



Republic of the Philippines
CATANDUANES STATE UNIVERSITY
Virac, Catanduanes
e-mail: catsu1961@catsu.edu.ph
website: www.catsu.edu.ph (0946) 818 5388



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Tanggapan ng Pangulo

Office the President

February 28, 2024

Compliance Monitoring and Evaluation Office

ANTI-RED TAPE AUTHORITY

4th & 5th Floor, NFA Building, NFA Compound
Visayas Avenue, Brgy. Vasra, Diliman Quezon City

Dear Sir/Madam:

Greetings from Catanduanes State University!

May I respectfully submit the Client Satisfaction Measurement Report for CY 2023, pursuant to Section 20 of the Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, which states that a feedback mechanism shall be established in all government agencies.

Thank you.

Very truly yours,

SGD

PATRICK ALAIN T. AZANZA, Ph.D., J.D.
SUC President III



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CATANDUANES STATE UNIVERSITY

Client Satisfaction Measurement Report 2023 (1st Edition)



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I. Overview

According to RA 10229, Catanduanes State University is mandated to primarily provide advanced education, higher technological, professional instruction and training in trade, commerce, fishery, agriculture, arts and sciences, industrial technology, nursing, midwifery, education, engineering, public administration, information technology, and other relevant fields of study. It is also directed to undertake research and extension services and provide progressive leadership in its areas of specialization.

The conversion of CSC into a University formally started on March 29, 2011 when House Bill No. 4170 was filed during the First Regular Session of the 15th Congress of the Philippines. The bill was principally authored by then Congressman Cesar V. Sarmiento of the Lone District of Catanduanes, and co-author then-Congressman Juan Edgardo M. Angara. Over a year thereafter, then President Benigno S. Aquino III signed on October 19, 2012 Republic Act No. 10229 converting Catanduanes State Colleges (CSC)-Virac Main and Panganiban Campuses into CATANDUANES STATE UNIVERSITY (CatSU). Presently, Dr. Azanza serves as its 2nd University President since the institution's conversion in 2012.

With a transparency management system, the University implemented a mechanism of doing things easier for the client it served. Correspondingly, Frontline services have Citizen's Charters posted in conspicuous places as proof of adhering to the Guidelines and National Policy on Regulatory Management System.

The institution ensures to be compliant in accord with the external and internal services with the prescribed processing time as mandated in the RA No. 11032 known as An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose RA 9485, Otherwise known as the Anti-Red Tape Act of 2007, and for other purposes.

To continually ensure progressive leadership in carrying out the university's vision, mission, and goals, the institution implements the mandated policies and applicable statutory requirements in achieving quality management system processes of service delivery. Thus, a monitoring mechanism on the performance management level of different colleges/units/offices was crafted by gathering feedback from the clients/ citizens who seek assistance and transact official business from the Frontline and non- Frontline service centers. The university formulated a survey instrument that captures clients' feedback through a Client Satisfaction Survey Form (CSSF) which was utilized until June 2023. Upon the release of MC No. 05, s. 2022 - Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement, the university modified its CSSF accordingly. This was first implemented for the July to December 2023 rating period.



