

Type of Service: External

1. Reservation of Practice Room

Office or Division:	UPCMu-Office of the Dean			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Government Agencies, LGU's, GOCC's and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Practice Slip Form		UP College of Music Department/ Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Practice Slip Form (PSF)	1. Receiving Personnel acknowledges receipt of document with Receiving stamp and signature	None	5 Minutes	<i>Receiving Personnel Office of the Dean</i>
2. Log the schedule of Practice at the Logbook	1.2. Checking of venue/facilities/ equipment availability	None	5 Minutes	<i>Student College of Music</i>
3. Give the PSF to staff for signature		None	5 Minutes	<i>Receiving Personnel Office of the Dean</i>
TOTAL:		None	15 Minutes	

Type of Service: External

2. Reservation of Halls

Office or Division:	UPCMu-Office of the Dean			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Government Agencies, LGU's, GOCC's and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reservation of Halls		UP College of Music Department/ Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for the use of Halls	1. Receiving Personnel acknowledges receipt of document with Receiving stamp and signature	Please see attached rates	5 Minutes	<i>Receiving Personnel</i> Office of the Dean
2. Talk to person in-charge of reservation for the availability of halls	2.1. Checking of venue/facilities/equipment availability 2.2. Action of the Dean (Approved / Disapproved)	None	5 Minutes	<i>Receiving Personnel</i> Office of the Dean
3. Wait for the staff to email or text for confirmation of the approval of request for the halls	3.1. Coordinator may choose among provided means (ex. via text message, etc.) to inform client that the Dean's	None	1 Day (Paused Clock)	<i>Receiving Personnel</i> Office of the Dean

	response is approved or disapproved.			
TOTAL:		None	1 Day and 10 Minutes	

Schedule of Fee:		NON-University of the Philippines Organization		University of the Philippines Organization	
Classification	Room Capacity	Room Rate	Classification	Room Capacity	Room Rate
Abelardo Hall Auditorium	300-500	PHP 8,433.33	Abelardo Hall Auditorium	300-500	PHP 8,433.33
Piano		PHP 6,600	Piano		PHP 6,600
Mini Hall	70	PHP 1,433.00	Mini Hall	70	PHP 1,433.00
Piano		PHP 5,500	Piano		PHP 5,500.00
Classrooms	35	PHP 654.00	Classrooms	35	PHP 654.00
Garden	200	PHP 3,500.00	Garden	200	PHP 3,500.00

Type of Service: External

3. Reservation of Instruments/Equipment

Office or Division:	UPCMu-Office of the Dean			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Government Agencies, LGU's, GOCC's and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Use of Instruments/Equipment		UP College of Music Department/ Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-Out Borrowers Request Form (BRF)	1. Receiving Personnel acknowledges receipt of document with Receiving stamp and signature	None	5 Minutes	<i>Receiving Personnel Office of the Dean</i>
2. Submit BRF to Supplier Officer	2.1. Checking the availability of instruments 2.2. Action of the Dean (Approved / Disapproved)	None	5 Minutes	<i>Receiving Personnel Office of the Dean</i>
3. Wait for the staff to email or text for confirmation of the approval of request for the instruments	3.1. Coordinator may choose among provided means (ex. via text message, etc.) to inform client that the Dean's response is approved or disapproved.	None	1 Day (Paused Clock)	<i>Receiving Personnel Office of the Dean</i>

TOTAL:	None	1 Day and 10 Minutes	
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Type of Service: External

4. Request for the use of Halls/Rooms

Office or Division:	UPCMu-Office of the Dean			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Government Agencies, LGU's, GOCC's and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reservation of Halls/Rooms from UP Organization/Office		UP College of Music Department/ Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for the use of Halls/Rooms	1. Receiving Personnel acknowledges receipt of document with Receiving stamp and signature	None	5 Minutes	<i>Receiving Personnel Office of the Dean</i>
2. Talk to person in-charge of reservation for the availability of halls	2.1 Checking of venue/facilities/equipment availability 2.2 Action of the Dean (Approved / Disapproved)	None	5 Minutes	<i>Receiving Personnel Office of the Dean</i>
3. Wait for the staff to email or text for confirmation of the approval of request for the halls	3.1. Coordinator may choose among provided	None	1 Day (Paused Clock)	<i>Receiving Personnel Office of the Dean</i>

	means (ex. via text message, etc.) to inform client that the Dean's response is approved or disapproved.			
TOTAL:		None	1 Day and 10 Minutes	

Type of Service: External

5. Application to the Associate in Arts (Music) or the Bachelor of Music Program

Application to the Bachelor of Music program is open to high school graduates who passed the UPCAT, to UP students who have earned at least 30 units and a GWA of 2.25 or higher, to non-UP college undergrads who have earned at least 33 units and a GWA of 2.0, and to individuals who have already earned a bachelor's degree. If an applicant does not meet the requirements for Bachelor of Music, he or she may apply to Associate in Arts (Music) program, provided he/she has finished senior high school or is a candidate for senior high school graduation.

