

**Type of Service:** External

### 1. Reservation of Practice Room

Students, faculty and staff needs to make reservation for practice room and use it for 1-2 hours only every day.

<b>Office or Division:</b>	UPCMu-Office of the Dean			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All Government Agencies, LGU's, GOCC's and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Practice Slip Form		UP College of Music Department/ Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Fill out and submit request through: <a href="https://bit.ly/cmuhelp">https://bit.ly/cmuhelp</a>	1.1 Receiving Personnel acknowledges receipt of document 1.2 Email student to acknowledge receipt of request.	None	5 Minutes	<i>Receiving Personnel</i> Office of the Dean
2. Assigned staff will coordinate through email	2. Checking of venue/facilities/equipment availability	None	5 Minutes	<i>Receiving Personnel</i> College of Music
3. Give/email the PSF to staff for esignature	3. Staff signs PSF to confirm approval and give/email this to student.	None	5 Minutes	<i>Receiving Personnel</i> Office of the Dean
<b>TOTAL:</b>		None	15 Minutes	

**Type of Service:** External

## 2. Reservation of Halls

Students, faculty, and staff may use halls through reservations.

<b>Office or Division:</b>	UPCMu-Office of the Dean			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All Government Agencies, LGU's, GOCC's and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Reservation of Halls		UP College of Music Department/ Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Fill out and submit request through: <a href="https://bit.ly/cmuhelp">https://bit.ly/cmuhelp</a>	1.1. Receiving Personnel acknowledges receipt of document 1.2 Email student to acknowledge receipt of request.	Please see attached rates	5 Minutes	<i>Receiving Personnel Office of the Dean</i>
2. Assigned staff will coordinate through email	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 and other instructions	3. Coordinator may choose among provided means (ex. via text message, email, etc.) to inform client that the Dean's response is	None	1 Day	<i>Receiving Personnel Office of the Dean</i>

	approved or disapproved.			
4. Present proof of payment via online or physical visit (if advised)	In charged staff acknowledges payments		1 Day	Receiving Personnel Office of the Dean
<b>TOTAL:</b>		None	2 Days, 10 Minutes	

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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

Students, faculty and staff needs to make reservation for the use of equipment and instruments for a specific period of time or days.

<b>Office or Division:</b>	UPCMu-Office of the Dean			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All Government Agencies, LGU's, GOCC's and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Use of Instruments/Equipment		UP College of Music Department/ Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Fill out and submit request through: <a href="https://bit.ly/cmuhelp">https://bit.ly/cmuhelp</a>	1.1. Receiving Personnel acknowledges receipt of document  1.2. Email student to acknowledge receipt of request.	None	5 Minutes	<i>Receiving Personnel Office of the Dean</i>
2. Assigned staff will coordinate through email	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.Coordinator may choose among provided means (ex. via text message, email, etc.) to inform client that the Dean's response is approved or disapproved.	None	1 Day	<i>Receiving Personnel Office of the Dean</i>
<b>TOTAL:</b>		None	1 Day, 10 Minutes	

**Type of Service:** External

#### 4. 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 students who have earned at least 33 units and a GWA of 2.0 or higher, 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 the Associate in Arts (Music) program.

**Note:** Processing time between application and the Music Theory Exam is computed from the last day of the application period.

<b>Office or Division:</b>	UPCMu - Office of the College Secretary (OCS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Citizen

<b>Who may avail:</b>	Prospective Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Form		CMu website <a href="http://www.music.upd.edu.ph">www.music.upd.edu.ph</a>		
2. Official Receipt (OR) for Php 500 Talent Determination Test (TDT) Fee <i>*Applicants qualified for Universal Access to Quality Tertiary Education privileges are exempted from payment.</i>		UP Cash Office		
3. School credential		Applicant's High School or College/University		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit application form (Google form):	1. Evaluate responses submitted by applicant in Google form. Email instructions and statement of payment order form/statement of account (if applicant is not qualified for RA 10931 privileges) to applicant.	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
2. Only if required to pay fee for Talent Determination Test (TDT): Secure billing statement from OCS Counter B/C or from CMu website <a href="http://www.music.upd.edu.ph">www.music.upd.edu.ph</a> Pay the TDT fee.	Issue OR. For online payment: Evaluate proof of payment and email validation to payor.	PHP 500.00*	5 Minutes	<i>Special Collecting Officer UP Cash Office</i>
3. Only if required to pay: Submit OR or email proof of payment and validation from the UP Cash Office to <a href="mailto:musicocs.upd@up.edu.ph">musicocs.upd@up.edu.ph</a> .	3. Issue instructions and test permit to applicant.	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>

4. Take the MTE.	<p>4.a. Administer the MTE (includes Solfege Exam).</p> <p>4.b. Collate the MTE and Solfege Exam scores and email to Department Chairs.</p> <p>4.c. Determine the TDT qualifiers and email list to OCS.</p>	None	5 Days	<p><i>Faculty Examiners</i> College of Music (CMu)</p> <p><i>Receiving Personnel</i> Office of the College Secretary</p> <p><i>Department Chairs</i> College of Music (CMu)</p>
5. Check the result of the MTE to see if qualified to take the Talent Determination Test (TDT).	5. Post TDT qualifiers on the CMu website.	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
6. Take the audition/interview.	6. Conduct the audition/interview. Determine qualified applicants. Email list of admitted students to OCS.	None	11 Days	<p><i>Faculty Members</i> Department</p> <p><i>College Executive Board</i> College of Music</p>
7. Check the result of the TDT to see if admitted to the college.	7. Post list of admitted applicants.	None	5 Minutes	<p><i>Receiving Personnel</i> Office of the College Secretary</p> <p><i>Website Administrator</i> College of Music</p>
	TOTAL:	PHP 500.00*	16 Days, 25 Minutes	

**Type of Service:** External

### 5. Admission to a New Music Major

A CMu student may shift to a new major provided he/she meets department requirements. Audition procedure and schedule for shiftees are the same as audition procedure and schedule for CMu admission applicants.

**Note:** Processing time between application and the audition/interview is computed from the last day of the application period.

