



Republic of the Philippines
OFFICE OF THE PRESIDENT
COMMISSION ON HIGHER EDUCATION

*Recd:
JAN 5-1-00*

CHED Memorandum Order
No. 21
Series of 2000

Subject: GUIDELINES ON STUDENT AFFAIRS AND SERVICES PROGRAM

In accordance with the pertinent provisions of Republic Act (RA) No. 7722, otherwise known as the "Higher Education Act of 1994", Batas Pambansa 232, and Resolution No. 167-2000 of the Commission en banc, the Commission on Higher Education, pursuant to its commitment to the utmost achievement of quality, relevant and efficient higher education in the country, hereby adopted and promulgated the following Guidelines on Student Affairs and Services Program. Thus:

ARTICLE I
STATEMENT OF POLICIES

Section 1. The 1987 Philippine Constitution declares that the state shall protect and promote the rights of all Filipino citizens to quality education at all levels and shall take appropriate steps to make education accessible to all. Furthermore, the State shall establish, maintain and support a complete, adequate, and integrated system of education relevant to the needs of the people and society.

Section 2. The CHED is mandated to promote quality education; take appropriate steps to ensure that education shall be accessible to all; and ensure and protect academic freedom for the continuing intellectual growth, the advancement of learning and research, the development of responsible and effective leadership, the education of high level professionals, and the enrichment of historical and cultural heritage.

Section 3. An educational institution seeks to form individuals who can later become productive citizens of the country and the world. Its responsibility is not only confined to the teaching and development of job skills, but also to the acquisition of life skills and values. The individuals produced by the educational institution should be able to contribute positively to the progress of his/her country, and to the upliftment of the human conditions. Student Affairs and Services, therefore, must systematically and deliberately address this end objective of producing citizens suited to the aims of the country and of humanity. Higher Education Institutions must provide a set of student centered activities and services in support of academic instruction intended to facilitate holistic student development for active involvement in nation building. These shall be collectively known as Student Affairs and Services.

Section 4. The Commission hereby establishes the Guidelines on Student Affairs and Services Program that shall define the scope, procedures, the extent of regulation as well as the mechanics of evaluating student welfare and activities for students enrolled in Higher Education Institutions.

ARTICLE II OBJECTIVES

Section 5. This set of guidelines aims to set minimum standards on student services among Higher Education Institutions (HEIs) in order to:

1. improve the quality of Student Affairs and Services Programs among Higher Education Institutions;
2. promote access to quality, relevant, efficient and effective student affairs and services
3. support student development and welfare; and
4. ensure that all Higher Education Institutions provide holistic approach for Student Affairs and Services and comply with the minimum requirements for student affairs and services.

ARTICLE III DEFINITION OF TERMS

Section 6. Student Affairs and Services (SAS) - Student Affairs and Services are the services and programs in any university or college that are concerned with non-academic experiences of students to attain total student development. Non-academic services are two-pronged: those that relate to student welfare and those that relate to student development. Implementation of these services can be unique to an institution.

6.1 Student Welfare Programs and Services are basic services and programs needed to ensure and promote student well-being.

6.2 Student Development Programs and Services refer to the services and programs designed for the exploration, enhancement and development of the student's full potential for personal development, leadership and social responsibility through various institutional and/or student-initiated activities.

Section 7. Admission Services – refer to services that take care of the processing of students' entrance and requirements.*

Section 8. Career and Placement Services - refer to the assistance provided for vocational and occupational fit and employment

Section 9. *Cultural Programs - refer to the set of activities designed to provide opportunities to develop and enhance talents, abilities and values for

appreciation, promotion and conservation of national culture and multi cultural heritage.

Section 10. Food Service – refer to the ensurance of available, adequate, safe, and healthful food within the campus and immediate vicinity.

Section 11. Guidance Service – a set of services using an integrated approach to the development of well – functioning individuals primarily by helping them to utilize potentials to the fullest.

11.1 **Counseling** - individual and/or group intervention designed to facilitate positive change in student behavior, feelings, and attitudes.

11.2 **Appraisal** - gathering information about students through the use of psychological tests and non-psychometric devices.

11.3 **Follow-up** - systematic monitoring to determine the effectiveness of guidance activities, in general, and placement in particular.

11.4 **Referral** - coordination with multi-disciplinary team of specialists to ensure that special needs of students are met.

Section 12. Health Services - refer to the provision of primary health care and wellness program.

Section 13. Information and Orientation Services - refer to informative activities and materials designed to facilitate student adjustment to college/university life.

Section 14. *International Students Services - refer to the provision of assistance to address the needs of foreign students.*

Section 15. Leadership Development Programs - are programs and opportunities for personal and organizational effectiveness.

Section 16. Multi-faith Services - refer to the provision of an environment conducive to free expression of one's religious orientation in accordance with institutional principles and policies.

Section 17. *Safety and Security Services - refer to the provision of a safe and secure environment and that of the members of the academic community.

