copy recent 2"x2" colored ID picture with white background, full handwritten name tag and signature	Photo Studio
• Senior High School Graduating Student		
a.	Duly signed Certification (FM-ADS-003A) generated by the Online Pre-Admission System	Generated by the Online Pre-Admission System (http://admission.sorsu.edu.ph) after successful online registration
b.	Grade 11 SHS Form 137/SF10 or Form 138/SF9 reflecting the GWA per semester	From the student-applicant/adviser/ registrar's office of the school last attended
c.	One (1) piece soft copy recent 2"x2" colored ID picture with white background, full handwritten name tag and signature	Photo Studio or from the student-applicant
• Senior High School Graduate Student		
a.	Duly signed Certification (FM-ADS-003A) generated by the Online Pre-Admission System	Generated by the Online Pre-Admission System (http://admission.sorsu.edu.ph) after successful online registration
b.	Grade 12 SHS Form 138/SF 9 (Report Card)	From the student-applicant/adviser/registrar's office of the school last attended

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
c. One (1) piece soft copy recent 2"x2" colored ID picture with white background, full handwritten name tag and signature	Photo Studio or from the student-applicant
• Transferee	
a. Duly signed Certification (FM-ADS-003A) generated by the Online Pre-Admission System	Generated by the Online Pre-Admission System (http://admission.sorsu.edu.ph) after successful online registration
b. Official Transcript of Records/Certificate of Grades with Certificate of General Weighted Average	From the student-applicant/registrar's office of the school last attended
c. One (1) piece soft copy recent 2"x2" colored ID picture with white background, full handwritten name tag and signature	Photo Studio or from the student-applicant
• Non-Degree Holder College Student	
a. Duly signed Certification (FM-ADS-003A) generated by the Online Pre-Admission System	Generated by the Online Pre-Admission System (http://admission.sorsu.edu.ph) after successful online registration
b. Official Transcript of Records/Certificate of Grades with Certificate of General Weighted Average	From the student-applicant/registrar's office of the school last attended
c. One (1) piece soft copy recent 2"x2" colored ID picture with white background, full handwritten name tag and signature	Photo Studio or from the student-applicant
• Degree Holder College Student or Second Courser	
a. Duly signed Certification (FM-ADS-003A) generated by the Online Pre-Admission System	Generated by the Online Pre-Admission System (http://admission.sorsu.edu.ph) after successful online registration
b. Official Transcript of Records/Certificate of Grades with Certificate of General Weighted Average	From the student-applicant/registrar's office of the school last attended
c. One (1) piece soft copy recent 2"x2" colored ID picture with white background, full handwritten name tag and signature	Photo Studio or from the student-applicant
d. Official Receipt of payment for the testing fee/admission fee	Issued by the cashier's office upon payment of testing fee/admission fee

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Using a web browser (recommended: Google Chrome), sign-up and log in to Online Pre-Admission System or OPAS URL: admission.sorsu.edu.ph	1.1. Provides video tutorials on online registration.	None	3 minutes	Head, Admission Services Unit
		1.2. Sets application period and examination schedule in the OPAS.	None	2 minutes	Director, OSDS Head, Admission Services Unit
		1.3. Assists student-applicant to register online (for those applicants who cannot access OPAS).	None	3 minutes	Campus Admissions Coordinator or Admissions Staff
2	Completely fill out forms online and successfully download, print, sign and scan the signed certification (FM-ADS-003A) then prepare and scan the complete application requirements for online submission.	2.1. Assists student-applicant to fill out forms online (for those applicants who cannot access OPAS).	None	15 minutes	Campus Admissions Coordinator or Admissions Staff
3	For Degree Holder or Second Courser applicants only, others skip this step: pay testing fee at the Cashier's Office or through bank deposit or bank transfer via Gcash payment	3.1. Issues official receipt of payment for the testing fee.	Php250.00	3 minutes	Collecting Officer/Cashier's Office
4	Access you OPAS account completion page to upload the scanned application requirements, fill out school last attended data profile for validation and click Submit Documents button to complete online submission process.	4.1. Verifies completeness and authenticity of submitted data and documents online.	None	3 minutes	Campus Admissions Coordinator or Admissions Staff
		4.2. Feedbacks student-applicant if confirmed or needs for re submission. Allows confirmed applicants to download test permit from OPAS.	None	2 minutes	Campus Admissions Coordinator or Admissions Staff

