

CAGAYAN STATE UNIVERSITY Caritan Sur, Tuguegarao City, Cagayan Tel. No. (078) 396-0165

SUMMARY OF RESULTS 2016 STUDENT AND FACULTY-PERSONNEL SATISFACTION SURVEY

| | | STUD | ENT SATISFA | CTION SURVE | Y* | | = 1 ₃ : |
|-------------------------------------|-------|----------------|---------------|-------------|---------------------------|-------------------|---------------------|
| | | | | | | C. Total Number | |
| | A. N | umber of Perso | ns Per Rating | | B. Total Number of | of Persons Who | |
| Services | | | | | Respondents Per | Rated The Service | D . C Over B |
| der vides | Best | Better | Good | Fair/Poor | Service Across | Good/Better/Best | Times 100 |
| | best | better | Good | Fair/Poor | Campuses*** | | |
| | | | | | | - | |
| Library Services | 9527 | 10056 | 7923 | 2627 | 30,133 | 27,506 | 91.28 |
| Business Services | 9928 | 9121 | 7593 | 2378 | 29,020 | 26,642 | 91.81 |
| Student Services | 9638 | 9840 | 7377 | 2166 | 29,021 | 26,855 | 92.54 |
| Guidance Services | 11593 | 8822 | 9358 | 1752 | 31,525 | 29,773 | 94.44 |
| Medical/Dental Services | 9524 | 8307 | 6696 | 3162 | 27,689 | 24,527 | 88.58 |
| Registrar Services | 9840 | 9138 | 8621 | 3259 | 30,858 | 27,599 | 89.44 |
| Accounting Services | 9482 | 8822 | 7203 | 3375 | 28,882 | 25,507 | 88.31 |
| Cashiering Services | 9975 | 9323 | 7401 | 3482 | 30,181 | 26,699 | 88.46 |
| Socio-Cultural Services | 8641 | 7761 | 6219 | 1875 | 24,496 | 22,621 | 92.35 |
| Sports Services | 9104 | 7526 | 6230 | 1707 | 24,567 | 22,860 | 93.05 |
| Instructional Media Services | | | | | | | |
| (Available in Andrews & Carig only) | 3485 | 2059 | 1867 | 534 | 7,945 | 7,411 | 93.28 |
| Total (Students) | | | | | 294,317 | 268,000 | 1,004 |

| | | FACULTY-PE | RSONNEL SA | TISFACTION S | SURVEY** | | |
|---------------------------|------|----------------|---------------|--------------|-----------------------------------|---------------------------------------|----------------|
| | A. N | umber of Perso | ns Per Rating | | | C. Total Number | |
| | | | | | B. Total Number of | 0110100110 11110 | D. C. Overe D. |
| Services | Best | Better | Good | Fair/Poor | Respondents Per Service Across | Rated The Service Good/Better/Best | l |
| - | | | | | Campuses*** | | 4 |
| Human Resource Services | 260 | 300 | 101 | 28 | 689 | 661 | 96% |
| Records Services | 281 | 289 | 96 | 11 | 677 | 666 | 98% |
| Accounting Services | 306 | 319 | 104 | 43 | 772 | 729 | 94% |
| Cashiering Services | 319 | 270 | 111 | 21 | 721 | 700 | 97% |
| Library Services | 263 | 270 | 112 | 28 | 673 | 645 | 96% |
| Medical & Dental Services | 229 | 283 | 116 | 24 | 652 | 628 | 96% |
| Registrar Services | 276 | 301 | 102 | 20 | 699 | 679 | 97% |
| Supply Services | 235 | 304 | 135 | 22 | 696 | 674 | 97% |
| Total (FP) | | | | | 697 | 673 | 96% |

| Total Number of Respondents (Student+FP) | Total number of Persons who rated the Service as Good/Better/Best (Student+FP) | Percentage of students and personnel who rate the non-academic services as good or better |
|--|---|---|
| 295,014 | 268,673 | 91.07% |

Prepared by:

MARIA JACKIE LOU L. ZINAMPAN

/ISA II

Reviewed by:

VILMA D. CONRADO, Ph.D

UPDO Director

PBB Focal Person

Cerfified True Correct by:

ATTY. HONORATO M. CARAG

Chair, Performance Management Committee

Chief Administrative Officer



Student Satisfaction Survey

Year Level: 2HD Year

College: CTE

Dear Student,

Campus:

Course: BSED

As a valuable member of the University, we would like to ask your assessment about the frontline services that you have received and experienced here on campus during the Year 2016. Your answers will provide us valuable inputs to serve you better and to make sure we meet your expectations.

Name (optional): PORSHIA GNACIO Sex: () Male (1) Female

Thank you so much for your time.