Office or Division:	College of Music Office of the College Secretary		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizen		
Who may avail:	Prospective Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application Form		Office of the College Secretary (OCS) CMu Website (music.upd.edu.ph)	
2. School credential		Applicant's High School or College/University	
3. Official Receipt (OR)		UP Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
1. Submit properly accomplished Application Form and school credential.	1. Receive Application Form and school credential. Issue Payment Order Form.	None	5 Minutes
2. Pay application fee at the UP Cashier's Office. <i>*Applicants who are qualified for RA 10931 (Universal Access to Quality Tertiary Education) are exempted from payment.</i>	2. Accept payment and issue OR.	PHP 500.00*	2 Hours
3. Present OR to OCS.	3. Note OR Number and issue Test Permit for the Music Theory Exam (MTE).	None	5 Minutes
4. Take the MTE.	4. Administer the MTE. Check the exam sheets.	None	4 Hours
5. Wait for the MTE results.	5.1. Record the MTE scores. Submit the	None	5 Days

	<p>names and scores of the applicants to the department they are applying to.</p> <p>5.2. Evaluate the scores of the applicants. Submit the list of applicants who qualified to take the Talent Determination Test (TDT).</p> <p>5.3. Post the MTE results and instructions for TDT.</p>		
6. Check the MTE results. If qualified, take the TDT.	6. Administer the TDT.	None	1 Hour
7. Wait for the TDT results.	<p>7.1. Evaluate the performance of the applicants and prepare a shortlist of qualifiers.</p> <p>7.2. Deliberate on the department shortlists and decide on the final list of admitted students. Submit the list to OCS.</p> <p>7.3. Post the list of students admitted to the college.</p>	None	10 Days
8. Check the TDT results.	8. Release Admission Requirements Checklist to admitted students.	None	5 Minutes
Total		PHP 500.00*	15 Days, 7 Hours, and 15 Minutes

Type of Service: External

6. Admission to a New Music Major

Office or Division:	College of Music Office of the College Secretary		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizen		
Who may avail:	Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Shifting Form		Office of the College Secretary (OCS)	
2. College Admission Slip			
3. University Admission Slip		Office of the University Registrar (OUR)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
1. Submit properly accomplished Shifting Form to the Chair of the department you intend to shift to.	1. Receive Shifting Form.	None	5 Minutes
2. Take the Audition.	2. Conduct the Audition.	None	1 Hour
3. Wait for the Audition results.	3.1. Evaluate the applicants' performances. Prepare a list of students qualified to shift to the department. Submit the list of qualified shiftees to OCS. 3.2. Prepare the College Admission Slips of all shiftees. Have them signed by the College Secretary. 3.4. Post the results of the Audition and Interview.		10 Days
4. Check the result of the Audition and Interview. If qualified to shift, get your College Admission Slip from OCS.	3. Issue College Admission Slip to the student.	None	5 Minutes
5. Submit your College Admission Slip to OUR Admission and Registration Section (OUR-ARS).	5. Receive the student's College Admission Slip and issue a University Admission Slip.	None	2 Hours (Paused Clock)
6. Submit your University Admission Slip to OCS.	6. Receive and file University Admission Slip.	None	5 Minutes
		None	10 Days, 3 Hours, and 15 Minutes

Type of Service: External

7. Admission to a New CMu Program – From Associate in Arts (Music) or Diploma in Creative and Performing Musical Arts to Bachelor of Music

The Associate in Arts (Music) and the Diploma in Creative and Performing Musical Arts are pre-baccalaureate programs. Graduates of these programs may continue to Bachelor of Music provided they meet Department requirements.

Office or Division:	College of Music Office of the College Secretary		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizen		
Who may avail:	Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application Form for Admission to BM		Office of the College Secretary (OCS)	
2. College Referral Slip			
3. University Admission Slip		Office of the University Registrar (OUR)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
1. Submit properly accomplished Application Form for Admission to the Department Chair.	1. Receive form from Student.	None	5 Minutes
2. Take the Audition.	2. Conduct the Audition.	None	1 Hour
3. Wait for the Audition results.	3.1. Evaluate the applicants' performances. Prepare a list of students qualified continue to BM. Submit the list of qualified students to OCS. 3.2. Prepare the College Admission Slips of all students continuing to BM. Have them signed by the College Secretary. 3.4. Post the results of the Audition and Interview.		10 Days
4. Check the result of the Audition and Interview. If qualified to continue to BM, get your College Admission Slip from OCS.	3. Issue College Admission Slip to students.	None	5 Minutes
5. Submit your College Admission Slip to OUR Admission and Registration Section (OUR-ARS).	5. Receive the student's College Admission Slip and issue a University Admission Slip.	None	2 Hours (Paused Clock)
6. Submit your University	6. Receive and file University	None	5 Minutes