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Using your OPAS account, view the status of your application. Confirmed applicants can view their exam schedule and can download test permit. Otherwise, check your uploaded 2x2 photo and documents if needed for reuploading. Remarks are indicated if need for resubmission.	5.1. Confirms application if no found deficiency and notify applicants thru email.	None	2 minutes	Campus Admissions Coordinator or Admissions Staff
		5.2. If found deficient, provides remarks for guidance in reuploading.	None	1 minute	Campus Admissions Coordinator or Admissions Staff
		5.3. Auto-confirms submitted application	None	2 minutes	VPAA, ICT Director and Staff, Admission Services Unit Head and Staff
6	Click Confirm and Proceed button to download and print the test permit.	6.1. Collects customer feedbacks for continual improvement.	None	4 minutes	Director, OSDS Head, Admission Services Unit
TOTAL PROCESSING TIME				40 minutes	

1.3 APPLICATION OF NEW STUDENTS TO THE GRADUATE SCHOOL

Admission to the Graduate School of the University involves applying to a program that offers advanced study beyond a bachelor's degree. The process typically includes online application and submission of application requirements for admission test. Prospective applicant is advised to register or apply online on a specific date of application per semester through the Online Pre-Admission System or OPAS – a digital platform that allows student-applicants to apply, register, and prepare for admission test or entrance exam.

Office/Division:	Admission Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen
Who may avail:	Student-Applicant – a prospective student who has completed bachelor's degree or master's degree pursuing advanced education and training in a specific field of study offered by the University.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1	Duly signed Certification (FM-ADS-003D) generated by the Online Pre-Admission System - (One Original Copy)	Generated by the Online Pre-Admission System (http://admission.sorsu.edu.ph) after successful online registration
2	Transcript of Records with remarks for enrollment or copy for Sorsogon State University Graduate School - One Authenticated copy	From the student-applicant/registrar's office of the school last attended
3	Certificate of General Weighted Average (GWA) – One Original Copy	From the student-applicant/registrar's office of the school last attended
4	One (1) piece hard copy and soft copy recent 2"x2" colored ID picture with white background, full handwritten name tag and signature	Photo Studio or from the student-applicant
5	Official Receipt of payment for the testing fee – One Original Copy	Issued by the cashier's office upon payment of testing fee/ admission fee
Special admission requirement for graduates of Master in Education major in Educational Management (MED-EM):		
<ul style="list-style-type: none"> • Published research article as first author in an international, peer-reviewed, and indexed journal • Completion of 6-unit bridging course 		From the student-applicant From the Office of the Dean, Graduate School

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Using a web browser (recommended: Google Chrome), sign-up and log in to Online Pre-Admission System or OPAS URL: admission.sorsu.edu.ph	1.1. Provides video tutorials on online registration.	None	3 minutes	Head, Admission Services Unit
		1.2. Sets application period and examination schedule in the OPAS.	None	2 minutes	Director, OSDS Head, Admission Services Unit
		1.3. Assists student-applicant to register online (for those applicants who cannot access OPAS).	None	3 minutes	Campus Admissions Coordinator or Admissions Staff