<b>Office or Division:</b>	College of Music (CMu) Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Form 2. College Referral Slip		Office of the College Secretary (OCS)		
3. OUR Form 3 (Student Directory Form) ( <a href="https://www.our.upd.edu.ph/forms/OURFORM3.pdf">https://www.our.upd.edu.ph/forms/OURFORM3.pdf</a> )		OUR website (www.our.upd.edu.ph)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit/email properly accomplished Shifting Form to the Chair of the department you intend to shift to.	1. Receive Shifting form and give instructions to the student.	None	5 Minutes	<i>Chair Department</i>
2. Take the audition/interview.	2. Conduct the audition/interview. Determine qualified applicants. Email list of admitted students to OCS.	None	11 Days	<i>Faculty Members Department  College Executive Board College of Music</i>
3. Check if you qualified for admission to the new major you applied for.	3. Post list of successful shiftees.	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary  Website Administrator College of Music</i>
4. Fill out Form 3 from <a href="https://www.our.upd.edu.ph/forms/OURFORM3.pdf">https://www.our.upd.edu.ph/forms/OURFORM3.pdf</a> and submit or email to <a href="mailto:music.ocs@up.edu.ph">music.ocs@up.edu.ph</a> .	4. Prepare college referral slip. Submit college referral slip and Form 3 to OUR.	None	2 Days	<i>Receiving/Releasing Personnel Office of the College Secretary  Receiving/ Releasing Personnel</i>

				OUR-ARS
	TOTAL:	None	13 Days, 10 Minutes	

**Type of Service:** External

### 6. 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.

**Note:** Processing time between application and the audition/interview is computed from the last day of the application period.

<b>Office or Division:</b>	College of Music (CMu) Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Form 2. College Referral Slip		Office of the College Secretary (OCS)		
3. Form 3 (Student Directory Form) ( <a href="https://www.our.upd.edu.ph/forms/OURFORM3.pdf">https://www.our.upd.edu.ph/forms/OURFORM3.pdf</a> )		OUR website (www.our.upd.edu.ph)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fulfill application requirements of department.	1. Inform student of the result of application. Email OCS the list of successful BM applicants.	None	3 Days	<i>Faculty Members and Chair Department</i>
2. Fill out Form 3 from <a href="https://www.our.upd.edu.ph/forms/OURFORM3.pdf">https://www.our.upd.edu.ph/forms/OURFORM3.pdf</a> and email to OCS at <a href="mailto:musicocs.upd@up.edu.ph">musicocs.upd@up.edu.ph</a> .	2a. Email BM curriculum to student. 2b. Prepare College Referral Slip. Submit College Referral			<i>Receiving Personnel Office of the College Secretary</i>



	Slip and Form 3 to OUR.  2c. Issue the student's University Admission.  3c. File the student's University Admission Slip.	None	2 Days	<i>Receiving Personnel</i> OUR-ARS  <i>Receiving Personnel</i> Office of the College Secretary
	TOTAL:	None	5 Days	

**Type of Service:** External

### 7. Audition/Recital Venue Reservation

Venue reservation is for students who will have their audition/recital in the CMu premises. Students who will have their audition/recital outside the college will still fill out the Audition/Recital Checklist but will also seek the Dean's approval by writing a letter to the Dean.

**Note:** There will be no venue reservation during campus lockdown. The Department may issue different guidelines if audition/recital will be done online.

<b>Office or Division:</b>	College of Music (CMu) Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Audition/Recital Checklist (ARC)		Office of the College Secretary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit or email properly accomplished Audition/Recital Checklist (ARC) to OCS via <a href="mailto:musicocs.upd@up.edu.ph">musicocs.upd@up.edu.ph</a> for venue reservation.	1. Book audition/recital venue. Enter schedule and venue details on the CMu website calendar.	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Office of the College Secretary
2. Email ARC to Department Chair for	2a. Assign panel members to student. Email all	None	10 Days	<i>Chair</i> Department

panel assignment.	ARCs to OCS.  2b. Prepare audition/recital memos. Have them signed by the College Secretary. Send memos to faculty members via email or pigeonhole. Submit the schedule and venue of auditions/recitals to the CMu Building Administrator.			<i>Receiving/Releasing Personnel</i> Office of the College Secretary
	TOTAL:	None	10 Days, 10 Minutes	

**Type of Service:** External

### 8. Request for TCG/College-Issued Certification/Diploma

True Copy of Grades (TCG) may be issued only to students who are enrolled during the semester or the previous semester prior to request. If offices are open, walk-ins are allowed for diploma claiming, provided the student has university clearance and presents ID.

<b>Office or Division:</b>	College of Music (CMu) Office of the College Secretary		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	Government to Citizen		
<b>Who may avail:</b>	Students		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
1. Request Form	OCS Counter B/C or College of Music website <a href="https://music.upd.edu.ph/">https://music.upd.edu.ph/</a>		
2. Official Receipt (OR) or Proof of Payment *Starting 2020, payment for requested documents has been waived until further notice.	UP Cash Office or online banking / fund transfer company		
4. Only for request for Certification of Good Moral: Student Discipline Council Clearance	Office of Student Ethics		
5. Only for request for diploma: University	Office of the University Registrar		

Clearance				
6. Only for request for diploma: identification card		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via counter, Google form, or email. Present ID if requesting for diploma.	1. Issue statement of account (for TCG/certification only).  Issue diploma if student has University clearance.	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
2. Secure billing statement from OCS Counter B or CMu website <a href="http://www.music.upd.edu.ph">www.music.upd.edu.ph</a> . Pay applicable fees.	2. Issue OR or email validation.	Php 20.00 per TCG or Certification	5 Minutes	<i>Special Collecting Officer UP Cash Office</i>
3. Submit OR or email proof of payment and validation <a href="mailto:musicocs.upd@up.edu.ph">musicocs.upd@up.edu.ph</a> .  If request is for diploma is done online, claim your diploma on the schedule specified.	3. Issue TCG or certification.  If request is for diploma, issue diploma on the schedule specified.	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
	TOTAL:	Php 20.00 per TCG or Certification	15 Minutes	

**Type of Service:** External

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

The college offers these two programs (MM and PhD) only in the graduate level. However, the MM program is divided into different majors or fields of specialization, each with corresponding departments.

<b>Office or Division:</b>	College of Music (CMu) - Graduate Office (GO)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	A graduate of Bachelor's degree in Music or its equivalent for MM, a graduate of Master of Music or its equivalent for PhD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application forms		CMu Website <a href="https://music.upd.edu.ph/admission.html">https://music.upd.edu.ph/admission.html</a> CMu Graduate Office (GO)		
Academic/entrance credentials		College or university where applicant is coming from		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Check the CMu website <b>music.upd.edu.ph</b> for the admission procedures, requirements, and schedule. Download the application forms. Send queries at <a href="mailto:upcmudilimanmedia@gmail.com">upcmudilimanmedia@gmail.com</a> or visit the GO. Refer to the Handbook for further guidance.	1.1. Answer queries regarding graduate programs application. 1.2. Provide application forms and application fee bill for payment (via email, if necessary)	None	10 minutes	<i>Releasing Personnel</i> Graduate Office
2. Pay the application fee at the UP Cashier's Office, or via online bank payment: - Landbank, UPD Revolving Fund Account Number 3072-1006-96 - Screenshot successful payment transaction as proof of payment - Send the screenshot/image at <a href="mailto:cashoffice.upd@up.edu">cashoffice.upd@up.edu</a> .	2. Accept the payment and issue an official receipt, or validate the payment via email.	PHP 500.00 or US\$20 (for foreign student)	1 day	<i>Special Collections Officer</i> UP Cashier's Office

