

The page features a white background with several decorative purple elements. At the top, there are two horizontal lines. A large purple triangle is in the top right corner. A diagonal line consisting of three parallel purple lines runs from the top right towards the center. Another similar diagonal line runs from the bottom left towards the center. At the bottom, there are two horizontal lines. The main text is centered in the middle of the page.

IV

COMMUNICATIONS SECTION

COMMUNICATIONS AND DOCUTRAK SECTION

As the gatekeeper of communications, the Communications Section manages the inflow and outflow of documents ensuring that they are received, released, tracked properly and promptly. The following are the **duties and responsibilities** of the Communications Staff:

1. Manages the inflow and outflow of documents ensuring that these are received, released, and tracked properly and promptly;
2. Tracks official communications received and released through the Document Tracking System (DTS);
3. Sorts records and routes documents;
4. Responds to inquiries regarding official communications received and released by OSU;
5. Assists the SU-BOR in processing all communications that should go to the President, PAC, BOR, and various CUs; and
6. Drafts communications (e.g., letters, memorandum) for the SU-BOR.

HOW TO FACILITATE COMMUNICATIONS SENT TO OSU

Documents received by OSU come from various sources within and outside the University⁶, such as:

- A. Constituent Universities/Units;
- B. Government Agencies;
- C. Private Sectors (Local & Foreign); and
- D. Private individuals.

The following steps pertain to the flow of communications directed to the SU-BOR or the President:

1. Once the documents are sent to OSU, the Communications staff receives and records these using the Docutrak System or DTS.
2. Documents are sorted, examined, and given a proper routing slip for the consideration and signature of the SU-BOR.
3. Documents are then sorted and recorded in the appropriate logbooks for release.
4. Release of documents is either through the OSU messengers of the Administrative section for personal delivery, via courier service to the concerned office, or through fax or email.

⁶The OSU only accepts those addressed to the President of the University, the members of the Board of Regents, and the Secretary of the University.

CHART 12.

FLOW OF COMMUNICATIONS

Chart 11 describes the process of receiving, docutracking, and releasing of documents sent to the OSU.