Admission Slip to OCS.	Admission Slip.		
		None	10 Days, 3 Hours, and 15 Minutes

Type of Service: External

8. Audition/Recital Venue Reservation

Office or Division:	College of Music Office of the College Secretary		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizen		
Who may avail:	Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Audition/Recital Checklist (ARC)		Office of the College Secretary (OCS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
1. Submit properly accomplished Audition/Recital Checklist (ARC) to OCS for venue reservation.	1. Book venue for student.	None	10 Minutes
2. Wait for the posting of the memo of your recital.	2.1. Submit ARCs and list of auditionists/ recitalists to Department Chairs. 2.2 Assign panel members to student. Submit all ARCs to OCS. 2.3. Receive ARCs. Prepare audition/recital memos. Have them signed by the College Secretary. 2.4. Distribute memos to faculty members and post memos on the designated bulletin board. * <i>*Due to limited space on the bulletin board, not all memos can be posted at the same time. Memos will be posted 2 weeks before audition/recital.</i>	None	40 Days
		None	40 ays and 15 Minutes

9. Application for Master of Music (MM) and Doctor of Philosophy in Music (PhD)

Office or Division:	College of Music (CMu) Graduate Office (GO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	A graduate of Bachelor's degree in Music or its equivalent for MM, a graduate of Master of Music or its equivalent for PhD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application forms		CMu Website https://music.upd.edu.ph/admission.html CMu Graduate Office (GO)		
Academic credentials		College or university where applicant is coming from		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the CMu website music.upd.edu.ph for the admission procedures, requirements, and schedule. Download application forms. Send queries at upcmudilimanmedia@gmail.com or visit the GO.	1. Answer queries regarding graduate programs application. Provide application forms (via email if necessary) and billing statement (application fee).	None	10 minutes	<i>Staff/Releasing Personnel</i> Graduate Office
2. Pay the application fee at the UP Cashier's Office.	2. Accept the payment and issue official receipt.	PHP 500.00	5 Minutes (Paused-Clock)	<i>Special Collections Officer</i> UP Cashier's Office
3. Submit application forms and other requirements to the GO. Get test permit.	3. Receive and review application documents. Issue test permit and give instructions.	None	15 Minutes	<i>Receiving/Releasing Personnel</i> Graduate Office
4. Take the diagnostic exams.	4. Administer the diagnostic exams.	None	6 Hours	<i>Staff</i> Graduate Office <i>Faculty Examiner/s</i> Graduate Committee

5. Take the talent audition/exam/interview (MM) or panel interview (PhD).	5. Administer the audition or panel interview. Coordinate adviser appointment.		1 Hour	<i>Panelists</i> Graduate Committee <i>Graduate Programs Coordinator (GPC)</i> Graduate Office
6. Wait for the release of the results.	6. Evaluate and check exams. Select qualified students. Prepare documents for announcements of successful applicants on CMu website, College Secretary's Office Bulletin Board, and email results.	None	10 Days	<i>Examiners/Department Heads/Panelists/</i> <i>GPC</i> Graduate Committee <i>Staff</i> Graduate Office
TOTAL		PHP 500.00	10 Days, 7 Hours and 30 Minutes	

10. Admission of New CMu Graduate Students

Office or Division:	College of Music (CMu) Graduate Office (GO)	
Classification:	Simple	
Type of Transaction	Government to Citizen	
Who may avail:	New CMu Graduate students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. College Admission Slip (to be issued after other pertinent documents have been submitted)	CMu Graduate Office	
2. 2 copies of student directory. Revised form can be downloaded at	CMu Graduate Office	