Section 18. *Services for Students with Special Needs are programs and activities designed to provide equal opportunities to persons with disabilities, indigenous peoples, single parents, etc. (academic accommodation for learners with special needs)

Section 19. Scholarships and Financial Assistance (SFA) Services - refer to the management, generation and/or allocation of funds for scholarship and financial aid to deserving students.

Section 20. Social and Community Involvement Programs - refer to programs and opportunities designed to develop social awareness, personal internalization and meaningful contribution to nation building.

Section 21. Sports Development Programs - are programs designed for physical fitness and wellness of students.

Section 22. Student Activities- supervision, recognition and monitoring of student organizations and their activities such as leadership programs, student publication, student fora, sports development, volunteerism, peer helper program, etc.

Section 23. Student Council/Government - refers to the official student body duly elected into office by the students for official representation on matters where such representation is necessary.

Section 24. Student Discipline - refers to the judicious implementation of institutional rules and regulations governing student behavior.

Section 25. Student Housing Services - refer to the assistance provided to ensure access to accommodation that is safe and conducive to learning.

Section 26. Student Organizations and Activities Services - refer to the recognition/accreditation, supervision and monitoring of student groups including the evaluation of their activities.

Section 27. Student Publication - refers to the official publication/organ/journal of the university/college.

Section 28. Research, Monitoring and Evaluation on Student Affairs and Services - feedback mechanism on the effectiveness of the Student Affairs and Services.

*Admission, Campus Ministry/Multi-faith Services, International Students Services and Student housing maybe part of the basic student services but may be found in academic support services subject to institutional priority.

ARTICLE IV SCOPE AND COVERAGE

Section 29. This set of policies, standards and guidelines shall apply to all Higher Education Institutions, public and private, recognized by the Commission on Higher Education.

ARTICLE V GUIDING PRINCIPLES

Section 30. Management and Administration of Student Affairs, Development and Welfare. Higher Education Institutions must ensure that there is an Office of Student Affairs (OSA) to manage the student affairs, development and welfare programs.

Section 31. Components of Student Affairs and Services. Student Affairs Services is composed of student welfare programs and services and student development services.

ARTICLE VI IMPLEMENTING GUIDELINES

Section 32. Student Welfare Programs and Services. These are basic services that are necessary to serve and well-being of students. These include Admission, Information and Orientation Service, Scholarships and Financial Assistance, Health Service, Guidance and Counselling Services, Food Service, Career and Placement Service, Safety and Security Service, Student Discipline, Student Housing, and Research, Monitoring and Evaluation of Student Affairs and Services.

32.1 Information and Orientation Service

32.1.1. The Institution shall have Information materials on institutional mission, vision and goals, academic rules and regulations, student conduct and discipline, student programs, services and facilities and such other information necessary for student development should be made available to all students.

32.1.2 There shall be a regular comprehensive orientation program held for new and continuing students responsive to students' needs.

32.1.3 There shall be an organized, updated and readily available educational, career, and personal/social materials. Information materials include legislations affecting students such as (a) students rights and responsibilities, b) guidelines on drug abuse prevention and control, c) sexual harassment, d) HIV AIDS, e) self-care and healthy lifestyles.

32.2 Scholarships and Financial Assistance

32.2.1 There shall be student scholarships and financial assistance in various forms available to students with appropriate screening and monitoring procedures and guidelines understood by applicants and recipients.

32.2.2 There shall be structures to provide access to scholarship and financial assistance instituted. Availability, qualification requirements and procedures for availment of scholarships and financial aid should be widely and promptly disseminated.

32.3 *Health Services

32.3.1 The Higher Education Institution shall provide primary health care services administered by licensed medical, dental and allied professionals are made available to all students.

32.3.2 There shall be adequate facilities for health care and updated health records are kept and maintained as required by the Department of Health.

32.4 Guidance and Counseling Services

32.4.1 Appraisal

32.4.1.1 The Guidance Office shall maintain students' cumulative records which contain relevant information about student e.g. family background, test data, etc. Records shall be appropriate, usable and regularly updated.

32.4.1.2 There shall be provision for a well-planned assessment program for students with appropriate standardized psychological tests are administered, scored and interpreted by qualified personnel. The test results are interpreted to students, teachers, and concerned individuals e.g. parents.

32.4.2 Counseling

32.4.2.1 Gender sensitive individual and group counseling shall be provided by a licensed counselor. The acceptable ratio of counselor to student is at least 1:1,000.

32.4.2.2 A counseling room shall be provided to ensure the privacy and confidentiality of counseling sessions. The records and/or counseling notes are maintained and kept confidential.

32.5 *Food Service

32.5.1 The Higher Education Institution shall set the criteria for safety and sanitary conditions of food outlets within the compound of the institution. They shall coordinate with local government for the safety of food service outside the school premises.

32.5.2 The Higher Education Institution shall periodically inspect food outlets for sanitation and hygiene. The Certificate to operate should be displayed in a prominent area of the food outlet.