<p><a href="#">ph</a> (specify college, nature of the payment - application fee, attach bill for payment) - Wait for the online confirmation/validation from the UPD Cash Office</p>				
<p>3. Submit/email completed application forms and other requirements to the GO. Get the test permit.</p>	<p>3. Receive and review application documents. Issue test permit and give instructions (via email, if necessary).</p>	None	15 Minutes	<p><i>Receiving Personnel</i> Graduate Office</p>
<p>4. Take the diagnostic exams (via the Zoom meeting app, if necessary).</p>	<p>4. Administer the diagnostic exams (via the Zoom meeting app, if necessary).</p>	None	6 Hours	<p><i>Staff</i> Graduate Office  <i>Faculty Examiner/s</i> Graduate Committee</p>
<p>5. Take the talent audition/exam/interview (MM) or panel interview (PhD) via the Zoom meeting app, if necessary.</p>	<p>5.1. Administer the audition or panel interview (via the Zoom meeting app, if necessary).  5.2. Coordinate adviser appointment (via the Zoom meeting app, if necessary).</p>		1 Hour	<p><i>Panelists</i> Graduate Committee  <i>Graduate Programs Coordinator (GPC)</i> Graduate Office</p>
<p>6. As scheduled, wait for the release of the results on the bulletin board, on the college website, and in your email.</p>	<p>6.1. Evaluate and check exams. Select qualified students.  6.2. Prepare documents for announcements of successful applicants on CMu website, College Secretary's Office Bulletin Board, and email results.</p>	None	10 Days	<p><i>Examiners/Department Heads/Panelists/</i> <i>GPC</i> Graduate Committee  <i>Staff</i> Graduate Office</p>

<b>TOTAL:</b>	PHP 500.00 or US\$20	11 Days, 7 Hours, 25 Minutes	
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**Type of Service:** External

### 10. Admission of New CMu Graduate Students

This same process applies to both the admitted MM and PhD in Music students.

<b>Office or Division:</b>	College of Music (CMu) - Graduate Office (GO)		
<b>Classification:</b>	Simple		
<b>Type of Transaction</b>	Government to Citizen		
<b>Who may avail:</b>	New CMu Graduate students		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
1. College Admission Slip (to be issued/mailed after other pertinent documents have been submitted)	Graduate Office		
2. 2 copies of student directory. Revised form can be downloaded at <a href="#">STUDENT DIRECTORY</a>	Graduate Office		
3. Honorable Dismissal/Certificate of Transfer Credentials	School/University from where student graduated		
4. Transcript of Records used for evaluation certified by the College	CMu Graduate Office		
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> )	School/University from where student graduated ( <i>Local Students</i> ) or Embassy/Department of Education ( <i>Foreign Students</i> )		
6. Two (2) passport size photos	Incoming graduate student		
7. Program of Study (original copy). Download form at <a href="#">Program of</a>	CMu Graduate Office		

<a href="#">Study blank template.docx</a>				
8. Medical Certificate from UP Health Service (original copy) <a href="https://our.upd.edu.ph/files/Guide-for-Online-PEHA.pdf">https://our.upd.edu.ph/files/Guide-for-Online-PEHA.pdf</a>		UP Health Service		
9. If Filipino born in the Philippines: original and 1 photocopy of birth certificate		Philippine Statistics Authority (PSA)		
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		As needed: (a) PSA, (b) Bureau of Immigration, or (c) Department of Foreign Affairs		
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) <a href="#">Study in UPD</a> , and (c) original and 1 photocopy of Student Visa		(a) Concerned government agency in the student's country, (b) UP Office of International Linkages, (c) Department of Foreign Affairs		
12. If birth surname has changed because of marriage: original and 1 photocopy of marriage certificate		PSA or its counterpart		
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 or if English is the medium of instruction of the University, the student needs to submit English as medium of instruction certificate		TOEFL/IELTS organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Get instructions for incoming graduate students from CMu GO and accomplish forms, or visit <a href="https://our.upd.edu.ph/files/announcement/ONLINE-SUBMISSION-OF-REQS-FOR-UAS-FIRST-SEMESTER-2020-2021.pdf">https://our.upd.edu.ph/files/announcement/ONLINE-SUBMISSION-OF-REQS-FOR-UAS-FIRST-SEMESTER-2020-2021.pdf</a></p>	<p>1. Orient and issue admission information/checklist containing instructions to incoming students (via email if needed).</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Staff/Releasing Personnel</i> Graduate Office</p>
<p>2. Consult/email your adviser and complete Program of Study <a href="#">Program of Study blank template.docx</a>.</p>	<p>2. Advise student (via email, if necessary).</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Adviser/Department Head (MM) or Adviser/GPC (PhD)</i></p>
<p>3. Have your medical examination and come back for the medical certificate (If not possible, accomplish <a href="https://our.upd.edu.ph/files/Guide-for-Online-PEHA.pdf">https://our.upd.edu.ph/files/Guide-for-Online-PEHA.pdf</a> and wait for the compliance certificate in your email).</p>	<p>3. Examine the student. Release/email medical certificate.</p>	<p>None</p>	<p>1 Day</p>	<p><i>Nurse/Physician, Releasing Personnel</i> UP Health Service</p>
<p>4. Present/show all original requirements to CMu GO for checking (If not</p>	<p>4. Check the student's documents. Retain photocopies of the following for file: (a) medical</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Staff/Releasing Personnel</i> Graduate Office</p>



possible, submit via email).	certificate, (b) proof of citizenship, (c) college credentials, (d) clearance, if applicable, (e) TOEFL/IELTS score report, if applicable. Issue/email college referral slip.			
5. Submit college referral slip and all original and hard copy of documents to get the University Admission Slip (UAS) and temporary Computerized Registration System (CRS) password at the Office of the University Registrar (OUR). If not possible, email documents to the CMu GO who will forward documents to OUR.	5. Receive and review documents. Issue the UAS and CRS password (via email to the Graduate Office if necessary).	None	15 Minutes	<i>Receiving/Releasing Personnel</i> Admissions Section, Office of the University Registrar (OUR)
6. Submit the UAS and college copy of student directory to CMu GO.	6. Receive the UAS and file in student jacket (or email these to the student if needed). Remind the student about registration period.	None	5 Minutes	<i>Receiving Personnel/Staff</i> Graduate Office
<b>TOTAL:</b>		None	1 Day, 1 Hour	

**Type of Service:** External

## 11. Application for Reading Language Exam

The student should apply in the semester immediately prior to the semester in which the Comprehensive Examination is to be taken.