http://our.upd.edu.ph/forms/OUR%20FORM%203.doc	
<p>3. Honorable Dismissal/Certificate of Transfer Credentials</p>	<p>School/University from where student graduated</p>
<p>4. Transcript of Records used for evaluation certified by the College</p>	<p>CMu Graduate Office</p>
<p>5. Official Transcript of Records (OTR) including certified copy of transcripts prior to last school/university attended with remarks "Copy for UP Diliman" (<i>For Foreign Students: OTR with degree and date of graduation authenticated by Embassy/Dept. of Education</i>)</p>	<p>School/University from where student graduated (<i>Local Students</i>) or Embassy/Department of Education (<i>Foreign Students</i>)</p>
<p>6. Two (2) passport size photos</p>	<p>Requesting Party</p>
<p>7. Program of Study (original copy)</p>	<p>CMu Graduate Office</p>
<p>8. Medical Certificate from UP Health Service (original copy)</p>	<p>UP Health Service</p>
<p>9. If Filipino born in the Philippines: original and 1 photocopy of birth certificate</p>	<p>Philippine Statistics Authority (PSA)</p>
<p>10. If Filipino born abroad, only <u>one</u> set of the following: (a) original and 1 photocopy of Report of Birth from PSA, (b) original and 2 photocopies of Identification Certificate from Bureau or Immigration, or (c) 2 photocopies of Philippine passport, original to be presented</p>	<p>As needed: (a) PSA, (b) Bureau of Immigration, or (c) Department of Foreign Affairs</p>
<p>11. If non-Filipino, <u>all of the following</u>: (a) 2 photocopies of birth certificate and passport, original to be presented, (b) original and 1 photocopy of Study Permit from Office of International Linkages Diliman (OILD), and (c) original and 1 photocopy of Student Visa</p>	<p>(a) Concerned government agency in the student's country, (b) UP Office of International Linkages, (c) Department of Foreign Affairs</p>
<p>12. If birth surname has changed because of marriage: original and 1</p>	<p>PSA or its counterpart</p>

photocopy of marriage certificate				
13. Permit to transfer if within Diliman		College from where student came from		
14. If from school whose medium of instruction is not English: an Official TOEFL or IELTS Score Report must be submitted.		TOEFL/IELTS organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get instructions for incoming graduate students from CMu GO and accomplish forms.	1. Orient and issue admission information/checklist containing instructions to incoming students.	None	5 Minutes	<i>Staff/Releasing Personnel</i> Graduate Office
Consult your adviser and complete Program of Study.	2. Advise student.	None	30 Minutes	<i>Adviser/Department Head (MM) or Adviser/GPC (PhD)</i>
Have your medical examination and come back for the medical certificate.	3. Examine the student. Release medical certificate.	None	1 Day (Paused-Clock)	<i>Nurse/Physician, Releasing Personnel</i> UP Health Service
Present all requirements to CMu GO for checking.	4. Check the student's documents. Retain photocopies of the following for file: (a) medical certificate, (b) proof of citizenship, (c) college credentials, (d) clearance, if applicable, (e) TOEFL/IELTS score report, if applicable. Issue college referral slip.	None	5 Minutes	<i>Staff/Releasing Personnel</i> Graduate Office

Submit college referral slip and all documents to get University Admission Slip and temporary Computerized Registration System (CRS) password.	5. Receive and review documents. Issue the University Admission Slip and CRS password.	None	5 Minutes (Paused-Clock)	<i>Receiving/Releasing Personnel</i> Admissions Section, Office of the University Registrar (OUR)
Submit University Admission Slip and college copy of student directory to CMu GO.	6. Receive University Admission Slip and file the documents. Remind the student about registration period.	None	5 Minutes	<i>Receiving Personnel/Staff</i> Graduate Office
TOTAL		None	1 Day and 50 Minutes	

11. Application for Reading Language Exam

Type of Service: Internal

Office or Division:	College of Music (CMu) Graduate Office (GO)			
Classification :	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	PhD students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Graduate Exams Application Form		https://music.upd.edu.ph/current-students-downloadable-forms.html or GO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. In the semester immediately	1. Determine specific language contingent upon the	None	15 Minutes	<i>Adviser/GPC/Graduate Committee</i>

prior to the semester in which the Comprehensive Examination is to be taken, consult your adviser/GPC as to which language you should be tested in.	individual academic research of the student.			Graduate Office
2. Fill out application form and submit to the CMu GO for review.	2. Receive application. Evaluate the student's records. Get approval of the adviser/GPC to finalize exam details. Contact available examiner & update student.	None	5 Days	Receiving Personnel, Student Records Evaluator (SRE) Graduate Office
3. Take the exam.	3. Administer exam. Photocopy/scan answer & save file.	None	3 Hours	Staff Graduate Office
4. Wait for the result.	4. Submit original and result form to examiner for checking. Get the result.	None	5 Days (paused-clock)	Staff Graduate Office Examiner College of Arts and Letters
5. If you "pass," apply for comprehensive exams next semester. If you "fail," schedule retake and "pass exam to continue the program of studies."	5. Inform student about the result. If rating is "fail," inform student & GPC, and schedule retake in coordination with the examiner.	None	5 Minutes	Staff Graduate Office

TOTAL	None	10 Days, 3 Hours & 20 Minutes	
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12. Application for Comprehensive Examinations