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Completely fill out forms online and successfully download, print and sign the Certification (FM-ADS-003D) generated by the system, then prepare the complete application requirements for submission.	2.1. Assists student-applicant to fill out forms online (for those applicants who cannot access OPAS).	None	15 minutes	Campus Admissions Coordinator or Admissions Staff
3	Present the duly signed certification (FM-ADS-003D) at the Cashier's Office for the payment of testing fee.	3.1. Issues official receipt of payment for the testing fee.	Php500.00	3 minutes	Collecting Officer/ Cashier's Office
4	Submit the complete application requirements at the Admission Services Unit and fill out a log sheet as proof of your submission.	4.1. Verifies the completeness of the submitted documents.	None	2 minutes	Campus Admissions Coordinator or Admissions Staff
		4.2. Validates the data submitted online with data on the submitted documents.	None	3 minutes	Campus Admissions Coordinator or Admissions Staff
		4.3. Inform the student-applicant that the office facilitates walk-in examination.	None	3 minutes	Campus Admissions Coordinator or Admissions Staff
5	Fill out customer satisfaction survey form	5.1. Collects customer feedbacks for continual improvement.	None	4 minutes	Director, OSDS Head, Admission Services Unit
TOTAL PROCESSING TIME				38 minutes	

2. CONDUCT OF ADMISSION TEST

This service refers to one of the functions of admissions along selection of prospective students, specifically for incoming grade 7 in the Laboratory High School, college freshmen and transferees, and new students to the Graduate School. It covers the process through which the Unit assesses the knowledge, skills, or aptitude of applicants seeking admission to a program offered by the University through the conduct of an in-person admission test or entrance examination.

2.1 CONDUCT OF LABORATORY HIGH SCHOOL ADMISSION TEST (LHSAT)

The process includes administering the test under controlled conditions in a one-day set up and ensuring fairness and security. The goal is to evaluate applicants' readiness and will be one of the bases of selection for qualified enrollees in the Laboratory High School.

Office/Division:	Admission Services Unit
Classification:	Simple
Type of Transaction:	G2C - Government-to-Citizen
Who may avail:	Registered Examinee - a student-applicant who completed the submission of application requirements and been confirmed and issued test permit in OPAS

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1	Test permit (FM-ADS-002C) - one printed original copy	Downloaded from the Online Pre-Admission System (http://admission.sorsu.edu.ph) after confirmation of online application
2	Pencil with eraser and sharpener	From the student-applicant
3	Any valid ID or Photocopy of Birth Certificate or any proof of identification (if no test permit)	From the student-applicant

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceed to the designated testing venue and present the test permit or proof of identification to the room examiner or proctor.	1. Checks the test permit and scans the QR code indicated in the test permit for validation using the OPAS attendance application.	None	2 minutes	Admission Services Unit through the Assigned Room Examiner or Proctor
2	Listens and understands the orientation for the conduct of admission test or entrance exam.	2. Gives orientation to examinees and instructions to fill out answer sheet.	None	15 minutes	Guidance Services Unit through the assigned Room Examiner

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Takes the admission test or entrance exam as scheduled.	3. Administers admission	None	40 minutes	Admission Services Unit in collaboration with the Guidance Services Unit through the Guidance Counselor, Psychometrician, Chief Examiners, Supervising Examiners, Room Examiners, Proctors and Support Personnel
	Wait for the final instruction to leave the testing room.	4. Gives final instruction on how and where to know the test results.	None	3 minutes	Admission Services Unit through the Assigned Room Examiner
TOTAL PROCESSING TIME				60 minutes	

2.2 CONDUCT OF COLLEGE ADMISSION TEST (CAT)

The process includes administering a one-day simultaneous admission test in the four campuses of the University under controlled conditions and ensuring fairness and security. It is designed to evaluate a candidate's readiness for academic study, to evaluate applicants' readiness for academic or professional work in their chosen field and will be one of the bases of selection for qualified enrollees in the various undergraduate programs offered by the University.