<b>Office or Division:</b>	College of Music (CMu) - Graduate Office (GO)			
<b>Classification :</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	PhD students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Graduate Exams Application Form		<a href="https://music.upd.edu.ph/current-students-downloadable-forms.html">https://music.upd.edu.ph/current-students-downloadable-forms.html</a> or GO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Consult /email your adviser/GPC as to which language you should be tested in. *You must be enrolled or "in residence" to take the exam.	1. Determine specific language contingent upon the individual academic research of the student and update the student (via email if needed).	None	15 Minutes	<i>Adviser/GPC/Graduate Committee</i> Graduate Office
2. Fill out the Graduate Exams application form and submit/email 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 (via email if necessary).	None	5 Days	<i>Receiving Personnel, Student Records Evaluator (SRE)</i> Graduate Office
3. Take the exam (via Zoom if	3. Administer exam (via Zoom if necessary).	None	3 Hours	<i>Staff</i> Graduate Office

necessary).	Photocopy/scan answer & save file.			
4. Wait for the result or follow up (via email if necessary).	4. Submit exam answer and result form to examiner for checking. Get the result and update student (via email if necessary).	None	5 Days	<p><i>Staff</i></p> <p>Graduate Office</p> <p><i>Examiner</i></p> <p>College of Arts and Letters</p>
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/email student about the result. If rating is "fail," inform student & GPC, and schedule retake in coordination with the examiner.	None	5 Minutes	<p><i>Staff</i></p> <p>Graduate Office</p>
<b>TOTAL:</b>		None	10 Days, 3 Hours, 20 Minutes	

**Type of Service:** External

## 12. Application for Comprehensive Examinations

The student should apply after 1) completing the course work; 2) obtaining a Cumulative Weighted Average Grade of "2.00" for MM/ "1.75" for PhD or better; and 3) satisfying the foreign language requirement, if any (Reading language examination for PhD only).

<b>Office or Division:</b>	College of Music (CMu) - Graduate Office (GO)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	Graduate students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Graduate Exams Application Form		<a href="https://music.upd.edu.ph/current-students-downloadable-forms.html">https://music.upd.edu.ph/current-students-downloadable-forms.html</a> or GO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/email accomplished application form for the Graduate Exams (must be taken and successfully completed at the latest at the end of the following semester after all coursework has been completed). *You must be enrolled or "in residence" to take the exam.	1. Receive application form. Evaluate student's records. Get approval of the adviser and GPC. Finalize exam details, update student, and contact examiners via email.	None	7 Days	<i>Receiving Personnel,</i> <i>SRE,</i> <i>Adviser/GPC</i> Graduate Office
2. Take the comprehensive examinations (via Zoom if necessary).	2. Administer exams (via Zoom if necessary). Photocopy/scan answers & save files.	None	5 Days	<i>Staff</i> Graduate Office <i>Examiners</i> Graduate Committee
3. Wait for the results in your email.	3. Submit/email answers and result forms to examiners for checking. Get the results, prepare the report, and update/email the student and adviser.	None	8 Days	<i>Staff</i> Graduate Office <i>Examiners</i> Graduate Committee

<p>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>).</p>	<p>4. If rating is “pass,” inform/email student. If “fail”, inform/email student &amp; adviser/GPC, and schedule exam retake date in coordination with the examiner/s.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Staff</i> Graduate Office</p>
<b>TOTAL:</b>		<p>None</p>	<p>20 Days, 5 Minutes</p>	

**Type of Service:** External

### 13. Application for Thesis/Dissertation Proposal Defense

The student should apply after passing the compre exams (and reading language exam, for PhD only) and getting the endorsement of his/her adviser.

<b>Office or Division:</b>	College of Music (CMu) - Graduate Office (GO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Graduate students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Graduate Exams Application Form		<a href="https://music.upd.edu.ph/current-students-downloadable-forms.html">https://music.upd.edu.ph/current-students-downloadable-forms.html</a> or GO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit/email topic proposal to	1.1. Receive application form and review	None	5 Days	<i>Receiving Personnel, SRE, GPC</i>

thesis/dissertation committee at least 2 weeks before the target defense. Submit/email the Graduate Exams application form with a copy of the topic proposal to GO.	student records. 1.2.Get formal approval/signature of the adviser and GPC (via email if needed). 1.3.Release/email memo on thesis/dissertation committee appointment and final schedule of oral defense. 1.4.Update/email student.			Graduate Office
2. Take the topic proposal defense (via Zoom if necessary). Wait for the result.	2. Prepare form and secure approval/signatures of the committee members (via email if needed).	None	2 Hours	Staff, Thesis/Dissertation Committee, GPC Graduate Office
3. If you “pass,” apply for thesis/dissertation defense when ready. If you “fail,” follow recommendations of the committee members.	3. Inform/email and orient the student about the succeeding steps.	None	5 Minutes	Staff Graduate Office
<b>TOTAL:</b>		None	5 Days, 2 Hours, 5 Minutes	

**Type of Service:** External

#### 14. Application for Thesis/Dissertation Defense

The student should apply after getting the endorsement of his/her adviser/committee.

<b>Office or Division:</b>	College of Music (CMu) Graduate Office (GO)
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<b>Classification:</b>	Complex			
<b>Type of Transaction</b>	Government to Citizen			
<b>Who may avail:</b>	CMu graduate students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Graduate Exams Application Form		<a href="https://music.upd.edu.ph/current-students-downloadable-forms.html">https://music.upd.edu.ph/current-students-downloadable-forms.html</a> or GO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit/email completed draft of thesis/dissertation to each panelist at least 2 weeks before the target defense. Submit/email the Graduate Exams application form to GO.	1.1 Receive application form and review student records. 1.2. Get formal approval/signature of the adviser and GPC. 1.3. Release/email memo to thesis/dissertation panel with final schedule of oral defense. Update/email student.	None	5 Days	<i>Receiving Personnel, SRE Graduate Office</i>
2. Take the oral defense (via Zoom if necessary). Wait for the result.	2. Prepare/email form and secure approval/signatures of the panelists.	None	2 Hours	<i>Staff, Thesis/dissertation panelists, GPC Graduate Office</i>
3. Consult and take note of the important reminders and deadlines.	3. Inform/email and orient the student about the succeeding steps, especially the deadlines.	None	5 Minutes	<i>Staff Graduate Office</i>

<b>TOTAL:</b>	None	5 Days, 2 Hours, 5 Minutes	
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**Type of Service:** External

### 15. Preparation for Registration

The Extension Program Office staff prepare the schedule of teachers individually and input in the Google classroom their room assignment, and logistics before the day of registration.