Office or Division:	College of Music (CMu) Graduate Office (GO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Graduate Exams Application Form		https://music.upd.edu.ph/current-students-downloadable-forms.html or GO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. After successful completion of the prescribed coursework (and reading language examination for PhD only), submit application for comprehensive examinations (must be taken and successfully completed at the latest at the end of the following semester after all coursework has been completed).	1. Receive application form. Evaluate student's records. Get approval of the adviser and GPC. Contact examiners, finalize exam details, & update student.	None	10 Days	<i>Receiving Personnel, SRE, Adviser/GPC Graduate Office</i>
2. Take the comprehensive examinations.	2. Administer exams. Photocopy/scan answers & save files.	None	5 Days	<i>Staff Graduate Office Examiners Graduate Committee</i>

3. Wait for the results.	3. Submit original answers and result forms to examiners for checking. Get the results and prepare report.	None	10 Days	Staff Graduate Office Examiners Graduate Committee
4. If you "pass," apply for thesis/proposal defense for the next semester. If you "fail," take second examination allowed within one (1) year after the first examination. (<i>Failure to pass second examination shall permanently bar you from the MM/PhD program</i>).	4. If rating is "pass," inform student. If "fail", inform student & adviser/GPC, and schedule exam retake date in coordination with the examiner/s.	None	5 Minutes	Staff Graduate Office
TOTAL		None	25 Days and 5 Minutes	

13. Application for Thesis/Dissertation Proposal Defense

Office or Division:	College of Music (CMu) Graduate Office (GO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Graduate Exams Application Form		https://music.upd.edu.ph/current-students-downloadable-forms.html or GO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. After passing the	1. Receive application form	None	5 Days	Receiving Personnel,

compre exams (and reading language exam for PhD only) and getting the endorsement of adviser, submit topic proposal to thesis/dissertation committee at least 2 weeks before the target defense. Submit application form with topic proposal to GO.	and review student records. Get formal approval/signature of the adviser and GPC. Release memo on thesis/dissertation committee appointment and final schedule of oral defense. Update student.			SRE, GPC Graduate Office
2. Take the topic proposal defense. Wait for the result.	2. Prepare form and secure approval/signatures of the committee members.	None	2 Hours	<i>Staff,</i> <i>Thesis/Dissertation Committee, GPC</i> Graduate Office
3. If you “pass,” apply for thesis/dissertation defense when ready. If you “fail,” follow recommendations of the committee members.	3. Inform and orient the student about the succeeding steps.	None	5 Minutes	<i>Staff</i> Graduate Office
TOTAL		None	5 Days, 2 Hours and 5 Minutes	

14. Application for Thesis/Dissertation Defense

Office or Division:	College of Music (CMu) Graduate Office (GO)
Classification:	Highly Technical
Type of Transaction	Government to Citizen
Who may avail:	CMu graduate students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Graduate Exams Application Form		https://music.upd.edu.ph/current-students-downloadable-forms.html or GO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. After getting the endorsement of adviser/committee, submit completed draft of thesis/dissertation to each panelist at least 2 weeks before the target defense. Submit application form to GO.	1. Receive application form and review student records. Get formal approval/signature of the adviser and GPC. Release memo to thesis/dissertation panel with final schedule of oral defense. Update student.	None	5 Days	<i>Receiving Personnel, SRE</i> Graduate Office
2. Take the oral defense. Wait for the result.	2. Prepare form and secure approval/signatures of the panelists.	None	2 Hours	<i>Staff, Thesis/dissertation panelists, GPC</i> Graduate Office
3. Consult and take note of the important reminders and deadlines.	3. Inform/orient the student about the succeeding steps, especially the deadlines.	None	5 Minutes	<i>Staff</i> Graduate Office
TOTAL		None	5 Days, 2 Hours & 5 Minutes	

Type of Service: Internal

15. Registration Preparation

Office or Division:	UP College of Music Extension Program (UPCMEP)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UPCMEP Teachers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Teaching Schedule of Teachers		UP College of Music Extension Program (UPCMEP)		
2. Availability of Rooms		UP College of Music College Secretary's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The teachers submit their teaching schedule for the semester.	1. The Administrative Staff (AS) collects the teaching schedule of teachers and arranges the class schedule and room assignment.	None	1 Week	<i>Receiving Personnel</i> Extension Program Office
	2. The AS confers it to the Program Coordinator (PC) for approval.	None	30 Minutes	<i>Receiving Personnel</i> Extension Program Office
	3. The AS coordinates with the College Secretary's Office and administrative staff for room schedule	None	1 Day	<i>Receiving Personnel</i> Extension Program Office
	4. The AS contacts the	None	2 Hours	<i>Receiving Personnel</i> Extension Program Office

	enlistment officers.			
	5. The AS prepares the teacher's folder per department, application forms, announcements, and logistics for enrollment.	None	1 Day	<i>Receiving Personnel Extension Program Office</i>
TOTAL:		None	1 Week, 2 Days, and 3 Hours	