II. Scope

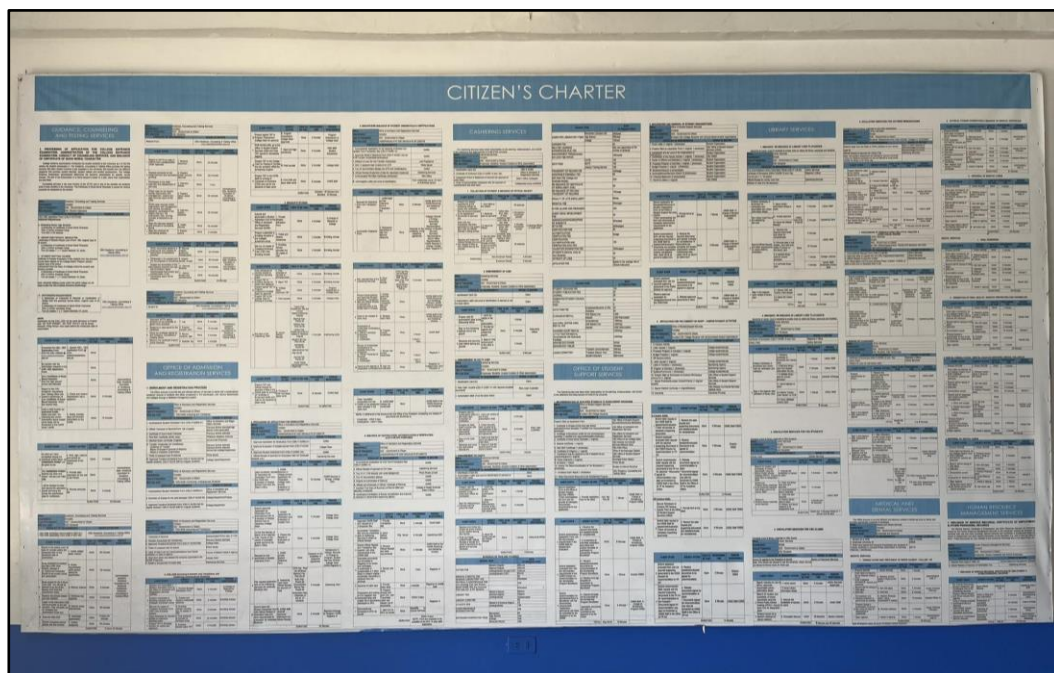
A. Period Covered

The Client Satisfaction results cover two (2) rating periods: January – June 2023, and July – December 2023.

B. Geographic and Office Coverage

The colleges and offices/ units are located at Catanduanes State University-Main Campus, Calatagan, Virac while the satellite campus is in Sta. Ana, Panganiban, Catanduanes. These campuses had Frontline Services which provide very satisfactory performance in facilitating transactions following the Citizen's Charter Chart posted in conspicuous places on each campus.

Citizen's Charter





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Feedback Mechanism Information Desk



No Noontime Breaks Per Office Regarding the Implementation of ARTA Law





Anti Red-Tape Act Campaign



C. List of services surveyed, responses, and total number of transacting clients

To ensure societal development through progressive leadership in carrying out the vision, mission, and goals of the University, the institution has implemented the mandated policies and applicable statutory requirements in achieving quality management system processes of service delivery.

The institution has identified only the service centers catering to the internal and external clientele. These were the Frontline and Non-Frontline service centers of the University covering the population samples of client satisfaction surveys. For the period January – June 2023, a total of 71 colleges/units/offices are included wherein 55 are in the Main Campus and 16 units/offices are in Panganiban campus. Two units were removed for the period July – December 2023: one (1) unit from the Central Management and one (1) unit from the Research, Extension, and Production Services due to the merging



with other units. Thus, the total number of colleges/units/offices for July – December 2023 is 69.

Below is the matrix showing the number of units and offices per service center, viz:

MAIN CAMPUS	No. of Units/ Offices (January-June 2023)		No. of Units/ Offices (July-December 2023)	
	Frontline	Non-frontline	Frontline	Non-frontline
1. Central Management	3	8	3	7
2. Academic Services and Academic Support Services	19	3	19	3
3. Administrative and Finance Services	10	4	10	4
4. Research, Extension, and Production Services	3	5	3	4
Sub-total	55		53	
PANGANIBAN CAMPUS	16		16	
Grand Total	71		69	

The University surveyed the client's satisfaction level using the Standard Quality Dimensions (SQD) measuring Responsiveness, Reliability, Access and Facilities, Communication, Costs, Integrity, Assurance, and Outcome. The results of the survey had shown positive feedback on customer services.

SERVICES
MAIN CAMPUS (FRONTLINE AND NON-FRONTLINE)
1. Central Management
2. Academic Services and Academic Support Services
3. Administrative and Finance Services
4. Research, Extension, and Production Services
PANGANIBAN CAMPUS (FRONTLINE)

Detailed list of offices covered

The table below shows the detailed list of offices covered for January – June and July – December 2023 on our Frontline and Non-frontline service centers.