<b>Office or Division:</b>	UP College of Music Extension Program (UPCMEP)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	UPCMEP Teachers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Teaching Schedule of Teachers 2. Availability of Rooms		UP College of Music Extension Program (UPCMEP)  UP College of Music College Secretary's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The teachers submit their teaching schedule for the semester through a text message, personal message (PM) via Facebook Messenger or email.	1.1. The Administrative Staff (AS) collects the teaching schedule of teachers and arranges the class schedule and room assignment.  1.2. The AS arranges the class schedule and put it in the Google Calendar during preparation for online registration. 1.3. The AS confers/emails it to the Program Coordinator	None	2 Weeks	<i>Receiving Personnel</i> Extension Program Office  <i>Receiving Personnel</i> Extension Program Office  <i>Receiving Personnel/ Program Coordinator</i> Extension Program Office



	<p>(PC) for approval.</p> <p>1.4. The AS coordinates with/emails the College Secretary's Office administrative staff for room schedule.</p> <p>1.5. The AS contacts/emails the enlistment officers.</p> <p>1.6. The AS prepares the teacher's folder per department, application forms, announcements , and logistics for enrollment.</p> <p>1.7. The AS asks and gives/emails the details to the College layout artist to layout the announcement/poster for enrollment</p> <p>1.8. The AS post the announcement in the UPCMEP Facebook webpage (<a href="https://www.facebook.com/UPCMEP">https://www.facebook.com/UPCMEP</a>) and UP College of Music website (<a href="https://music.up">https://music.up</a>)</p>			<p><i>Receiving Personnel</i> Extension Program Office</p> <p><i>Receiving Personnel</i> Extension Program Office</p> <p><i>Receiving Personnel</i> Extension Program Office</p> <p><i>Receiving Personnel/ Layout Artist</i> Extension Program Office</p> <p><i>Receiving Personnel</i> Extension Program Office/ Office of the Dean</p>
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	<a href="http://d.edu.ph/MusicX.html">d.edu.ph/MusicX.html</a> ).			
<b>TOTAL:</b>		None	2 Weeks	

**Type of Service:** External

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

The enlistment officers/assessors/Program Coordinator/Special Collecting Officer (SCO) are in charge during the registration. The enlistment officers enroll the students in the lessons they choose. The assessors/Program Coordinator assess their tuition fees. The SCO collects the tuition fees and issues an official receipt. During online registration, the SCO or staff in charge collects the proof of payment of the student which is sent via email.

<b>Office or Division:</b>	UP College of Music Extension Program (UPCMEP)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Private Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application form 2. Google form  3. New Student Sheet 4. Queue Numbers 5. ID picture 6. Own Instrument 7. Payments		UP College of Music Extension Program (UPCMEP) UP College of Music Extension Program (UPCMEP) Facebook webpage <a href="https://www.facebook.com/UPCMEP">https://www.facebook.com/UPCMEP</a> UP College of Music Extension Program (UPCMEP) UP College of Music Extension Program (UPCMEP) Student Student Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The clients fill out two copies of the UPCMEP application form.	1. The AS assists the clients and tells them to proceed to the enlistment officers.	None	10 Minutes	<i>Receiving Personnel</i> Extension Program Office

2. The new applicants sign in the New Students sheet.	2. The AS acknowledges and double checks what they have signed.	None	10 Minutes	<i>Receiving Personnel</i> Extension Program Office
3. They get queue numbers and wait for their numbers to be called.	3.1. The enlistment officers call/receive their numbers and enlist them in the lessons they choose.	None	30 Minutes	<i>Enlistment Officers</i> Extension Program Office
	3.2. The AS asks for their contact details via email for those enrolling in classes (needs to satisfy minimum number to open).			<i>Receiving Personnel</i> Extension Program Office
4. The clients fill out and submit the properly accomplished Google form.	4.1. The enlistment officers enlist them in the lessons they choose online.  4.2. The PC supervises the enlistment officers during registration online.	None	1 Day	<i>Receiving Personnel</i> Extension Program Office  <i>Program Coordinator</i> Extension Program Office
5. The clients submit documents for those availing discounts: Appointment and	5.1. The AS assesses their fees and asks them to submit/email	None	4 Hours	<i>Receiving Personnel</i> Extension Program Office

<p>ID of UP Diliman faculty, Person with Disability (PWD) card, Senior Citizen card.</p>	<p>the documents for discount.</p> <p>5.2. The AS prepares the summary of registration and sends via UP official email account to the other AS.</p>			<p><i>Receiving Personnel Extension Program Office</i></p>
<p>6.The clients check their email for their billing statement (BS) and payment procedure.</p>	<p>6. The AS prepares the BS and email the BS and payment procedure to the clients via UP official email account.</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Receiving Personnel Extension Program Office</i></p>
<p>7. They pay their fees at Counter A.</p>	<p>7. The Special Collecting Officer (SCO) collects their payment and 2 copies of the application form and she issues the official receipt (OR).</p>	<p>Please refer to the table below</p>	<p>10 Minutes</p>	<p><i>Special Collecting Officer Office of the Dean</i></p>
<p>8. For online transaction: Pay their tuition fees: Using the Landbank Link Biz Portal, Online Bank Transfer (UPD Landbank Acct via Pesonet) For over-the-counter transaction and bank transfer: Pay the bill in the LBP. Email their proof of payment to the</p>	<p>8.1. The SCO checks their proof of payment and billing statement in the UP official email account, and acknowledges their payment via email.</p> <p>8.3. The SCO and the PC tally the collection.</p>	<p>Please refer to the table below.</p>	<p>4 Hours</p>	<p><i>Special Collecting Officer Office of the Dean</i></p> <p><i>Special Collecting Officer Office of the Dean/ Program Coordinator Extension Program Office</i></p>

SCO or staff in charge.	8.4. The SCO and AS deposit the collection to the Office of the Cashier			<i>Special Collecting Officer Office of the Dean/ Receiving Personnel Extension Program Office</i>
<b>TOTAL:</b>		Please refer to the table below.	2 Days, 1 Hour, 15 Minutes	

Lessons	Rates
Individual lessons: 12 lessons, 1 hour per week;	PHP 13,200.00
Individual lessons: 12 lessons, 30 mins per week	PHP 6,600.00
Baby Ballet	PHP 5,640.00
Children's Ballet	PHP 8,460.00
Creative Music Experiences for Children	PHP 5,640.00
Choral Conducting	PHP 6,600.00
Choral Singing	PHP 5,640.00
Music Theory for Adults	PHP 8,460.00
Reading Solfege	PHP 5,640.00
Individual online lessons: per hour	PHP 800.00
Individual online lessons: per 30 Minutes	PHP 400.00

**Type of Service:** External

### 17. Continuing Education for Music Teachers (CEMT)

This post baccalaureate summer certificate program is a three-summer program designed to address the need for music teachers to enhance their musical growth and teaching competencies. Such growth will have an impact in the quality of music teaching and learning across the country. A certificate of completion will be given at the end of the program to participants who have completed the three levels of learning.