Type of Service: External

16. Registration and Assessment of Fees for Lessons in Extension Program (Non-UP and UP students)

Office or Division:	UP College of Music Extension Program (UPCMEP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Private Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form 2. New Student Sheet 3. Queue Numbers 4. ID picture 5. Payments		UP College of Music Extension Program (UPCMEP) UP College of Music Extension Program (UPCMEP) UP College of Music Extension Program (UPCMEP) Student Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The clients fill up two copies of the UPCMEP application form.	1. They are asked to submit ID picture and signature for their	None	5 Minutes	<i>Receiving Personnel Extension Program Office</i>

	UPCMEP ID			
2. The new applicants sign in the New Students sheet.	2. The AS double checks what they've signed.	None	3 Minutes	<i>Receiving Personnel</i> Extension Program Office
3. They get queu numbers and wait for their numbers to be called.	3. The enlistment officers call their numbers.	None	15 Minutes	<i>Enlistment Officers</i> Extension Program Office
4. They are enlisted in their preferred schedule.	4. They are asked for their contact details for those enrolling in classes (needs to satisfy minimum number to open).	None	10 Minutes	<i>Receiving Personnel</i> Extension Program Office
	5. The PC supervises the enlistment officers during registration.	None	6 Hours	<i>Program Coordinator</i> Extension Program Office
5. Their fees are assessed.	6. They are asked to submit documents for those availing discounts: Appointment and ID of UP Diliman faculty, Person with Disability (PWD) card, Senior Citizen card	None	5 Minutes	<i>Receiving/Releasing Personnel</i> Extension Program Office
6. They pay their fees at Counter A.	7. They give their payments and 2 copies of application	Individual lessons PHP13,200, 12 lessons, 1 hr/wk;	5 Minutes	<i>Special Collecting Officer</i> Office of the Dean

	<p>form to the Special Collecting Officer (SCO) and she issues official receipts.</p>	<p>PHP 6,600, 12 lessons, 30 mins/wk Baby Ballet PHP5,640 Children's Ballet PHP8,460 Creative Music Experiences for Children PHP5,640 Choral Conducting PHP6,600 Choral Singing PHP5,640 Music Theory for Adults PHP8,460 Reading Solfege PHP5,640</p>		
	<p>8. The SCO and the PC tally the collection.</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Special Collecting Officer</i> <i>Office of the Dean/</i> <i>Program Coordinator</i> <i>Extension Program Office</i></p>
	<p>9. The SCO and AS deposit the collection to the Office of the Cashier.</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Special Collecting Officer</i> <i>Office of the Dean/</i> <i>Receiving Personnel</i> <i>Extension Program Office</i></p>
<p>TOTAL:</p>	<p>Please see rates above.</p>	<p>7 Hours and 45 Minutes</p>		

Type of Service: External

17. Continuing Education for Music Teachers (CEMT)

Office or Division:	UP College of Music Extension Program (UPCMEP)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Public and Private Teachers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transcript of Records 2. Curriculum Vitae 3. Certificate of Employment 4. Payments		School of Participant Participant Employer of Participant Participant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicants inquire online or over the phone	1. The AS answer their queries and ask them to come on the day of enrollment.	None	5 Minutes	<i>Receiving Personnel Extension Program Office</i>
2. The applicants who enroll are asked of their solo performance.	2. They are also required to submit their transcript of records, curriculum vitae, and certificate of employment	None	15 Minutes	<i>Receiving Personnel Extension Program Office</i>
	3. The teachers are assigned for class and solo performance	None	1 Week	<i>Chairperson Music Education Department/ Receiving Personnel Extension Program Office</i>
3. The applicants register on the day of enrollment.	4. The AS enrolls them in the course and assess their fees.	None	5 Minutes	<i>Receiving Personnel Extension Program Office</i>
	5. They are given their class and solo instrument instruction	None	5 Minutes	<i>Receiving Personnel Extension Program Office</i>

	schedule.			
	6. They proceed to the SCO for payments. The SCO gives back a copy of their application form with "paid" stamp and issues official receipts.	None	5 Minutes	<i>Special Collecting Officer</i> Office of the Dean
4. They will attend their lessons.	7. The AS arranges for the participants' room schedule and gives assistance to them.	None	4 Weeks	<i>Receiving Personnel</i> Extension Program Office
	8. The AS prepares their grades and Student Evaluation of Teaching (SET)	None	1 Week	<i>Receiving Personnel</i> Extension Program Office
	9. The AS prepares venue, instruments, program, certificates, and food for the Culminating Activity	None	1 Week	<i>Receiving Personnel</i> Extension Program Office
	10. They are notified if their grades are ready.	None	1 Day	<i>Receiving Personnel</i> Extension Program Office
TOTAL:		PHP12,500	6 Weeks, 1 Day, and 35 Minutes	