Office/Division:	Admission Services Unit
Classification:	Simple
Type of Transaction:	G2C - Government-to-Citizen
Who may avail:	Registered Examinee - a student-applicant who completed the submission of application requirements and been confirmed and issued test permit in OPAS

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1	Test permit (FM-ADS-002A) - one printed original copy	Downloaded from the Online Pre-Admission System (http://admission.sorsu.edu.ph) after confirmation of online application
2	Pencil with eraser and sharpener	From the student-applicant
3	Any valid ID or Photocopy of Birth Certificate or any proof of identification (if no test permit)	From the student-applicant

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceed to the designated testing venue and present the test permit or proof of identification to the room examiner or proctor.	1. Checks the test permit and scans the QR code indicated in the test permit for validation using the OPAS attendance application.	None	2 minutes	Admission Services Unit through the Assigned Room Examiner or Proctor
2	Listens and understands the orientation for the conduct of admission test or entrance exam.	2. Gives orientation to examinees and instructions to fill out answer sheet.	None	15 minutes	Guidance Services Unit through the assigned Room Examiner
3	Takes the admission test or entrance exam as scheduled.	3. Administers admission test or entrance exam.	None	40 minutes	Admission Services Unit in collaboration with the Guidance Services Unit through the Guidance Counselor, Psychometrician, Chief Examiners, Supervising Examiners, Room Examiners, Proctors and Support Personnel

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Wait for the final instruction to leave the testing room.	4. Gives final instruction on how and where to know the test results.	None	3 minutes	Admission Services Unit through the Assigned Room Examiner
TOTAL PROCESSING TIME				60 minutes	

2.3 CONDUCT OF GRADUATE SCHOOL ADMISSION TEST (GSAT)

The process includes administering an admission test under controlled conditions and ensuring fairness and security. The goal is to evaluate applicants' readiness for advanced academic or professional work in their chosen field. Walk-in examination is being facilitated to the student-applicants on a first-come first-served basis. For graduate or alumni of master's program from Sorsogon State University, student-applicant for doctoral program is exempted to take admission test based on the evaluation of documents. (BOR No. 63 s. 2023)

Office/Division:	Admission Services Unit
Classification:	Simple
Type of Transaction:	G2C - Government-to-Citizen
Who may avail:	Registered Examinee - a student-applicant who completed the submission of application requirements and been confirmed and issued test permit in OPAS

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1	Ballpen (black)	From the student-applicant

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceed to the designated testing venue and fill out attendance sheet.	1. Let the examinee fill out attendance sheet.	None	2 minutes	Admission Services Unit Head and Staff
2	Listens and understands the orientation for the conduct of admission test or entrance exam.	2. Gives orientation to examinees and instructions to fill out the booklet.	None	5 minutes	Admission Services Unit Head and Staff
3	Takes the admission test or entrance exam as scheduled.	3. Administers admission test or entrance exam and record starting time on the attendance sheet.	None	60 minutes	Admission Services Unit Head and Staff
4	Fill out customer satisfaction survey form	4. Gives final instruction on how and where to know the test results and collects customer feedbacks for continual improvement.	None	8 minutes	Director, OSDS Head, Admission Services Unit
TOTAL PROCESSING TIME				1 hour and 15 minutes	

3. RELEASE OF RESULT

This service refers to the process of formally announcing the outcomes of the selection process such as evaluation of submitted grades and conduct of admission test. Results are typically published through various channels such as email notifications, online portal, or official websites and social media platforms. Applicants are informed whether they have been admitted, rejected, or waitlisted. The release may also include details about next steps such as instructions to confirm their enrollment and other pre-enrolment activities.

3.1 FOR INCOMING GRADE 7 APPLICANT

Office/Division:	Admission Services Unit
Classification:	Simple
Type of Transaction:	G2C - Government-to-Citizen
Who may avail:	Student-applicant - a student-applicant who took the admission test or entrance exam given by the University

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Verifies test results through SorSU Official Website (www.sorsu.edu.ph) and Facebook Page: Sorsogon State University Admission Services Unit: https://www.facebook.com/SorSUAdmissionServicesUnit with enrolment advice or may visit the office for verification.	1. Posts list of qualifiers and waitlisted at the SorSU Website and Unit FB Page with pre-enrolment schedules and requirements.	None	3 minutes	PIO Director, OSDS Head, Admission Services Unit Head
2	Qualifiers and waitlisted attend a pre-enrolment orientation as scheduled	2. Gives orientation to qualified enrollees with their parents before the scheduled enrolment.	None	60 minutes	Area Chair, Laboratory High School
TOTAL PROCESSING TIME				1 hour and 3 minutes	