GENERAL INFORMATION

ANDREWS

| 1 = Poor 2 = Fair 3 = Good 4 = Better 5 = E | 3est | | | | |
|--|--|---|---------|----------|--|
| EGISTRAR SERVICES Have you availed of the services of the Guidance Office? yes refers the following. If no, please proceed to the next service. | 10 | | | | |
| Performance Indicator | 140 | 2 | 3 | 4 | 5 |
| The staff in the Registrar's Office are skilled at what they are doing | 1 | | | | |
| Students are given proper and appropriate attention and accurate results | | | | 1 | |
| Students are served promptly upon receipt of request for service | | | | 1 | |
| Student records and other related documents are available and accurate | | | | | |
| My overall rating of the services provided by the Registrar's office staff | | | | 1 | |
| omments/Suggestions: | | | 4 24 20 | | |
| If yes, please rate the following. If no, please proceed to the next service. Performance Indicator | 1 | 2 | 3 | 4 | 5 |
| . The staff in the library are skilled at what they are doing | | - | | 1 | NAVA TELEVISION AND ADDRESS OF THE PERSON ADDRESS OF THE PERSON ADDRESS OF THE PERSON ADDRESS OF THE PERSON AND ADDRESS OF THE PERSON ADDRESS OF THE PERSON ADDRESS OF THE PER |
| Students are given proper and appropriate attention | | | | | |
| Service is prompt, there are no long waits | | | 1 | | |
| | 1 | | 1 | | |
| The books, magazines, periodicals, journals and other resources that we need from the library are to be found. | | | 1 | | |
| The books, magazines, periodicals, journals and other resources that we need from the library are to be found. My general rating of the library services | | | 7 | 1 | |
| . The books, magazines, periodicals, journals and other resources that we need from | | | 7 | 7 | |
| The books, magazines, periodicals, journals and other resources that we need from the library are to be found. My general rating of the library services | | | | <u> </u> | |
| The books, magazines, periodicals, journals and other resources that we need from the library are to be found. My general rating of the library services omments/Suggestions: I. STUDENT SERVICES (Office Student Services and Welfare) Have you availed of the services of the OSSW? | y to | 2 | 3 | 4 | 5 |
| The books, magazines, periodicals, journals and other resources that we need from e library are to be found. My general rating of the library services omments/Suggestions: I. STUDENT SERVICES (Office Student Services and Welfare) Have you availed of the services of the OSSW? | The state of the s | 2 | 3 | 4 | 5 |
| The books, magazines, periodicals, journals and other resources that we need from e library are to be found. My general rating of the library services omments/Suggestions: I. STUDENT SERVICES (Office Student Services and Welfare) Have you availed of the services of the OSSW? | The state of the s | 2 | 3 | 4 | 5 |
| The books, magazines, periodicals, journals and other resources that we need from the library are to be found. My general rating of the library services comments/Suggestions: I. STUDENT SERVICES (Office Student Services and Welfare) Have you availed of the services of the OSSW? yes no lf yes, please rate the following. If no, please proceed to the next service. Performance Indicator The staff in the OSSW are skilled of what they are doing Students are given quality and appropriate service from the OSSW staff Student's requests are acted upon promptly |) just | 2 | 3 | 4 | 5 |
| The books, magazines, periodicals, journals and other resources that we need from the library are to be found. My general rating of the library services comments/Suggestions: I. STUDENT SERVICES (Office Student Services and Welfare) Have you availed of the services of the OSSW? | | 2 | 3 | 4 | 5 |

IV. GUIDANCE SERVICES

| Have you availed of these services? / yes no | | | | | |
|--|------|--|----|----------|-------------------|
| If yes, please rate the following. If no, please proceed to the next service. | | | | | |
| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
| 1. The staff in the Business office are skilled in what they are doing | - | + | +- | + | + |
| 2. Appropriate and proper service from the Business office is given to students | + | + | + | + | |
| 3. Business office staff respond promptly to students' request | + | - | +7 | 1 | + |
| 4. The appropriate items and products are available from the Business office | - | + | 1 | - | + |
| 5. My general rating of the services provided by the Business Office staff | - | +- | + | + | 4- |
| Comments/Suggestions: | | 1 | | LV | 1 |
| If yes, please rate the following. If no, please proceed to the next service. | no | | Ţ | | |
| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
| Staff in the Socio-Cultural Office are skilled at what they are doing | | T | | | |
| 2. Proper and appropriate of service are provided | | | | 1 | |
| 3. Timeliness of response to service requests from the Socio-Cultural Office staff | | | | † | |
| 4. Socio-cultural projects, events and activities are available and of quality | | | 1 | | |
| | | | | 1 | 1 |
| 5. My overall rating of the services provided by the Socio-Cultural staff | | | | | |
| Comments/Suggestions: | | | | | r 3 ³⁰ |
| Comments/Suggestions: X. SPORTS SERVICES | | | | | |
| X. SPORTS SERVICES Have you availed of the services of the Guidance Office? ves | no | | | | |
| X. SPORTS SERVICES Have you availed of the services of the Guidance Office? yes If yes, please rate the following. If no, please proceed to the next service. | no | | | | , , , , |
| X. SPORTS SERVICES Have you availed of the services of the Guidance Office?yes If yes, please rate the following. If no, please proceed to the next service. Performance Indicator | no 1 | 2 | 3 | 4 | 5 |
| X. SPORTS SERVICES Have you availed of the services of the Guidance Office?yes | | 2 | 3 | 4 | 5 |
| X. SPORTS SERVICES Have you availed of the services of the Guidance Office?yes If yes, please rate the following. If no, please proceed to the next service. Performance Indicator 1. Staff in the Sports Services Office are skilled at what they are doing 2. Students are given proper and appropriate sports services | | 2 | 3 | 4 | 5 |
| X. SPORTS SERVICES Have you availed of the services of the Guidance Office?yes | | 2 | 3 | 4 | 5 |
| X. SPORTS SERVICES Have you availed of the services of the Guidance Office?yes If yes, please rate the following. If no, please proceed to the next service. Performance Indicator 1. Staff in the Sports Services Office are skilled at what they are doing 2. Students are given proper and appropriate sports services 3. Requests for sports services are provided promptly 4. Sports projects, events and activities are available and appropriate | | 2 | 3 | 4 | 5 |
| X. SPORTS SERVICES Have you availed of the services of the Guidance Office?yes | | 2 | 3 | 4 | 5 |
| X. SPORTS SERVICES Have you availed of the services of the Guidance Office?yes If yes, please rate the following. If no, please proceed to the next service. Performance Indicator 1. Staff in the Sports Services Office are skilled at what they are doing 2. Students are given proper and appropriate sports services 3. Requests for sports services are provided promptly 4. Sports projects, events and activities are available and appropriate | | 2 | 3 | 4 | 5 |
| X. SPORTS SERVICES Have you availed of the services of the Guidance Office?yes If yes, please rate the following. If no, please proceed to the next service. Performance Indicator 1. Staff in the Sports Services Office are skilled at what they are doing 2. Students are given proper and appropriate sports services 3. Requests for sports services are provided promptly 4. Sports projects, events and activities are available and appropriate 5. My overall rating of the services provided by the Sports Services staff Comments/Suggestions: XI. INSTRUCTIONAL MEDIA SERVICES (Andrews and Carig Campuses only) Have you availed of the services of the Guidance Office? | 1 | 2 | 3 | 4 | 5 |
| X. SPORTS SERVICES Have you availed of the services of the Guidance Office? yes If yes, please rate the following. If no, please proceed to the next service. Performance Indicator 1. Staff in the Sports Services Office are skilled at what they are doing 2. Students are given proper and appropriate sports services 3. Requests for sports services are provided promptly 4. Sports projects, events and activities are available and appropriate 5. My overall rating of the services provided by the Sports Services staff Comments/Suggestions: XI. INSTRUCTIONAL MEDIA SERVICES (Andrews and Carig Campuses only) Have you availed of the services of the Guidance Office? yes | 1 | | | 4 | |
| X. SPORTS SERVICES Have you availed of the services of the Guidance Office?yes If yes, please rate the following. If no, please proceed to the next service. Performance Indicator 1. Staff in the Sports Services Office are skilled at what they are doing 2. Students are given proper and appropriate sports services 3. Requests for sports services are provided promptly 4. Sports projects, events and activities are available and appropriate 5. My overall rating of the services provided by the Sports Services staff Comments/Suggestions: X1. INSTRUCTIONAL MEDIA SERVICES (Andrews and Carig Campuses only Have you availed of the services of the Guidance Office?yes | 1 | 2 | 3 | | 5 |
| X. SPORTS SERVICES Have you availed of the services of the Guidance Office?yes If yes, please rate the following. If no, please proceed to the next service. Performance Indicator 1. Staff in the Sports Services Office are skilled at what they are doing 2. Students are given proper and appropriate sports services 3. Requests for sports services are provided promptly 4. Sports projects, events and activities are available and appropriate 5. My overall rating of the services provided by the Sports Services staff Comments/Suggestions: XI. INSTRUCTIONAL MEDIA SERVICES (Andrews and Carig Campuses only Have you availed of the services of the Guidance Office?yes If yes, please rate the following. If no, please proceed to the next service. Performance Indicator 1. The staff in the IMC are skilled at what they are doing 2. Students are provided with appropriate IMC materials | 1 | | | | |
| X. SPORTS SERVICES Have you availed of the services of the Guidance Office?yes If yes, please rate the following. If no, please proceed to the next service. Performance Indicator 1. Staff in the Sports Services Office are skilled at what they are doing 2. Students are given proper and appropriate sports services 3. Requests for sports services are provided promptly 4. Sports projects, events and activities are available and appropriate 5. My overall rating of the services provided by the Sports Services staff Comments/Suggestions: X1. INSTRUCTIONAL MEDIA SERVICES (Andrews and Carig Campuses only Have you availed of the services of the Guidance Office?yes | 1 | | | | |