Type of Service: External

18. Rehearsals and Recitals

Office or Division:	UP College of Music Extension Program (UPCMEP)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UPCMEP Teachers and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Availability of Mini Hall and Abelardo Hall Auditorium (AHA) 2. Recital Schedule from Teachers		Office of the Dean UPCMEP Teachers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The teachers give their preferred rehearsal and recital schedule.	1. The AS schedules the rehearsal and recital dates and venues (Mini Hall and Abelardo Hall).	None	1 Week	<i>Receiving Personnel</i> Extension Program Office
	2. For approval of the PC and resolution if there is conflict.	None	10 Minutes	Program Coordinator Extension Program Office
	3. The AS looks for accompanists.	None	1 Week (Paused Clock)	<i>Receiving Personnel</i> Extension Program Office
	4. The teachers are informed about the final rehearsal and recital schedule.	None	1 Day	<i>Receiving Personnel</i> Extension Program Office

2. The teachers give the list of recitalists and their repertoire to the AS.	5. The AS collects, encodes, and prints the repertoire of all recitals and in-charge of all the utilities assigned.	None	1 Week (Paused Clock)	<i>Receiving Personnel</i> Extension Program Office
	6. Final checking by the PC	None	30 Minutes	Program Coordinator Extension Program Office
3. Teachers and their students attend the rehearsal/s and recital/s.	7. The AS assists during the rehearsal and recital day.	None	1 Hour and 30 Minutes	<i>Receiving Personnel</i> Extension Program Office
	8. The recitalists receive certificates after their recital.	None	10 Minutes	<i>Receiving Personnel</i> Extension Program Office
TOTAL:		None	3 Weeks, 1 Day, 2 Hours, and 20 Minutes	

Type of Service: External

19. Scholarships

Office or Division:	UP College of Music Extension Program (UPCMEP)	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen	
Who may avail:	UP College of Music Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

1. Application Form 2. Letter of Application 3. Curriculum Vitae with Picture 4. Recommendation Letter from the Department Chairperson 5. True Copy of Grades (TCG)/Grades from CRS 6. Form 5		UP College of Music Extension Program (UPCMEP) Student Student Department Chairperson College Secretary's Office/CRS Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The students come to the UPCMEP office to submit their documents.	1. The PC through the Dean requests for the disbursement of P600,000 annual scholarship from the UPCMEP trust account.	None	2 Weeks (Paused Clock)	<i>UP Diliman Chancellor</i>
	2. The AS asks them to wait for the announcement in the College and UPCMEP bulletin boards.	None	10 Minutes	<i>Receiving Personnel Extension Program Office</i>
	3. The AS prepares the announcement done by the PC and posts it in the bulletin boards.	None	1 Hour	<i>Program Coordinator/ Receiving Personnel Extension Program Office</i>
2. The students fill up the scholarship application form.	4. The AS collects the application form.	None	10 Minutes	<i>Receiving Personnel Extension Program Office</i>
3. The students	5. The AS	None	1 Hour	<i>Receiving Personnel</i>

attach the necessary documents in the application form like ID picture, recommendation letter from their respective department chair for new applicants, grades from previous semesters, curriculum vitae, and original form 5 and submit it to the administrative office.	collates the completed application form and forwards them to the PC.			Extension Program Office
	6. The screening will be done by the Scholarship Committee.	None	30 Minutes	<i>Scholarship Committee</i> Extension Program Office
	7. The students are contacted for the result of the deliberation.	None	30 Minutes	<i>Receiving Personnel</i> Extension Program Office
	TOTAL:	None	2 Weeks, 3 Hours, and 20 Minutes	

Type of Service: External

20. Application for Teaching Position at the Extension Program

Office or Division:	UP College of Music Extension Program (UPCMEP)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may	UPCMEP Teachers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Curriculum Vitae with Picture 2. Letter of Intent 3. Endorsement Letter from the Department Chair		Applicant Applicant Department Chair		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The teachers apply for a teaching position at the UPCMEP	1. The AS prepares budget projection attachments re appointments (full-time and lecturers)	None	30 Minutes	<i>Receiving Personnel</i> Extension Program Office
	2. Non-UP faculty will go through this process re their appointment: a. Write letter of intent to their department Chair/s b. The Chair/s endorse/s to the PC for approval c. For approval of the College Executive Board (CEB) d. For approval of the Dean	None	1 Day (Paused Clock)	<i>Program Coordinator</i> Extension Program Office/ <i>College Executive Board/Dean</i> Office of the Dean
	3. The AS prepares the contract of services for	P100 notarial fee	4 Hours	<i>Receiving Personnel</i> Extension Program Office

