

**University of the Philippines Manila
Office of Student Affairs
Guidance and Counseling Program**

CITIZENS CHARTER

Name of Activity/Service : INTAKE INTERVIEW

Schedule of Service : Monday to Friday (8:00AM to 5:00PM or beyond)
except non-working holidays

What are the requirements : None

Duration : from 30 minutes to 2 hours

How to avail the service :

Step	Client	Service Provider	Duration	Person-in-charge	Fees	Form
Client-counselor meeting	Meets with counselor	Counselor establishes rapport with client; interviews client	10 minutes	counselor	None	
Intake interview process	Interacts/talks/responds to queries	Interviews conduct assessment	1 hour	Counselor	None	
Summary of Interview						

Name of Activity/Service : ASSESSMENT/PSYCHOLOGICAL TESTING

Schedule of Service : Monday to Friday (8:00AM to 5:00PM or beyond)
except non-working holidays

What are the requirements : None

Duration : from 1 hour to 3 hours

How to avail the services :

Step	Client	Service Provider	Duration	Person-in-charge	Fees	Form
Client-counselor meeting; administration of tests and assessment tools	Meets with counselor	Counselor establishes rapport with client; interviews client; administers questionnaires, tests, self-reports	2 hours	counselor	None	
Scoring interpretation	Interacts/talks/responds to queries / takes tests, questionnaires, self-reports	Interpret, evaluates results of assessment	3 hours	Counselor	None	
Report writing		Report writing	1 hour		None	

Name of Activity/Service : COUNSELING *

Schedule of Service : Monday to Friday (8:00AM to 5:00PM or beyond)
except non-working holidays

What are the requirements: None

Duration : from 30 minutes to 3 hours/per session

How to avail the service :

- *Counseling with client can be conducted in just or up to 5 sessions depending on the case.*

Step	Client	Service Provider	Duration	Person-in-charge	Fees	Form
Appointment	Client makes appointment	Sets date and time of counseling	5 minutes		None	
Walk-in	Client walks in for counseling	Attends to the client	5 minutes		None	
Intake interview	Client responds to interview questions, shares information about self	Interviews client	1 hour to 2 hours	Counselor	None	
Assessment	Undergoes interview, testing	Conducts assessment process: interviews, administers tests, etc with clients	2 hours or more	Counselor	None	
Case conceptualization		Analyzes data and information of the client and define the problem	2 hours	Counselor	None	
Plan counseling interventions		Sets counseling goals and start to conduct first counseling session	2 hours	Counselor	None	

Set appointment for next counseling session		Sets counseling goals; conducts second counseling session	2 hours	Counselor	None	
Set appointment for next counseling session		Set counseling goals, conduct counseling session # 3	2 hours	Counselor	None	
Termination of counseling		Last counseling session	2 hours	Counselor	None	
Follow-up		Counselor calls or text the client for follow-up session	30 minutes	Counselor	None	

Name of the Activity/Service : CONSULTATION (with parents, faculty, staff, administration)

Schedule of Service : Monday to Friday (8:00AM to 5:00PM or beyond)
except non-working holidays

What are the requirements : None

Duration : from 30 minutes to 2 hours

How to avail the service :

Step	Consultee	Service Provider	Duration	Person-in-charge	Fees	Form
Meeting with consultee	Meets with counselor	Attends to the problem, concern of consultee	30 minutes	Counselor	None	
Assessment	Provides information, data about the case	Collects information and data about the case through interview	1 hour	Counselor	None	
Plan intervention / action		Plans actions and interventions, suggests interventions for implementation of action to consultee	1 hour	Counselor	None	

Name of Activity/Service : PROGRAM DEVELOPMENT/ TRAINING ACTIVITY

Schedule of Service : Monday to Friday (8:00AM to 5:00PM or beyond)
except non-working holidays

What are the requirements : None

Duration : 1 day to 2 weeks

How to avail the service :