Comments/Suggestions:

5. My overall rating of the services provided by the IMC staff



Student Satisfaction Survey

Dear Student.

As a valuable member of the University, we would like to ask your assessment about the frontline services that you have received and experienced here on campus during the Year 2016. Your answers will provide us valuable inputs to serve you better and to make sure we meet your expectations.

Thank you so much for your time.

GENERAL INFORMATION Name (optional): Sex: () Male (/) Female Campus: Ardrew's Year Level: 2nd Har College: CHIM Instruction: Please check the number that corresponds to your level of assessment to each frontline service provider using the following rating scale: 1 = Poor 2 = Fair 3 = Good 4 = Better 5 - Best 1. REGISTRAR SERVICES Have you availed of the services of the Guidance Office? __yes If yes, please rate the following. If no, please proceed to the next service. Performance Indicator 5 1. The staff in the Registrar's Office are skilled at what they are doing 2. Students are given proper and appropriate attention and accurate results 3. Students are served promptly upon receipt of request for service 4. Student records and other related documents are available and accurate 5. My overall rating of the services provided by the Registrar's office staff Comments/Suggestions: II. LIBRARY SERVICES Have you availed of these services? /yes If yes, please rate the following. If no, please proceed to the next service. **Performance Indicator** 5 1. The staff in the library are skilled at what they are doing 2. Students are given proper and appropriate attention 3. Service is prompt, there are no long waits 4. The books, magazines, periodicals, journals and other resources that we need from the library are to be found. 5. My general rating of the library services Comments/Suggestions: III. STUDENT SERVICES (Office Student Services and Welfare) Have you availed of the services of the OSSW? _/yes If yes, please rate the following. If no, please proceed to the next service. Performance Indicator 1. The staff in the OSSW are skilled of what they are doing 2. Students are given quality and appropriate service from the OSSW staff 3. Student's requests are acted upon promptly

4. Student support services are available and of standard

5. My general assessment of the services provided by the OSSW staff

| Have you availed of the services of the Guidance Office?yes If yes, please rate the following. If no, please proceed to the next service. | no | | | | |
|---|--------------|--|----------|--|----------|
| Performance Indicator , | 1 | 2 | 3 | 4 | 5 |
| Guidance Counsellors/Director and staff are skilled in what they are doing | 1 | | | | |
| 2. Proper and appropriate service from the guidance director, counsellors and staff | | | | / | |
| are provided 3. Services to and requests of students and it. It is | | | | V | |
| Services to and requests of students are provided on time Availability and quality of growth sessions conducted | | ļ | | | |
| 5. My overall rating of the services provided by the Guidance Office staff | - | | | | |
| Comments/Suggestions: | <u> </u> | | | V | <u> </u> |
| V. ACCOUNTING SERVICES (Assessment services, issuance of examination per Have you availed of the services of the Guidance Office? / yes If yes, please rate the following. If no, please proceed to the next service. | mit) | | | ************************************** | |
| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
| Staff from the Accounting Office are skilled in what they are doing | | | - | / | |
| 2. Students are given proper and appropriate attention | † | | | / | |
| 3. Request are acted upon on time, there is no long waiting period | | | | V | |
| 4. Test permits and accuracy of statement of accounts and other pertinent documents are available when needed | | | V | / | |
| 5. My overall rating of the services provided Accounting staff | | | | | |
| Comments/Suggestions: | | L | <u> </u> | V | |
| VI. CASHIERING SERVICES (payment and claims of checks) Have you availed of the services of the Guidance Office? yes If yes, please rate the following. If no, please proceed to the next service. | 10 | | | | |
| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
| Staff from the Cashier's Office are skilled at what they are doing | | | | | / |
| 2. Students are given correct, proper and appropriate attention | | | | | |
| 3. Prompt response to service requests of students | | | | / | |
| 4. Official receipts and other related documents available and accurate | | | | V | |
| 5. My overall rating of the services provided by the Cashier's Office staff | | | | | |
| Comments/Suggestions: | | | | V | |
| VII. MEDICAL AND DENTAL SERVICES Have you availed of the services of the Guidance Office? yes If yes, please rate the following. If no, please proceed to the next service. | () | | | | |
| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
| 1. Medical and dental staff are expert/skilled in providing their services to students | | | | | |
| 2. Students are provided with appropriate medical and dental service properly | | | | / | |
| 3 Medical and dental comics is severely 1 1 1 1 1 | | | 1 | | |
| 3. Medical and dental service is prompt (no long waits for request to be acted upon)4. Availability and quality of medical and dental supplies and materials | | | | | |