<b>Office or Division:</b>	UP College of Music Extension Program (UPCMEP)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Public and Private Teachers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Transcript of Records 2. Curriculum Vitae 3. Certificate of Employment 4. Own Instrument 5. Payments		School of Participant Participant Employer of Participant Participant Participant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. The applicants inquire online or over the phone	1. The AS answers their queries and asks them to come on the day of enrollment.	None	10 Minutes	<i>Receiving Personnel Extension Program Office</i>
2. The applicants submit/email their transcript of records, curriculum vitae, and certificate of employment.	2. The AS acknowledges their email and collates their documents	None	1 Day	<i>Receiving Personnel Extension Program Office</i>
3. The applicants give their solo performance to the AS.	3. The AS assigns/emails their teachers for their class and solo performance in consultation with the Chair of the Music Education Department.	None	4 Days	<i>Receiving Personnel Extension Program Office/ Extension Teachers Extension Program/ Chairs Music Education Department</i>
4. The applicants register on the day of enrollment.	4.1. The AS enrolls them in the course and assesses their fees.  4.2. The AS gives/emails them their class and solo instrument instruction schedule.	None	10 Minutes	<i>Receiving Personnel Extension Program Office  Receiving Personnel Extension Program Office</i>
5. They proceed to the SCO for payments.	5. The SCO gives/emails back a copy of their application form with "paid" stamp and issues official receipts (ORs).	PHP 12,500.00	10 Minutes	<i>Special Collecting Officer Office of the Dean</i>

6. After their lessons for 4 weeks, they: 6.1. Need to fill out the Student Evaluation of Teaching (SET) 6.2. Need to perform in the Culminating Activity 6.3. Wait for their grades to be released	6.1. The AS acknowledges, collects, and tallies the SET  6.2. The AS prepares venue, instruments, program, and certificates for their Culminating Activity  6.3. The AS prepares their grades and notifies/emails them if their grades are ready.	None	1 Week	<i>Receiving Personnel Extension Program Office</i>  <i>Receiving Personnel Extension Program Office</i>  <i>Receiving Personnel Extension Program Office</i>
<b>TOTAL:</b>		PHP 12,500.00	2 Weeks, 30 Minutes	

**Type of Service:** External

### 18. Preparation for Rehearsals and Recitals

At the end of the semester, students are given a chance to show their musical skills during the recitals. There will be rehearsals before the recitals. Teachers give their rehearsal and recital schedule and repertoire to the Extension Program Office staff.

<b>Office or Division:</b>	UP College of Music Extension Program (UPCMEP)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	UPCMEP Teachers and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Availability of Mini Hall and Abelardo Hall Auditorium (AHA) 2. Recital Schedule from Teachers		Office of the Dean  UPCMEP Teachers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The teachers give their preferred rehearsal and recital schedule.	1.1. The AS schedules the rehearsal and recital dates	None	1 Week	<i>Receiving Personnel Extension Program Office</i>

	<p>and venues (Mini Hall and Abelardo Hall).</p> <p>1.2. For approval of the PC and resolution if there is conflict.</p> <p>1.3. The AS looks for accompanists.</p> <p>1.4. The AS informs/emails the teachers their final rehearsal and recital schedule.</p>			<p>Program Coordinator Extension Program Office</p> <p><i>Receiving Personnel</i> Extension Program Office</p> <p><i>Receiving Personnel</i> Extension Program Office</p>
<p>2. The teachers give the list of recitalists and their repertoire to the AS.</p>	<p>2.1. The AS acknowledges , collects, encodes, and prints/emails the repertoire of all recitals and in-charge of all the utilities assigned.</p> <p>2.2. Final checking by the PC via email.</p>	<p>None</p>	<p>1 Week</p>	<p><i>Receiving Personnel</i> Extension Program Office</p> <p>Program Coordinator Extension Program Office</p>



<p>3. For virtual recital, the teachers give the list of recitalists, their repertoire, and their video recordings to the AS via email.</p>	<p>3.1. The AS collects and acknowledges their email.</p> <p>3.2. The AS downloads the videos and put in one file.</p> <p>3.3. The AS emails the videos to the PC.</p> <p>3.4. The PC and the AS coordinate with the graphic artist and videographer for the editing of the videos</p>	<p>None</p>	<p>2 Weeks</p>	<p><i>Receiving Personnel</i> Extension Program Office</p> <p><i>Receiving Personnel</i> Extension Program Office</p> <p><i>Receiving Personnel</i> Extension Program Office</p> <p><i>Receiving Personnel/ Program Coordinator</i> Extension Program Office <i>Graphic Artist/ Videographer</i> Administrative Office</p>
<p>4. Teachers and their students attend the rehearsal/s and recital/s as scheduled.</p>	<p>3.1. The AS assists them during the rehearsal and recital day.</p> <p>3.2. The AS prepares for the certificates of the recitalists.</p> <p>3.2. The teachers distribute the certificates after their recital.</p>	<p>None</p>	<p>2 Days</p>	<p><i>Receiving Personnel</i> Extension Program Office</p> <p><i>Receiving Personnel</i> Extension Program Office</p> <p><i>Extension Teachers</i> Extension Program Office</p>
<p><b>TOTAL:</b></p>		<p>None</p>	<p>4 Weeks, 2 Days</p>	



	<p>1.3. The AS prepares the announcement done by the PC and posts it on the bulletin boards/UP College of Music website (<a href="https://music.upd.edu.ph/MusicX.html">https://music.upd.edu.ph/MusicX.html</a>)</p> <p>1.4. The PC through the Dean requests via email for the disbursement of P600,000 annual scholarship from the UPCMEP trust account with the approval from the UP Diliman Chancellor.</p>			<p><i>Receiving Personnel/ Program Coordinator Extension Program Office</i></p> <p><i>Program Coordinator Extension Program Office/ Dean Office of the Dean/ UP Diliman Chancellor Office of the Chancellor</i></p>
<p>2. The students inquire about scholarships in the official UP email account or Facebook Messenger webpage (<a href="https://www.facebook.com/UPCMEP">https://www.facebook.com/UPCMEP</a>)</p>	<p>2.1. The AS asks/emails them to wait for the announcement or poster in the UPCMEP Facebook webpage (<a href="https://www.facebook.com/UPCMEP">https://www.facebook.com/UPCMEP</a>) or UP College of Music website (<a href="https://music.upd.edu.ph/MusicX.html">https://music.upd.edu.ph/MusicX.html</a>)</p>	<p>None</p>	<p>1 Day</p>	<p><i>Receiving Personnel/ Program Coordinator Extension Program Office</i></p>