	NUP faculty and office memorandum for full-time faculty			
	4. For final approval and signature of the Dean	None	4 Hours (Paused Clock)	<i>Dean</i> Office of the Dean
	5. The AS follows up the status.	None	15 Minutes	<i>Receiving Personnel</i> Extension Program Office
TOTAL:		PHP100	1 Day, 8 Hours, and 45 Minutes	

Type of Service: Internal

21. Application of Non-UP (NUP) Administrative Staff

Office or Division:	UP College of Music Extension Program (UPCMEP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPCMEP Support Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Contract (Certificate of Services) 2. Notarial fee of P100		UP College of Music Extension Program (UPCMEP) Administrative Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The AS sign their contracts.	1. The AS prepares budget projection attachments re appointments of support staff.	None	2 Hours (Paused Clock)	<i>Administrative Staff</i> Extension Program Office Office of the Dean College Secretary's Office Music Library

	2. The heads of Music Library, Extension Program Office, Office of the College Secretary, and Administrative Office will write a letter to the Dean for appointment and/or renewal of contract of staff	None	30 Minutes	<i>Section Heads</i> Extension Program Office Office of the Dean College Secretary's Office Music Library
	3. The AS prepares the contract of services for the support staff	P100 notarial fee	4 Hours	<i>Receiving Personnel</i> Extension Program Office
	4. The support staff, their section head, and the PC sign the contracts.	None	4 Hours	<i>Receiving Personnel</i> Extension Program Office
	5. For final approval and signature of the Dean	None	4 Hours	<i>Receiving Personnel</i> Extension Program Office
	7. The AS follows up the status.	None	15 Minutes	<i>Receiving Personnel</i> Extension Program Office
	TOTAL:	PHP100	1 Day, 6 Hours, and 45 Minutes	

Type of Service: External

22. Workshops

Office or Division:	UP College of Music Extension Program (UPCMEP)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Private Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information Sheet 2. Payment		UP College of Music Extension Program (UPCMEP) Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicants preregister online by filling up the Google application form.	1. The AS collects the data and emails them the enrollment dates and location of the UPCMEP.	None	1 Week (Paused Clock)	<i>Receiving Personnel</i> Extension Program Office
2. They enroll at Annex 106.	The AS enroll the participants and assess their fees.	None	5 minutes	<i>Receiving Personnel</i> Extension Program Office
3. They go to the SCO for payments.	The SCO accepts their payments and 2 copies of their application form. She returns 1 copy with "paid" stamp and issues official	PHP 5,640	5 minutes	<i>Special Collecting Officer</i> Office of the Dean

	receipt.			
	TOTAL	PHP 5,640	1 Week and 10 Minutes	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedback may be sent through any of the following:</p> <ol style="list-style-type: none"> 1. Customer Service Satisfaction Sheet 2. Letter addressed to the dean or the concerned office 3. Email at upcmudilimanmedia@gmail.com. 4. 89818500 local 2629 or 2627. 5. QR code posted on college bulletin boards and office windows
How feedbacks are processed	<p>Feedback requiring answers are forwarded to the concerned department within (three) 3 days of the receipt of the feedback.</p> <p>The answer of the department is then relayed to the citizen.</p>
How to file a complaint	<p>Write and/or email a letter of complaint addressed to the Dean and have it received by the CMu Receptionist. Be sure to provide the following information:</p> <p style="padding-left: 40px;">Name of person being complained Incident Evidence</p> <p style="padding-left: 40px;">For follow-up, clients may contact telephone number:</p>

	<p>89818500 local 2629 or 2627</p> <p>Email address: musicdean@up.edu.ph</p>
How complaints are processed	<ol style="list-style-type: none"> 1. The Dean opens the email and checks the complaint letter. 2. Upon evaluation by the Dean, a committee will be constituted to form as Investigation Committee. 3. The Investigation Committee will submit its findings to the Dean for appropriate action. 4. The Dean email the complainant for the response.
Contact Information of CMU and ARTA	<p>Telephone: 89818500 local 2629 or 2627</p> <p>Email address: musicdean@up.edu.ph</p>

Office	Address	Contact Information
Office of the Dean	ANX 104	89818500 local 2629
Office of the College Secretary	ANX 102	89818500 local 2627
Office of the Associate Dean for Student Affairs	AHA 207	89818500 local 2629
Extension Program	AHA 106	89818500 local 2628