5. My overall rating of the services provided by the medical and dental office staff

Comments/Suggestions:

IV. GUIDANCE SERVICES

| Have you availed of these services? / yes no If yes, please rate the following. If no, please proceed to the next service. | | | | | |
|--|----------|---|----|----|--------------|
| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
| 1. The staff in the Business office are skilled in what they are doing | | - | 1 | - | + |
| 2. Appropriate and proper service from the Business office is given to students | | | IV | | - |
| 3. Business office staff respond promptly to students' request | | 1 | | + | + |
| 4. The appropriate items and products are available from the Business office | | 1 | | | - |
| 5. My general rating of the services provided by the Business Office staff | | | 1 | | |
| Comments/Suggestions: | | | | | 1 |
| IX. SOCIO-CULTURAL SERVICES Have you availed of the services of the Guidance Office? yes If yes, please rate the following. If no, please proceed to the next service. | no | | | | |
| Performance Indicator | 1 | 2 | 3 | 1 | 5 |
| 1. Staff in the Socio-Cultural Office are skilled at what they are doing | - | | - | - | |
| 2. Proper and appropriate of service are provided | - | | - | / | |
| 3. Timeliness of response to service requests from the Socio-Cultural Office staff | | - | | / | - |
| 4. Socio-cultural projects, events and activities are available and of quality | | | - | V | - |
| 5. My overall rating of the services provided by the Socio-Cultural staff | | | | V | |
| X. SPORTS SERVICES Have you availed of the services of the Guidance Office? Ves If yes, please rate the following. If no, please proceed to the next service. | no | | | | |
| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
| 1. Staff in the Sports Services Office are skilled at what they are doing | | | | | |
| 2. Students are given proper and appropriate sports services | | | | | |
| Requests for sports services are provided promptly | | | | | |
| 4. Sports projects, events and activities are available and appropriate | | | | | |
| 5. My overall rating of the services provided by the Sports Services staff | | | | | |
| Comments/Suggestions: | | | - | | |
| X: INSTRUCTIONAL MEDIA SERVICES (Andrews and Carig Campuses only Have you availed of the services of the Guidance Office? ———————————————————————————————————— | y) no | | | | |
| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
| 1. The staff in the IMC are skilled at what they are doing | | | | - | |
| 2. Students are provided with appropriate IMC materials | - | | | | |
| 3. The provision of the service is provided on time by IMC staff | + | | | V | |
| 4. Appropriate IMC supplies, materials and equipment are available when needed | - | | | V | |
| 5. My overall rating of the services provided by the IMC staff | | i | 1 | | |
| tating of the services provided by the time stall | | | | 1/ | |

Comments/Suggestions:



Student Satisfaction Survey

Dear Student.

As a valuable member of the University, we would like to ask your assessment about the frontline services that you have received and experienced here on campus during the Year 2016. Your answers will provide us valuable inputs to serve you better and to make sure we meet your expectations.

Thank you so much for your time.

GENERAL INFORMATION Name (optional): Sex: () Male \ Female Campus: Andrews Year Level: W Course: BCED College: FOU CATION Instruction: Please check the number that corresponds to your level of assessment to each frontline service provider using the following rating scale: 1 = Poor 2 = Fair 3 = Good 4 - Better 5 - BestREGISTRAR SERVICES Have you availed of the services of the Guidance Office? Ves If yes, please rate the following. If no, please proceed to the next service. Performance Indicator 3 1. The staff in the Registrar's Office are skilled at what they are doing 2. Students are given proper and appropriate attention and accurate results 3. Students are served promptly upon receipt of request for service 4. Student records and other related documents are available and accurate 5. My overall rating of the services provided by the Registrar's office staff Comments/Suggestions: II. LIBRARY SERVICES Have you availed of these services? \(\sqrt{yes} \) If yes, please rate the following. If no, please proceed to the next service. Performance Indicator 1. The staff in the library are skilled at what they are doing 2. Students are given proper and appropriate attention 3. Service is prompt, there are no long waits 4. The books, magazines, periodicals, journals and other resources that we need from the library are to be found. 5. My general rating of the library services Comments/Suggestions: III. STUDENT SERVICES (Office Student Services and Welfare) Have you availed of the services of the OSSW? __yes If yes, please rate the following. If no, please proceed to the next service. Performance Indicator 1. The staff in the OSSW are skilled of what they are doing 2. Students are given quality and appropriate service from the OSSW staff 3. Student's requests are acted upon promptly

4. Student support services are available and of standard

5. My general assessment of the services provided by the OSSW staff

| Ì | IV. | (; | III | DA | NC | 15 | FRI | TO | FS |
|---|-----|----|-----|----|----|----|-----|----|----|
| | | | | | | | | | |

Have you availed of the services of the Guidance Office? / yes no If yes, please rate the following. If no, please proceed to the next service.

| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
|--|-------------|---|---|---|---|
| 1. Guidance Counsellors/Director and staff are skilled in what they are doing | | | | 1 | |
| 2. Proper and appropriate service from the guidance director, counsellors and staff are provided | | | | • | |
| 3. Services to and requests of students are provided on time | 1 | | | | |
| 4. Availability and quality of growth sessions conducted | | | İ | - | |
| 5. My overall rating of the services provided by the Guidance Office staff | | | | | - |

Comments/Suggestions:

V. ACCOUNTING SERVICES (Assessment services, issuance of examination permit)

Have you availed of the services of the Guidance Office? //yes
If yes, please rate the following. If no, please proceed to the next service.

| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
|---|---|--------------|---|---|---|
| 1. Staff from the Accounting Office are skilled in what they are doing | 1 | | | | |
| 2. Students are given proper and appropriate attention | | | | ~ | |
| 3. Request are acted upon on time, there is no long waiting period | - | | | ~ | |
| 4. Test permits and accuracy of statement of accounts and other pertinent documents are available when needed | | | | | |
| 5. My overall rating of the services provided Accounting staff | | | | 1 | |

Comments/Suggestions:

VI. CASHIERING SERVICES (payment and claims of checks)

Have you availed of the services of the Guidance Office? —yes

110

If yes, please rate the following. If no. please proceed to the next service.

| Performance Indicator | ı | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| 1. Staff from the Cashier's Office are skilled at what they are doing | | | | | |
| 2. Students are given correct, proper and appropriate attention | | | | | |
| 3. Prompt response to service requests of students | | 1 | | | |
| 4. Official receipts and other related documents available and accurate | | | 1 | ~ | - |
| 5. My overall rating of the services provided by the Cashier's Office staff | | | | | - |

Comments/Suggestions:

VII. MEDICAL AND DENTAL SERVICES

Have you availed of the services of the Guidance Office? wes no If yes, please rate the following. If no, please proceed to the next service.

| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|-----|---|
| 1. Medical and dental staff are expert/skilled in providing their services to students | | | | 1.1 | |
| 2. Students are provided with appropriate medical and dental service properly | 1 | | | | - |
| 3. Medical and dental service is prompt (no long waits for request to be acted upon) | 1 | | | 1 | |
| 4. Availability and quality of medical and dental supplies and materials | | | | | 1 |
| 5. My overall rating of the services provided by the medical and dental office staff | | - | | ~ | - |

Comments/Suggestions:

| /HI. BUSINESS SERVICES | | | | | |
|--|--|-------|--|----------|---------|
| Have you availed of these services? / yes no | | | | | |
| If yes, please rate the following. If no, please proceed to the next service. | | 3 | 3 | 4 | 5 |
| Performance Indicator | 1 | 2 | <u> </u> | 4 | 5 |
| 1. The staff in the Business office are skilled in what they are doing | | | | ~ | |
| 2. Appropriate and proper service from the Business office is given to students | | | | | |
| 3. Business office staff respond promptly to students' request | | | Translation to the same of the same of | - | |
| 4. The appropriate items and products are available from the Business office | | | | ~ | |
| 5. My general rating of the services provided by the Business Office staff | | | | | |
| Comments/Suggestions: | and many of a series and the series of | | | | |
| IX. SOCIO-CULTURAL SERVICES Have you availed of the services of the Guidance Office? / yes If yes, please rate the following. If no, please proceed to the next service. | no | | | | |
| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
| Staff in the Socio-Cultural Office are skilled at what they are doing | | | | 1 | |
| 2. Proper and appropriate of service are provided | | | | | <u></u> |
| 3. Timeliness of response to service requests from the Socio-Cultural Office staff | | | | | 1 |
| 4. Socio-cultural projects, events and activities are available and of quality | | | | | |
| 5. My overall rating of the services provided by the Socio-Cultural staff | | | | | 1 |
| Comments/Suggestions: | | 4 | | | |
| | | | | | |
| | | | | | |
| X. SPORTS SERVICES | no . | | | | |
| Have you availed of the services of the Guidance Office? yes If yes, please rate the following. If no, please proceed to the next service. | | | | | |
| Performance Indicator | | 12 | 3 | 4 | 5 |
| | | Jan . | <u> </u> | - | |
| Staff in the Sports Services Office are skilled at what they are doing | | - | | | - |
| 2. Students are given proper and appropriate sports services | | | | | V |
| 3. Requests for sports services are provided promptly | | - | | | 1 |
| 4. Sports projects, events and activities are available and appropriate | | | | | 1 |
| 5. My overall rating of the services provided by the Sports Services staff | | | 1 | | |
| Comments/Suggestions: | | | | | |
| | | | | | |
| The second of the second control of the seco | (w) | | | | |
| XI. INSTRUCTIONAL MEDIA SERVICES (Andrews and Carig Campuses on Have you availed of the services of the Guidance Office? /yes | 110 | | | | |
| If yes, please rate the following. If no, please proceed to the next service. | | | | | |
| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
| 1. The staff in the IMC are skilled at what they are doing | | | 1 | <u> </u> | 1 |
| 2. Students are provided with appropriate IMC materials | | | + | - | 1 |
| * / Ningents are drovided with additional living materials | 1 | 1 | 1 | 1 | |

Comments/Suggestions:

3. The provision of the service is provided on time by IMC staff

5. My overall rating of the services provided by the IMC staff

4. Appropriate IMC supplies, materials and equipment are available when needed



Faculty and Personnel Satisfaction Survey

Dear Member of the Faculty/Administrative Staff,

As a valuable member of the University, we would like to ask your opinion about the frontline services that you have received and experienced here on campus during the year 2016. Your answers will provide us valuable inputs to serve you better and to make sure we meet your expectations.