	<p>2.2. The AS asks/emails the details to the College layout artist to layout the poster.</p> <p>2.3. The AS posts the announcement in the UPCMEP Facebook webpage (<a href="https://www.facebook.com/UPCMEP">https://www.facebook.com/UPCMEP</a>) or the College administrative staff in the UP College of Music website (<a href="https://music.upd.edu.ph/MusicX.html">https://music.upd.edu.ph/MusicX.html</a>).</p>			<p><i>Receiving Personnel</i> Extension Program Office/ <i>Layout Artist</i> Administrative Office</p> <p><i>Receiving Personnel</i> Extension Program Office/ <i>Administrative Personnel</i> Dean's Office</p>
<p>3.The students ask for the application form via official UP email account</p>	<p>3. The AS emails the application form to the students via official UP email account.</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Receiving Personnel</i> Extension Program Office</p>
<p>4. The students fill out the application form with attached documents like ID picture, endorsement letter from their respective department chair and recommendation letter from the adviser or professor for new applicants, grades from previous semesters,</p>	<p>4.1. The AS acknowledges and receives the application form and attached documents and tells them to wait for the notification of the result of the deliberation.</p> <p>4.2. The AS collates the completed</p>			<p><i>Receiving Personnel</i> Extension Program Office</p> <p><i>Receiving Personnel</i> UPCMu Scholarship Committee</p>

<p>curriculum vitae, and original form 5 and submit to the Music X administrative office.</p>	<p>application documents of students and forwards them to the PC who is also the Co-Chair of the UPCM<sub>u</sub> Scholarship Committee. The screening will be done by the UPCM<sub>u</sub> Scholarship Committee in the UPCMEP office.</p>	<p>None</p>	<p>2 Days</p>	<p>College of Music</p>
<p>5. The students fill out the application form and submit it together with the attached documents like ID picture, recommendation letter from their respective department chair and endorsement letter from the adviser of professor for new applicants, grades from previous semesters, curriculum vitae, and original form 5 and email them to the AS via official UP email account.</p>	<p>5.1. The AS acknowledges the email and collates the completed application documents of students, puts them in a folder, uploads in the shared Google Drive and shares it with the UPCM<sub>u</sub> Scholarship Committee.  5.2. The screening will be done by the Scholarship Committee via Zoom.</p>	<p>None</p>	<p>2 Days</p>	<p><i>Receiving Personnel</i> Extension Program Office  <i>Scholarship Committee</i> Extension Program Office</p>
<p>6. Receives confirmation for deliberation</p>	<p>6. The AS contacts/ emails the students for the result of the deliberation.</p>	<p>None</p>	<p>4 Hours</p>	<p><i>Receiving Personnel</i> Extension Program Office</p>

<b>TOTAL:</b>	None	3 Weeks, 4 Hours, 10 Minutes	
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**Type of Service:** External

## 20. Application for Teaching Position at the Extension Program

Graduated students from the UP College of Music are welcome to apply for a teaching position provided that there is a need for a teacher in the department. They submit the necessary documents and the Extension Office staff processes their application.

<b>Office or Division:</b>	UP College of Music Extension Program (UPCMEP)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	UP College of Music (UPCMu) Teachers and/or Graduates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Curriculum Vitae with Picture 2. Letter of Intent 3. Endorsement Letter from the Department Chair 4. Transcript of Records 5. Notarial fee		Applicant Applicant Department Chair  Applicant Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1. The teachers/graduates apply for a teaching position at the UPCMEP 1.1.1. Write a letter of intent to their department Chair/s 1.1.2. Submit attached documents  1.2. The teachers/graduates apply for a teaching position at the UPCMEP online.  1.2.1. Write a letter of intent to their	1.1. The Chair/s endorse/s to the PC for approval online  1.2. For approval of the College Executive Board (CEB) via Zoom meeting  1.3. For approval of the Dean via email	None	1 Week	<i>Receiving Personnel</i> Extension Program Office  <i>Chairs of 8 Departments</i> Conducting & Chorale Ensemble; Music Ed; Strings & Chamber Music; Winds & Perc; Compo & Theory; Piano & Keyboard; Musicology; Voice, Music Theatre & Dance  <i>Dean</i> Office of the Dean ,  <i>Chairs of 8 Departments</i>

<p>department Chair/s and send it to an official UP email account.</p> <p>1.2.2. Submit attached documents to an official UP email account.</p>	<p>1.4. The Chair/s endorse/s to the PC for approval via an official UP email account</p> <p>1.5. For approval of the College Executive Board (CEB) during the CEB Meeting online.</p> <p>1.6. For approval of the Dean during the CEB Meeting online.</p>			<p>Conducting &amp; Chorale Ensemble; Music Ed; Strings &amp; Chamber Music; Winds &amp; Perc; Compo &amp; Theory; Piano &amp; Keyboard; Musicology; Voice, Music Theatre &amp; Dance/ <i>Program Coordinator</i> Extension Program</p> <p><i>Chairs of 8 Departments</i> Conducting &amp; Chorale Ensemble; Music Ed; Strings &amp; Chamber Music; Winds &amp; Perc; Compo &amp; Theory; Piano &amp; Keyboard; Musicology; Voice, Music Theatre &amp; Dance</p> <p><i>Dean</i> Office of the Dean</p>
<p>2.1. The teachers sign their contract of services.</p> <p>2.2. The teachers sign the office memorandum.</p>	<p>2.1. The AS acknowledges and accepts the contract of services for NUP faculty (and office memorandum for full-time and faculty and lecturers).</p> <p>2.2. The Chairs, PC, and the Dean sign the contract of services online.</p>	<p>None</p>	<p>2 Days</p>	<p><i>Receiving Personnel</i> Extension Program Office</p> <p><i>Chairs of 8 Departments</i> Conducting &amp; Chorale Ensemble; Music Ed; Strings &amp; Chamber Music; Winds &amp; Perc; Compo &amp; Theory; Piano &amp; Keyboard; Musicology; Voice, Music Theatre &amp; Dance/ <i>Program Coordinator</i> Extension Program/ <i>Dean</i> Office of the Dean</p>