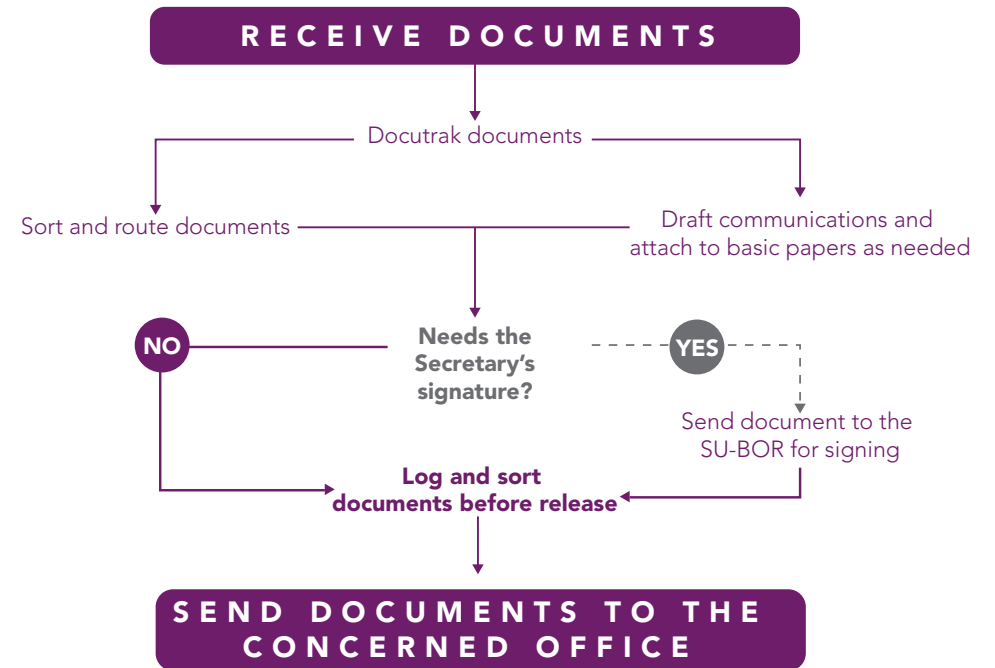
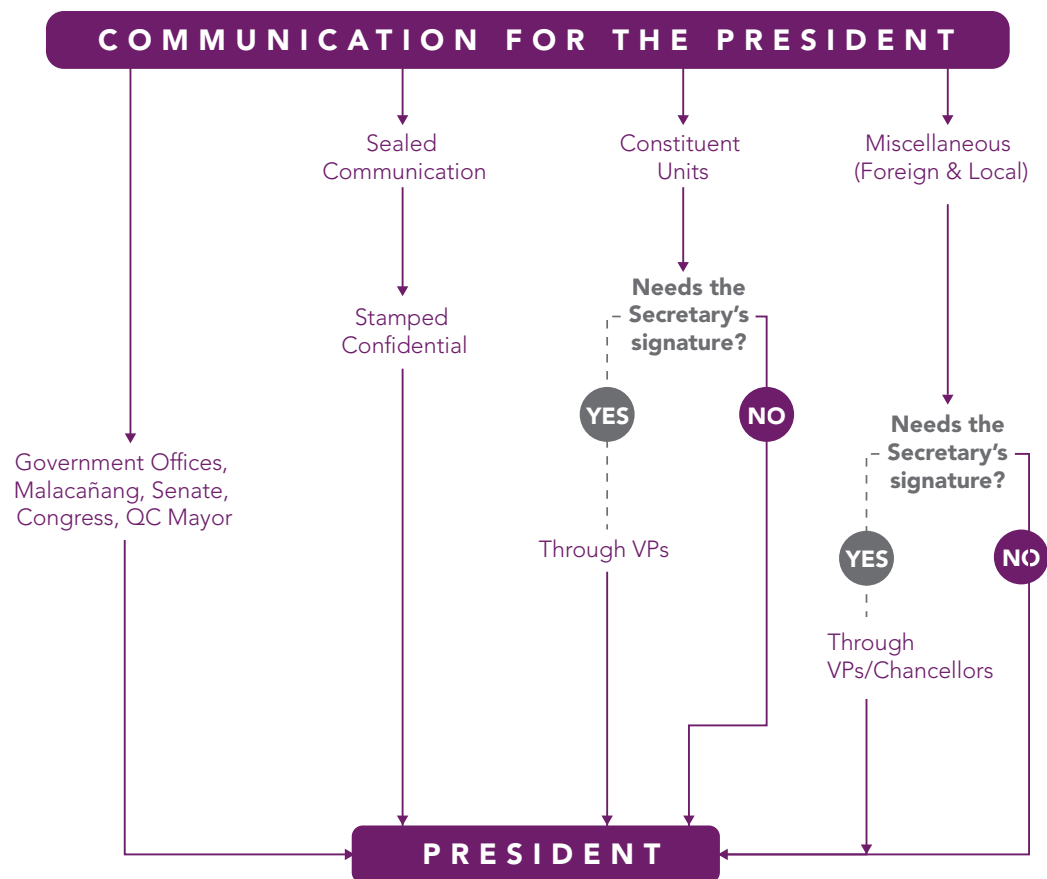


CHART 12. SENDING COMMUNICATIONS ADDRESSED TO THE PRESIDENT

Chart 12 describes the flow of communications specifically for the President of UP.



HOW TO LOG COMMUNICATIONS RECEIVED AND RELEASED

Communications received and released by the OSU Communications Section are logged electronically and manually.

1. Using the Document Tracking System (DTS)

The Docutrak System is one of the in-house software developed by UP for the efficient tracking and monitoring of documents within the University⁷. Documents are logged into the Docutrak system and barcoded to allow users to log and track the documents.

HOW TO INPUT DOCUMENTS TO THE DTS (ANNEX H)

1. Open Docutrak System website.
2. Go to "Add" box and click "Add document".
3. Encode document title, document type, and remarks.
4. Click "Save As Draft" or "Finalize" if document is for immediate release.
5. Log document in corresponding logbook for release.

2. Using the OSU Logbook

As backup, documents are also recorded in the OSU logbooks. This is done to avoid disruption of the flow of communications under any circumstances (e.g., power failures, faulty internet connection, etc.).

⁷ Sueno, B. D. (2009). UP Docutrak: An assessment of an in-house developed document tracking system (DTS). *Journal of Philippine Librarianship*, 29(1), 24-45