Thank you so much for your time.

| GENERAL INFORMATION | | | | | | |
|--|--|-----|-------|---------|---------|--------------------------------|
| Name (optional): | Sex: () Male (| FE | emale | | | |
| Campus Assignment: Pe | osition: | | | | | |
| Length of Service: Co | ollege: | | | | | |
| DIRECTION : Please check the number that corresponds to y scale. | | | | e follo | owing | ratin |
| $1 = Poor \qquad 2 = Fair \qquad 3 = Go$ | 4 = Better | 5 = | Best | | | |
| I. REGISTRAR SERVICES Have you availed of these services? | service. | T | T | T | | |
| Performance Indicator | | 1 | 2 | 3 | 4 | 5 |
| 1. Technical expertise of the staff in the Registrar's Office | ad to mag you gan to not all and reagon empty, alonests with the histogram of the construction of the cons | | | | / | |
| 2. Quality of customer service from the Registrar and his/her staff | f | | | | | SARCOS ARTORIO ARROPATO, GALLA |
| 3. Timeliness of response to service requests from the Registrar s | staff | | | | | |
| 4. Availability of accurate student and faculty records and other r | THE RESIDENCE OF THE PROPERTY | | | | / | was discourse or the same |
| 5. Overall perception of services provided by the Registrar staff | | | | | | |
| Have you availed of these services?yesno If yes, please rate the following. If no, please proceed to the next services. | service. | ., | | | · | y |
| Performance Indicator | | 1 | 2 | 3 | 4 | 5 |
| 1. Technical expertise of the staff in the library | | | | | | |
| 2. Quality of customer service from the librarian and his/her staff | | | | | | |
| 3. Timeliness of response to service requests from the library state | ff | | | | | |
| 4. Availability of updated and quality library resources such as be | ooks, periodicals and | | | | | |
| general references | | | | | ļ | |
| 5. Overall perception of services provided by the library staff | COMMISSION NO MANAGEMENT CONTRACTOR CONTRACT | | | | <u></u> | |
| III. ACCOUNTING SERVICES Have you availed of these services? yes no If yes, please rate the following. If no, please proceed to the next services. | service. | | | | | |
| Performance Indicator | | 1 | 2 | 3 | 4 | 5 |
| Technical expertise of the staff in the Accounting Office | | | | | | |
| 2. Quality of customer service from the Accountant and his/her st | taff | | | - | | |
| 3. Timeliness of response to service requests from the Accounting | Company of the Compan | | | | / | |
| 4. Availability of accurate net-take home pay, BIR forms, | and other pertinent | | | | / | |
| documents 5. Overall paraentian of convices provided by the Accounting state | CC . | - | | | - | |
| 5. Overall perception of services provided by the Accounting state | П | | | | | |

| IV. CASHIERING SERVICES | | | | | |
|--|-----|---|----|----|-----------------------|
| Have you availed of these services? | | | | | |
| If yes, please rate the following. If no, please proceed to the next service. Performance Indicator | 1 | 2 | 3 | 4 | 5 |
| Technical expertise of the staff in the Cashier's Office | | | | / | |
| 2. Quality of customer service from the cashier and his/her staff | | | | | / |
| 3. Timeliness of response to service requests from the Cashier's Office staff | - | | | | |
| Availability of accurate official receipts and other related documents | + | | | _ | _ |
| 5. Overall perception of services provided by the Cashier's Office staff | | | | | |
| 5. Overall perception of services provided by the clasmer's office start | | | | | |
| V. MEDICAL AND DENTAL SERVICES | | | | | |
| Have you availed of these services? yes / no | | | | | |
| If yes, please rate the following. If no, please proceed to the next service. | γ | | | | |
| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
| Technical expertise of the staff in the Campus Clinic | | | | | |
| 2. Quality of customer service from the campus physician and his/her staff | | | | | MILL COLUMN TRANSPORT |
| 3. Timeliness of response to service requests from the Campus Clinic staff | | | | | |
| 4. Availability of updated and quality of medical and dental supplies and materials | | | | | |
| 5. Overall perception of services provided by the Campus Clinic staff | | | | | |
| | | | | | |
| VI. HUMAN RESOURCES SERVICES | | | | | |
| Have you availed of these services? yes no If yes, please rate the following. If no, please proceed to the next service. | | | | | |
| | Τ. | | Γ. | Γ. | |
| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
| 1. Technical expertise of the staff in the human resource management office (HRMO) | | | | / | |
| 2. Quality of customer service from the HRM Officer and his/her staff | | | | / | |
| 3. Timeliness of response to service requests from the HRMO staff | | | | | |
| 4. Availability of accurate faculty and personnel data profile, inventory, employment | | | | / | |
| record, salary schedule and other related documents 5. Overall perception of services provided by the HRMO staff | - | | | | |
| 5. Overall perception of services provided by the friction start | | | | | |
| VII. RECORDS SERVICES | | | | | |
| Have you availed of these services?yes no | | | | | |
| If yes, please rate the following. If no, please proceed to the next service. | T | Υ | т | T | T |
| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
| 1. Technical expertise of the staff in the Records Office | | | | / | |
| 2. Quality of customer service from the records officer and his/her staff | | | | | / |
| 3. Timeliness of response to service requests from the records office staff | | | | / | |
| 4. Availability of accurate official records and other related documents | | | | | |
| 5. Overall perception of services provided by the Records Office staff | | | | | |
| | | | | | |
| VIII. SUPPLY SERVICES | | | | | |
| Have you availed of these services? | | | | | |
| If yes, please rate the following. If no, please proceed to the next service. | T , | | | | <i>E</i> |
| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
| Technical expertise of the staff in the Supply Office | | | ļ | | |
| 2. Quality of customer service from the Supply Officer and his/her staff | | | | / | - |
| 3. Timeliness of response to service requests from the Supply Office staff | | | - | | / |
| 4. Availability of common office supplies and other materials. | | | | | |

5. Overall perception of services provided by the Supply Office staff

Faculty and Personnel Satisfaction Survey

Dear Member of the Faculty/Administrative Staff.

As a valuable member of the University, we would like to ask your opinion about the frontline services that you have received and experienced here on campus during the year 2016. Your answers will provide us valuable inputs to serve you better and to make sure we meet your expectations.