Step	Client/ Target group	Service Provider	Duration	Person-in-charge	Fees	Form
Meeting	Meets with counselor for initial discussion of program, set dates of program	Interviews, gathers data and information	1 hour	Counselor	None	
Needs assessment	Provide data through questionnaire, interview, etc.	Gathers data information	2 hours	Counselor	None	
Analyze data		Analyze data gathered	2 hours	Counselor	None	
Program Planning		Sets goal, objectives, and activities of the program	3 hours	Counselor	None	
Implementation	Participates in the program	Facilitates the activities of the program	3 hours to one day ; or even 2-day activity	Counselor	None	
Evaluation	Responds to questionnaires and other forms of evaluation	Collects and analyze data	1 hour	Counselor	None	

Name of Activity/Service : FRESHMAN PSYCHOLOGICAL TESTING

Schedule of Service : Monday to Friday (8:00AM to 5:00PM or beyond)
except non-working holidays

What are the requirements : None

Duration : from 3 to 4 hours

How to avail the service :

Step	Client	Service Provider	Duration	Person-in-charge	Fees	Form
Preparation of materials		Preparation of materials to be used	1 week	Counselors, admin staff	None	
Administration of the test	Answers questionnaires, information sheets and test materials	Distributes and administers the information forms, test materials	2 to 3 hours	Proctors, Counselors, admin staff	None	
Collection of materials	Submits materials to proctors	Collect and sort the test materials	3 hours	Proctors, counselors	None	

Name of Activity/Service : READMISSION

Schedule of Service : Monday to Friday (8:00AM to 5:00PM or beyond)
except non-working holidays

What are the requirements : None

Duration : 4 hours

How to avail the service :

Step	Client	Service Provider	Duration	Person-in-charge	Fees	Form
Referral by the College Secretary's Office	The client meets with the counselor	Receives referral from the client/office	10 minutes		None	
Interview and assessment	Subject for interview and assessment process	Conducts interview, assessment	2 hours	Counselor	None	
Counseling	Individual counseling session with counselor	Conducts counseling with student/client	2 hours	Counselor	None	
Report/Recommendation		Counselor makes evaluation report and recommendation	1 hour	Counselor	None	
Submit report/recommendation to the College Secretary's Office	Follow-up with the OCS		30 minutes	Counselor	None	

Name of Activity/Service : FRESHMAN BLOCK ACTIVITY

Schedule of Service : Monday to Friday (8:00AM to 5:00PM or beyond)
except non-working holidays

What are the requirements : None

Duration : 1 day to 1 week

How to avail the service :

Step	Client	Service Provider	Duration	Person-in-charge	Fees	Form
Sets appointment with Block Head	Reports to GCP for appointment with counselor-in-charge	Sets appointment with Block Head or representative	30 minutes	Counselor	None	
Planning of activity	Plans activity with counselor	Plans program	1 hour	Counselor	None	
Implementation	Coordinates with members of the block, participates in the activity	Implements the activity	3 hours	Counselor	None	
Evaluation		Evaluates the activity	1 hour	Counselor	None	

Name of Activity/Service : SEMINAR FOR PARENTS

Schedule of Service : Monday to Friday (8:00AM to 5:00PM or beyond)
except non-working holidays

What are the requirements : None

Duration : 4 hours to 1 day

How to avail the service :

Step	Client / Parents / APC-UPM	Service Provider	Duration	Person-in-charge	Fees	Form
Needs assessment	Provides topics for consideration	Assesses parents' data	1 hour	Counselor	None	
Identify seminar topics	Provides data	Analyzes data	1 hour	Counselor	None	
Plan seminar / program		Prepares project proposal, Sets goals, and activities, date of the program	1 day	Counselor	None	
Preparation	Invite participants	Invites speakers for the seminar, arrange venues and other logistics	2 weeks	Counselor	None	
Implementation of the program		Implements program	4 hours	Counselor	None	
Evaluation		Evaluate activity	1 hour	Counselor	None	