<p>2.3. The teachers e-sign their contract of services.</p> <p>2.4. The teachers e-sign the office memorandum</p>	<p>2.3. The Dean signs the office memorandum.</p> <p>2.4. The Chairs and PC affix their e-signature in the contract of services. The Dean affixes his wet signature.</p> <p>2.5. The Dean affixes his wet signature in the office memorandum.</p>			<p><i>Dean</i> Office of the Dean</p> <p><i>Chairs of 8 Departments</i> Conducting &amp; Chorale Ensemble; Music Ed; Strings &amp; Chamber Music; Winds &amp; Perc; Compo &amp; Theory; Piano &amp; Keyboard; Musicology; Voice, Music Theatre &amp; Dance/ <i>Program Coordinator</i> Extension Program/ <i>Dean</i> Office of the Dean</p> <p><i>Dean</i> Office of the Dean</p>
<p>3. The teachers pay for the notarial fee.</p>	<p>3. The AS acknowledges their payment and prints the contracts and gives them to the College messenger and he delivers them to the Notary Public to be notarized.</p>	<p>PHP 200.00 Notarial fee</p>	<p>2 Hours</p>	<p><i>Receiving Personnel</i> Extension Program Office/ <i>Messenger</i> Administrative Office/ <i>Notary Public</i></p>
<p>4. The teachers wait for their contracts to be released.</p>	<p>4. The AS follows up their contracts and prepares the budget projection attachment and sends the contract of services</p>	<p>None</p>	<p>1 Week</p>	<p><i>Releasing/Receiving Personnel</i> Extension Program Office/ <i>Messenger</i> Administrative Office/ <i>Receiving Personnel</i> UP Diliman Accounting Office</p>



	together with it to the UP Diliman Accounting Office for budget clearance c/o of the messenger			
	<b>TOTAL:</b>	PHP 200.00	2 Weeks, 2 Days, 2 Hours	

**Type of Service:** External

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

There are several offices of the UP College of Music and the NUP administrative staff are essential workers. Anyone can apply for the administrative staff position provided that they meet the requirements set by the Civil Service Commission and there is a need to fill up the position. They submit the necessary documents and the Extension Office staff processes their application.

<b>Office or Division:</b>	UP College of Music Extension Program (UPCMEP)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	UPCMEP Support Staff and/or Prospects			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Curriculum Vitae with Picture 2. Letter of Intent 3. Transcript of Records 4. Diploma 4. Contract (Certificate of Services) 5. Notarial fee		Support Staff/Prospects Support Staff/Prospects School of the Support Staff/Prospects School of the Support Staff/Prospects UP College of Music Extension Program (UPCMEP)  Support Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1. The support staff/prospects submit the necessary documents	1.1. The AS acknowledges and prepares the budget projection attachments re	None	1 Day	<i>Receiving Personnel</i> Extension Program Office

<p>1.2. The support staff/prospects sign their contracts.</p>	<p>appointments of support staff.</p> <p>1.2. The heads of Music Library, Extension Program Office, Office of the College Secretary, and Administrative Office will write/email a letter to the Dean for appointment and/or renewal of contract of staff.</p> <p>1.3. The section head and the PC sign the contracts.</p> <p>1.4. For final approval and signature of the Dean</p> <p>1.5. The AS follows up the status.</p>	<p>None</p>	<p>4 Days</p>	<p><i>Section Heads</i> Extension Program Office Administrative Office College Secretary's Office Music Library</p> <p><i>Section Heads</i> Extension Program Office Administrative Office College Secretary's Office Music Library/ <i>Program Coordinator</i> Extension Program Office/</p> <p><i>Dean</i> Office the Dean</p> <p><i>Receiving Personnel</i> Extension Program Office</p>
<p>2. The support staff/prospects pay for the notarial fee.</p>	<p>2.1. The AS acknowledges their payment, prints the contracts, and gives the contracts to the College messenger and he delivers them</p>			<p><i>Receiving Personnel</i> Extension Program Office/ <i>Messenger</i> Administrative Office</p>

	<p>to the Notary Public to be notarized.</p> <p>2.2. The AS acknowledges their payment via GCash, prints the contracts, and gives the contracts to the College messenger and he delivers them to the Notary Public to be notarized.</p>	<p>PHP 200.00 Notarial fee</p>	<p>2 Hours</p>	<p><i>Receiving Personnel Extension Program Office/ Messenger Administrative Office</i></p>
<p>3. The support staff/prospects wait for their contracts to be released.</p>	<p>3.1. The AS sends the contracts and attached budget projection to the to the UP Diliman Accounting Office for budget clearance c/o of the messenger.</p> <p>3.2. The AS advises them the minute their contracts are budget cleared.</p>	<p>None</p>	<p>1 Week</p>	<p><i>Releasing/Receiving Personnel Extension Program Office</i></p> <p><i>Releasing/Receiving Personnel Extension Program Office</i></p>
<b>TOTAL:</b>		<p>PHP 200.00</p>	<p>2 Weeks, 2 Hours</p>	

**Type of Service:** External

## 22. Preregistration and Registration of Workshops

Aside from the regular lessons, the Extension Program also offers workshops, at least twice a year. There is a preregistration and registration before the workshops. The students fill out the Google form for their profile, then they enroll during the registration at the office.

<b>Office or Division:</b>	UP College of Music Extension Program (UPCMEP)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Private Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Information Sheet 2. Google form 3. Payment		Generated from the Google form Google ( <a href="https://www.facebook.com/UPCMEP">https://www.facebook.com/UPCMEP</a> ) Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The applicants preregister online by filling up the Google form.	1. The AS acknowledges their preregistration online, collects their data/personal information, and emails them the enrollment dates and location of the UPCMEP office.	None	1 Week	<i>Receiving Personnel</i> Extension Program Office
2. They enroll at Annex 106.	2. The AS enlists the participants in the workshop/s and assesses their fees.	None	10 minutes	<i>Receiving Personnel</i> Extension Program Office
3. They proceed to the SCO for payments.	3. The SCO accepts their payments and 2 copies of			<i>Special Collecting Officer</i> Office of the Dean

	their application form. She returns 1 copy with "paid" stamp and issues official receipt.	PHP 5,640.00	10 minutes	
<b>TOTAL:</b>		PHP 5,640.00	1 Week, 20 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"> <li>1. Customer Service Satisfaction Sheet</li> <li>2. Letter addressed to the dean or the concerned office</li> <li>3. Email at <a href="mailto:upcmudilimanmedia@gmail.com">upcmudilimanmedia@gmail.com</a>.</li> <li>4. 89818500 local 2629 or 2627.</li> <li>5. QR code posted on college bulletin boards and office windows</li> </ol>
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>

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

Office	Address	Contact Information
<b>Office of the Dean</b>	ANX 104	89818500 local 2629 <a href="https://bit.ly/ask_music2020">https://bit.ly/ask_music2020</a>
<b>Office of the College Secretary</b>	ANX 102	89818500 local 2627 <a href="https://bit.ly/ask_music2020">https://bit.ly/ask_music2020</a>
<b>Office of the Associate Dean for Student Affairs</b>	AHA 207	89818500 local 2629 <a href="https://bit.ly/ask_music2020">https://bit.ly/ask_music2020</a>
<b>Extension Program</b>	AHA 106	89818500 local 2628 <a href="https://bit.ly/ask_music2020">https://bit.ly/ask_music2020</a>