Thank you so much for your time.

| GENERAL INFORMATION | | | | | |
|--|--|--|----------|------|--------|
| Name (optional): Sex: (/ Male | $\leftarrow + E$ | amala | | | |
| Campus Assignment: Position: # Position | 7.1 | mene | | | |
| Campus Assignment: Length of Service: †0 College: CFD | 101 HB 5 | (# 11 HAMP) (14 AMP) | | | |
| 1 | | | | | |
| DIRECTION : Please check the number that corresponds to your level of assessme scale. | nt usi | ng the | follo | wing | rating |
| 1 = Poor $2 = Fair$ $3 = Good$ $4 = Better$ | 5 | Best | | | |
| L REGISTRAR SERVICES | | | | | |
| Have you availed of these services? yes no | | | | | |
| If yes, please rate the following. If no, please proceed to the next service. | | | | | |
| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
| 1. Technical expertise of the staff in the Registrar's Office | | - | | | |
| 2. Quality of customer service from the Registrar and his/her staff | | | | 1 | |
| 3. Timeliness of response to service requests from the Registrar staff | † | | | / | |
| 4. Availability of accurate student and faculty records and other related documents | | | | / | |
| 5. Overall perception of services provided by the Registrar staff | | | | / | |
| Have you availed of these services? yes no If yes, please rate the following. If no. please proceed to the next service. | | | T | T | γ |
| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
| Technical expertise of the staff in the library | | | | / | |
| 2. Quality of customer service from the librarian and his/her staff | | | | | |
| Timeliness of response to service requests from the library staff | | | | / | |
| 4. Availability of updated and quality library resources such as books, periodicals and general references | | | | / | |
| 5. Overall perception of services provided by the library staff | - | | | 1 | |
| | | | <u> </u> | / | Ĺ |
| UL ACCOUNTEING GERNYOPS | | | | | |
| HI. ACCOUNTING SERVICES Have you availed of these services?yesno | | | | | |
| If yes, please rate the following. If no, please proceed to the next service. | | | | | |
| Performance Indicator | | 2 | 3 | 4 | 5 |
| 1. Technical expertise of the staff in the Accounting Office | ' | | 3 | 7 | -3 |
| 2. Quality of customer service from the Accountant and his/her staff | | | | / | |
| 3. Timeliness of response to service requests from the Accounting staff | | | | 1 | |
| 4. Availability of accurate net-take home pay, BIR forms, and other pertinent | 1 | | | / | |
| documents | - | | | | |
| 5. Overall perception of services provided by the Accounting staff | 1 | 1 | 1 | 1 | |

| 11/ | 1 . A | CIL | 111 | UD | IN | 6. | CL | DY | 1/1 | 6 | 1.4 |
|-----|-------|-----|-----|----|----|----|----|----|-----|---|-----|

Have you availed of these services? ____yes ____no

If yes, please rate the following. If no, please proceed to the next service.

| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| 1. Technical expertise of the staff in the Cashier's Office | | | | | |
| 2. Quality of customer service from the cashier and his her staff | | | | | |
| 3. Timeliness of response to service requests from the Cashier's Office staff | | | | | |
| 4. Availability of accurate official receipts and other related documents | | | | | / |
| 5. Overall perception of services provided by the Cashier's Office staff | | | | | / |

V. MEDICAL AND DENTAL SERVICES

Have you availed of these services? yes no

If yes, please rate the following. If no, please proceed to the next service.

| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| 1. Technical expertise of the staff in the Campus Clinic | | / | | | |
| 2. Quality of customer service from the campus physician and his/her staff | | / | | | |
| 3. Timeliness of response to service requests from the Campus Clinic staff | | / | | | |
| 4. Availability of updated and quality of medical and dental supplies and materials | | / | | | |
| 5. Overall perception of services provided by the Campus Clinic staff | | / | | | |

VI. HUMAN RESOURCES SERVICES

Have you availed of these services? yes no

If yes, please rate the following. If no, please proceed to the next service.

| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| 1. Technical expertise of the staff in the human resource management office (HRMO) | | | | / | |
| 2. Quality of customer service from the HRM Officer and his/her staff | | | / | | |
| 3. Timeliness of response to service requests from the HRMO staff | | | / | | |
| 4. Availability of accurate faculty and personnel data profile, inventory, employment record, salary schedule and other related documents | | | / | | |
| 5. Overall perception of services provided by the HRMO staff | | | | / | |

VII. RECORDS SERVICES

Have you availed of these services? yes no

If yes, please rate the following. If no, please proceed to the next service.

| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| 1. Technical expertise of the staff in the Records Office | | | | / | |
| 2. Quality of customer service from the records officer and his/her staff | | | | / | |
| 3. Timeliness of response to service requests from the records office staff | | | | / | |
| 4. Availability of accurate official records and other related documents | | | | / | |
| 5. Overall perception of services provided by the Records Office staff | | | | | |

VIII. SUPPLY SERVICES

Have you availed of these services? yes no

If yes, please rate the following. If no, please proceed to the next service.

| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|
| 1. Technical expertise of the staff in the Supply Office | | | | / | |
| 2. Quality of customer service from the Supply Officer and his/her staff | | | | / | |
| 3. Timeliness of response to service requests from the Supply Office staff | | | | | |
| 4. Availability of common office supplies and other materials. | | | | / | |
| 5. Overall perception of services provided by the Supply Office staff | | | | / | |





GENERAL INFORMATION

CAGAYAN STATE UNIVERSITY

Faculty and Personnel Satisfaction Survey

Dear Member of the Faculty/Administrative Staff,

As a valuable member of the University, we would like to ask your opinion about the frontline services that you have received and experienced here on campus during the year 2016. Your answers will provide us valuable inputs to serve you better and to make sure we meet your expectations.

