



UNIVERSITY OF SANTO TOMAS

OFFICE OF THE SECRETARY-GENERAL

UST: S006-00-ME40
AY 2019-2020

TO: DEANS, REGENTS, DIRECTORS, PRINCIPALS,
AND HEADS OF DEPARTMENTS

RE: ENROLLMENT-RELATED AND OTHER INQUIRIES FROM
STAKEHOLDERS

FROM: OFFICE OF THE SECRETARY-GENERAL

DATE: 18 JUNE 2020

In its meeting on 15 June 2020, the UST Task Force VERITAS discussed concerns related to enrollment-related and other inquiries from stakeholders.

Below is the summary of approved recommendations to be undertaken by concerned administrative units with the corresponding timelines:

Concern/Issue	Recommended Action(s)	Responsible Unit/ Timeline
Prompt reply of key offices to enrollment-related and other inquiries	To have designated staff who will give prompt replies to inquiries that will be sent to official email addresses of concerned administrative offices	OFAD STePs Registrar Accounting Department Treasury Department ROTC NSTP IPEA ASAP
	In anticipation of the extension of the current conditions at least until December 2020, to study the possibility of coming up with a hotline or call center-type unit, composed of support staff carefully chosen in terms of the following qualities: <ul style="list-style-type: none">• good knowledge of or familiarity with University operations• adequate communication skills• customer relations skills	Manpower Committee HRD ASAP



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	who can undergo special training and orientation to answer basic inquiries, and in case of more specific issues, route them to the proper offices.	
Special cases during Enrollment	<p>Concerned offices must be ready to anticipate the following:</p> <ul style="list-style-type: none"> a. The need to address the case of students who were given qualifications through home study programs, ALS, or PEP Test in relation to accomplishing the PDS, particularly on the name of school per grade level; b. The need to prepare for cases of PWDs asking for possible discount as this is mandated by law. 	<p>OSG Office of the Registrar OFAD</p> <p>ASAP</p>

Please be guided accordingly. Thank you very much for the usual support and cooperation.

Sincerely,

Rev. Fr. Jesus M. Miranda, Jr., O.P.
Secretary-General