3.2 FOR COLLEGE FRESHMEN AND TRANSFEREES

Office/Division:	Admission Services Unit
Classification:	Simple
Type of Transaction:	G2C - Government-to-Citizen
Who may avail:	Student-applicant - a student-applicant who took the admission test or entrance exam given by the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1	OPAS user credentials	The username and password created during the registration process in the Online Pre-Admission System (OPAS) or may email admission@sorsu.edu.ph with your full name and application code for assistance to recover user account.

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Verifies test results through SorSU Official Website (www.sorsu.edu.ph) and Facebook Page: Sorsogon State University Admission Services Unit: https://www.facebook.com/SorSUAdmissionServicesUnit with enrolment advice.	1.1 Posts list of qualifiers and waitlisted at the SorSU Website and FB Page.	None	2 minutes	PIO, Director, OSDS Head, Admission Services Unit
		1.2 Tags qualifier and or allowed waitlisted in OPAS.	None	2 minutes	Admission Services Unit Head through ICT Director and staff
		1.3 Allows qualified enrollees to pre-register for enrolment.	None	2 minutes	Admission Services Unit Head through ICT Director and staff
2	Login your user credentials in OPAS and proceed to the completion page to view your obtained admission rating.	2.1 Assist the student-applicant who cannot access their account.	None	2 minutes	Campus Admissions Coordinator or Admissions Staff

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Qualified freshman who intends to enroll to the University, pre-register for enrolment through OPAS to confirm your enrolment slot and to download and print admission slip for enrolment. Waitlisted can only be accommodated based on the availability of slots and in accordance to rank.	3.1 Prepares log sheet for enrolment per program based on the pre-registered enrollees.	None	15 minutes	Campus Admissions Coordinator or Admissions Staff
		3.2 Evaluates grades and accreditation of subjects to identify the applicant's year level classification.	None	15 minutes	College Dean of the respective program
	Qualified transferees, pre-register for enrolment through OPAS to download and print your admission slip, then proceed to the College Dean of your respective program for evaluation and year level classification. Accommodation for enrolment is still subject for the availability of slot of the program and the identified year level of the transfer-ee applicant by the respective program College Dean.	3.3 Monitors availability of slots for waitlisted.	None	2 minutes	Admission Services Unit Head, Campus Admissions Coordinator and Staff
		3.4 Notify accommodated waitlisted if slots are identified and allows to pre-register for enrolment to finally download and print admission slip by the qualified enrollees.	None	2 minutes	Admission Services Unit Head, Campus Admissions Coordinator and Staff
		3.5 Collects customer feedbacks for continual improvement.	None	3 minutes	Director, OSDS Head, Admission Services Unit
TOTAL PROCESSING TIME				45 minutes	

3.3 FOR GRADUATE SCHOOL APPLICANT

Office/Division:	Admission Services Unit
Classification:	Simple
Type of Transaction:	G2C - Government-to-Citizen
Who may avail:	Student-applicant - a student-applicant who took the admission test or entrance exam given by the University

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Verifies test results through the registered email address (the email address declared during the registration process).	1. Sent email notification of results with enrolment advice.	None	5 minutes	Head, Admission Services Unit and Staff
2	Prepares requirements for enrolment.	2. Endorse list of qualified enrollees to the Dean of Graduate School and Registrar.	None	5 minutes	Head, Admission Services Unit and Staff
3	Fill out the customer satisfaction survey form from the link provided in the email notification of result.	3. Collect customer feedbacks for continual improvement.	None	5 minutes	Director, OSDS Head, Admission Services Unit
TOTAL PROCESSING TIME				15 minutes	