Thank you so much for your time.

| Name (optional): | | | Sex: () Male (| | | | | |
|---|---|---|-----------------|---------|--------|-------|--------|--------|
| Campus Assignment: Length of Service: | | Position: | | : 1 | | - | | |
| Length of Service: | | College: | <u> </u> | | | | | |
| DIRECTION : Please check the number scale. | · that corresp | oonds to your le | vel of assessme | nt usir | ng the | follo | wing i | rating |
| 1 = Poor | 2 = Fair | 3 = Good | 4 = Better | 5 = | Best | | | |
| I. REGISTRAR SERVICES Have you availed of these services? If yes, please rate the following. If no, please | | no the next service | | | | г | | |
| Performa | nce Indicato | r | | 1 | 2 | 3 | 4 | 5 |
| 1. Technical expertise of the staff in the F | Registrar's Of | fice | | | 1 | 1 | | |
| 2. Quality of customer service from the Registrar and his/her staff | | | | | | | | |
| 3. Timeliness of response to service requests from the Registrar staff | | | | | | | | |
| 4. Availability of accurate student and faculty records and other related documents | | | | | | | | |
| 5. Overall perception of services provided by the Registrar staff | | | | | | | | |
| If yes, please rate the following. If no, ple | ase proceed to ance Indicato | | | 1 | 2 | 3 | 4 | 5 |
| 1. Technical expertise of the staff in the l | ibrary | | | | | V | | |
| 2. Quality of customer service from the li | brarian and h | is/her staff | | | | V | | |
| 3. Timeliness of response to service reque | | | | | | / | | |
| 4. Availability of updated and quality librageneral references | ary resources | such as books, p | eriodicals and | | | 1 | | |
| 5. Overall perception of services provided | d by the librar | y staff | | | | V | | |
| III. ACCOUNTING SERVICES Have you availed of these services? | | | | | | | | |
| If yes, please rate the following. If no, ple | | no the next service | · | | | | | 8 |
| If yes, please rate the following. If no, ple | | the next service | • | 1 | 2 | 3 | 4 | 5 |
| If yes, please rate the following. If no, ple Performa 1. Technical expertise of the staff in the A | ase proceed to ance Indicato Accounting Of | the next service r ffice | • | 1 | 2 | 3 | 4 | 5 |
| Performa 1. Technical expertise of the staff in the A 2. Quality of customer service from the A | ase proceed to ance Indicato Accounting Of accountant and | the next service r ffice d his/her staff | | 1 | 2 | 3 | 4 | 5 |
| Performa 1. Technical expertise of the staff in the A 2. Quality of customer service from the A 3. Timeliness of response to service reque | ase proceed to ance Indicato Accounting Of Accountant and ests from the | the next service r ffice d his/her staff Accounting staff | | 1 | 2 | 3 | 4 | 5 |
| Performa 1. Technical expertise of the staff in the A 2. Quality of customer service from the A | ase proceed to ance Indicato Accounting Of Accountant and ests from the | the next service r ffice d his/her staff Accounting staff | | 1 | 2 | 3 | 4 | 5 |

| V. CASHIERING SERVICES Have you availed of these services? no | | | | | |
|---|---|---|-----|-----|----------|
| If yes, please rate the following. If no, please proceed to the next service. | 1 | 2 | 3 | 4 | 5 |
| Performance Indicator | - | _ | | | |
| 1. Technical expertise of the staff in the Cashier's Office | - | V | | - | \vdash |
| 2. Quality of customer service from the cashier and his/her staff | | V | | - | |
| 3. Timeliness of response to service requests from the Cashier's Office staff | | V | | | - |
| 4. Availability of accurate official receipts and other related documents | | 1 | | | |
| 5. Overall perception of services provided by the Cashier's Office staff | | V | | | |
| V. MEDICAL AND DENTAL SERVICES | | | | | |
| Have you availed of these services? | | | | | |
| If yes, please rate the following. If no, please proceed to the next service. | 1 | 2 | 3 | 4 | 5 |
| Performance Indicator | 1 | 2 | 3 | - | |
| 1. Technical expertise of the staff in the Campus Clinic | - | 1 | | - | |
| 2. Quality of customer service from the campus physician and his/her staff | V | | _ | - | |
| 2. Timeliness of response to service requests from the Campus Clinic staff | - | V | + | - | |
| 4 Availability of updated and quality of medical and dental supplies and materials | V | | _ | +- | - |
| 5. Overall perception of services provided by the Campus Clinic staff | V | | | | |
| VI. HUMAN RESOURCES SERVICES Have you availed of these services? no If yes, please rate the following. If no, please proceed to the next service. | | _ | | T . | T - |
| Performance Indicator | 1 | 2 | 3 | 4 | 5 |
| 1. Technical expertise of the staff in the human resource management office (HRMO) | | | | V | |
| Technical expertise of the start in the harman research and his/her staff Quality of customer service from the HRM Officer and his/her staff | | | | | V |
| 2. Timeliness of response to service requests from the HRMO staff | | | | V | |
| 4 Availability of accurate faculty and personnel data profile, inventory, employment | | | | | V |
| record salary schedule and other related documents | _ | + | + | - | |
| 5. Overall perception of services provided by the HRMO staff | | | | | |
| VII. RECORDS SERVICES Have you availed of these services? no If yes, please rate the following. If no, please proceed to the next service. | | | | | |
| Performance Indicator | 1 | 2 | 3 | - | 5 |
| Technical expertise of the staff in the Records Office | | | V | | |
| 2. Quality of customer service from the records officer and his/her staff | | | | V | |
| 3. Timeliness of response to service requests from the records office staff | | | V | | |
| Availability of accurate official records and other related documents | | | | 1 | |
| Overall perception of services provided by the Records Office staff | | | V | | |
| VIII. SUPPLY SERVICES Have you availed of these services? | | | | | |
| Performance Indicator | 1 | | 2 3 | 3 | 1 5 |
| 1. Technical expertise of the staff in the Supply Office | | | | V | |
| 2. Quality of customer service from the Supply Officer and his/her staff | | | | | - |
| 3. Timeliness of response to service requests from the Supply Office staff | | | | V | |
| | | | | | V |
| Availability of common office supplies and other materials. Overall perception of services provided by the Supply Office staff | | | _ | _ | |