32.6 Career and Placement Services

32.6.1 The Higher Education Institution shall institute valid appraisal data of students for curricular and co-curricular placement. They shall have continuous follow-up and monitoring of student placement conducted on regular basis.

32.6.2 The Higher Education Institution shall maintain active networking with school, community, and other relevant agencies for career and job placement of students.

32.6.3 Informative materials on career and job opportunities shall be provided and skills development programs shall be made available.

32.7 *Safety and Security Services.

31.7.1 There is a safe and secure environment, Buildings and facilities shall comply with government standards. Licensed and competent security personnel shall ensure the safety and security of students and their belongings.

32.8 Student Discipline

32.8.1 The school shall have gender sensitive rules and regulations formulated in consultation with students and faculty and published in a student manual disseminated to students, faculty and parents. The rules and regulations define appropriate student conduct and prescribe sanctions for misconduct.

32.8.2 A discipline committee shall be established in all HEIs to ensure due process in dealing with student misconduct.

32.9 *Student Housing

32.9.1 The school must provide assistance and/or list of acceptable student dormitories and housing facilities that are safe, clean, affordable, and conducive to learning.

32.10 Services for Students with Special Needs

- 32.10.1 The HEI shall ensure that academic accommodation is made available to persons with disabilities and learners with special needs.
- 32.10.2 There shall be provisions/programs for life skills training, e.g. conflict management and counseling or testing referrals shall be done whenever necessary.

32.11 *International Students Services

- 32.11.1 An integrated service program that caters to the socio-psycho-cultural, academic and non-academic needs should be available to all international students.
- 32.11.2 The school should provide a liaison officer to assist international students with the government agencies like CHED, Department of Foreign Affairs and Bureau of Immigration.

32.12 *Admission

- 32.12.1 Requirements and procedures for admission are in place.

32.13 Research, Monitoring and Evaluation of Student Affairs and Services

- 32.13.1 The Higher Education Institution shall be encouraged to conduct research on Student Assistance Services programs.
- 32.13.2 Evaluation results and research outputs shall be disseminated and utilized.

Section 33. Student Development Programs and Services. These are programs and activities designed for the enhancement and deepening of leadership skills and social responsibility, which include Student Organizations and Activities, Student Council/Government, Leadership Training Programs, Student Publication, Sports Development Programs, Cultural Programs, Social and Community Involvement, and multi-faith services.

33.1 Student Organizations and Activities

- 33.1.1 The Higher Education Institution (HEI) shall have a system of accreditation, re-accreditation, monitoring and evaluation using participatory institutional procedures and processes in recognition of basic rights to organize. Requirements and

procedures for recognition/accreditation of student groups shall be widely disseminated.

33.1.2 The HEI shall provide accredited student organizations adequate office space and other institutional support.

33.1.3 The Constitution and by laws of student organizations shall provide for and require participation in activities on anti-drug abuse, awareness and drug abuse prevention initiated by Government and Non-government Organizations. There shall be a mechanism to coordinate with the school administration relative to the treatment and rehabilitation of students with drug-related problems.

33.2 Student Council/Government

33.2.1 The HEI must recognize the right of the students to govern themselves and to be represented in appropriate student councils, or board of regents or trustees.

33.3 Leadership Training Programs

33.3.1 The HEI shall ensure that leadership training programs are provided and opportunities for interaction with counterparts from other institutions are sustained.

33.4 Student Publication

33.4.1 The HEI shall support the establishment of student publication as provided in the Campus Journalism Act of 1991.

33.5 Sports Development Programs.

33.5.1 The HEI shall provide opportunities for physical fitness and well-being of students.

33.6 Cultural Programs

33.6.1 The HEI shall provide opportunities for appreciation of culture and the arts.

33.7 Social and Community Involvement

33.7.1 The HEI shall ensure opportunities for meaningful socio-civic involvement of students.

33.7.2 The HEI shall provide Group Accident Insurance for the students at least on their field work days.

33.8 *Multi-faith Services

33.8.1 The HEI shall ensure that the right to freedom of religion is respected.

**ARTICLE VI
USE OF STUDENT AFFAIRS AND SERVICES FUNDS**

Section 34. The HEI shall ensure that any Student Affairs and Services fees collected must be judiciously disposed for Student Affairs and Services programs. There shall be a mechanism to ensure transparency and accountability in the usage of the fund shall be enforced.

**ARTICLE VII
TRANSITORY PROVISIONS**

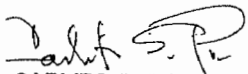
Section 35. Higher Education Institutions operating in the country must comply with the ensuing Guidelines within three years from its issuance. New applicants for higher education program must strictly adhere to these Guidelines on Student Affairs and Services.

**ARTICLE VIII
APPROVAL AND EFFECTIVITY**

Section 36. This set of Policies and Guidelines is hereby approved and shall take effect Academic Year 2006-2007.

So Ordered.

Issued this 18th day of April 2006.


CARLITO S. PUNO, DPA
Chairman