Main Campus

FRONTLINE SERVICES
CENTRAL MANAGEMENT
1. Executive Assistance Services
2. Information Technology Services
3. Gender and Development Services
ACADEMIC SERVICES
1. College of Agriculture and Fisheries
2. College of Science
3. College of Humanities and Social Sciences
4. College of Business & Accountancy
5. College of Education
6. College of Engineering and Architecture
7. College of Health Sciences
8. College of Industrial Technology
9. College of Information and Communications Technology
10. Graduate School
11. Laboratory School
ACADEMIC SUPPORT SERVICES
1. VP, Academic Affairs
2. Office of Student Affairs and Development Services
3. Office of Student Scholarship, Financial Assistance, Career Development, and Placement Services
4. Office of Admission and Registration Services
5. Library Services
6. Medical and Dental Services
7. Guidance, Counseling & Testing Services
8. Ladies Dormitory
ADMINISTRATIVE AND FINANCIAL SERVICES
1. VP, Administrative & Financial Affairs
2. Security Services
3. Motorpool Services
4. Human Resource Management Services
5. Building and Grounds Services
6. Accounting Services



7. Cashiering Services
8. Supply Services
9. Budget Services
10. Janitorial Services
RESEARCH, EXTENSION AND PRODUCTION
1. VP, Research, Extension, and Production Affairs
2. Research and Development Services
3. Extension Services

NON-FRONTLINE SERVICES
CENTRAL MANAGEMENT
1. University and Board Secretarial Services
2. Public Relations and University Journal Services*
3. Planning and Development Services
4. Quality Assurance Services
5. Legal Services
6. Internal Audit Services
7. Corporate Communication and Multimedia Services
8. ISO Center
ACADEMIC SUPPORT SERVICES
1. Office of the NSTP/NSRC Director
2. Office of Sports Development Coordinator
3. Alumni Relations Office
ADMINISTRATIVE AND FINANCIAL SERVICES
1. Office of the CAO - Administration
2. Office of the CAO - Finance
3. Office of the BAC Secretariat
4. Records Services
RESEARCH, EXTENSION AND PRODUCTION SERVICES
1. Center for International Relations and Continuing Professional Development Services
2. Center for Climate Change Solutions
3. Abaca Technology Innovation Center
4. Center for Catandungan Heritage*
5. Corporate Business Operation

*excluded in July – December 2023



Panganiban Campus

OFFICE/UNIT
1. Education Department
2. Gender and Development
3. Cashiering Services
4. Guidance Office
5. Library Services
6. Student Support Services
7. Accounting Services
8. Building and Grounds Services
9. Agriculture Department
10. Administrative and Financial Services
11. Security Services
12. Office of the Officer-in-charge
13. Academic, Research and Extension Services
14. Medical and Dental Services
15. Admission and Registration Services
16. Supply Services

Transaction of Clients

The tables below show the total number of clients who transacted official business on our Frontline and Non-frontline service centers and answered the survey. From January – June 2023, a total of 4,496 clients sought assistance/services. Meanwhile, a total of 3,671 clients were served during the period July – December 2023. Overall, 8,167 clients participated in the survey.

Table 1. Number of Transacting Clients for the period of January to June 2023

Type of Client						Gender		Unknown	Total
Internal			External			Male	Female		
Student	Teaching	Non-Teaching	Gov't Employee	General Public	Org./ Business				
2536	292	1032	324	197	115	1871	2615	10	4496

Table 1 shows number of clients who transacted official business both internal and external customers. There were 4, 496 from the period January to June 2023. In the survey form for January – June 2023, the respondents were classified into external and internal clients. The external clients were the General Public, Organizations,



Business Sectors, and others. Internal clients were students, teaching employees, and non-teaching employees of different Colleges and offices/units.

Table 2. Number of Transacting Clients for the period of July to December 2023

Type of Client				Gender		Total
Citizen	Business	Government (Employee or Another agency)	Unknown	Male	Female	
1558	43	739	1,331	1303	1953	3,671

Meanwhile, Table 2, shows a total of 3,671 clients only from the period of July to December 2023. In the latest survey form utilized for July - December 2023, the respondents were classified into three: Citizen, Business, and Government (Employee or another agency). This is in accordance with MC No. 05, s. 2022.

D. Sampling

i. Applied confidence level and margin of error

The confidence level was set at 95% and the margin of error was 5%.

ii. Discussion of response rates

The data presented below are from the Harmonized Client

Satisfaction Survey which was utilized by CatSU starting July 2023.

The services surveyed are the following:

Main Campus

External Services	Responses	Total Transactions
Provision of Career Guidance Service	178	971
Processing of Enrollment and Registration	284	14,189
Issuance of Certification, Authentication and Verification (CAV) for DFA Purposes	15	161
Collection of Payment and Issuance of Official Receipt	147	718
Disbursement of Cash	59	259
Disbursement of Check	76	607
Registration for Library Access and Circulation Service for Non-CatSU Users	1	12
Request for Use of Facility (Little Theater)	84	159



Processing of Application and Evaluation of Vacant Plantilla Position	14	220
Processing of Request for Employment Verification	1	15
TOTAL	859	17,311
Internal Services	Responses	Total Transactions
Provision of Counselling Service	3	856
Provision of Information and Orientation Service	28	2,538
Issuance/Re-Issuance of Student Credentials and Certifications	12	251
Disbursement of Cash	7	1,950
Application to Conduct Off-Campus Student Activities	3	215
Recognition of Student Organizations and Student Publications	6	158
Signing of Clearance	4	1,790
Application for Scholarship/Student Financial Assistance	35	1,248
Circulation Services for CatSU Users	19	5,468
Issuance of Library Cards to Students	16	1,659
Consultation and Treatment of Minor Ailment/Follow-Up	55	1,364
Dental Consultation/Dental Curative Services/Dental Follow-Up	1	935
Physical Fitness Examination and Issuance of Medical Certificate	121	5,108
Processing of Application and Evaluation of Vacant Plantilla Position	87	220
Issuance of Service Record, Certificate of Employment, Performance Rating, and Other Personnel Record	117	1,091
Issuance of Special Order for Change Name	0	3
Issuance of Special Order for the Grant of Overtime Service Credit (VSC/COC)	2	50
Processing of Application for Leave	113	3,128
Processing of Request for Reinstatement to Duty After a Long-Term Vacation Leave (at least 1 year without pay), Study Leave, Expanded Maternity Leave, Magna Carta for Women Leave, Rehabilitation Leave, Adoption Leave	0	5
Processing of Request for Rendition of Overtime Service	4	50
TOTAL	633	28,087
GRAND TOTAL	1,492	45,398

Panganiban Campus

External Services	Responses	Total Transactions
Issuance of Service Record, Certificate of Employment, and Other Certificate from Office Records	2	16
Issuance of Certification, Authentication and Verification (CAV) for DFA Purposes	4	28
Issuance/Re-Issuance of Student Credentials and Certifications	16	1,942
Collection of Payment and Issuance of Official Receipt	0	493
Disbursement of Check	3	60
TOTAL	25	2,539
Internal Services	Responses	Total Transactions
Issuance of Service Record, Certificate of Employment, and Other Certificate from Office Records	7	73
Processing of Leave Application	1	462
Provision of Counselling for Students	11	45
Issuance of Good Moral Character	10	279
Issuance/Re-Issuance of Student Credentials and Certifications	4	1,942
Collection of Payment and Issuance of Official Receipt	18	2,641
Disbursement of Cash	20	367
Disbursement of Check	2	208
Consultation and Physical Examination	11	547
Consultation and Treatment for Dental Care	9	88



TOTAL	93	6,652
GRAND TOTAL	118	9,191

Campus	Responses	Total Transactions
Main Campus	1,492	45,398
Panganiban Campus	118	9,191
TOTAL	1,610	54,589

In aggregate, 1,610 people were able to indicate the service availed in the survey (Harmonized Client Satisfaction Measurement) among a population of 54, 589. This resulted in 2.9% response rate for 2023. Other clients did not indicate the service availed which resulted in the lack of data. The low response rate could also be due to lack of instructions from the frontliners to specify the type of service availed. For improvement, frontliners must be educated on the importance of getting the correct data from the clients.

III. Methodology

A. Mode of Survey Implementation

The survey was implemented using printed survey forms and online survey on Google Forms. However, the online survey was not utilized by the offices due to the erratic connectivity.

B. Feedback and Collection Mechanism

To institute the feedback and collection mechanism, the University adopted the CSSF from the Customer Feedback Form of CSU Citizen’s Charter approved by Board Resolution No. 58 s.2012 (January – June 2023). The survey instrument was utilized in gathering clientele’s feedback from FY 2015 until June 2023. With continuous improvement to capture effectively clients’ transactions satisfaction on the services rendered by front liners, the form was revised based on the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring Information and Reporting Systems, Administrative Order no.25 s.2011 Memorandum Circular no. 2021-1, June 3, 2021.

In compliance with MC No. 05, s. 2022 - Guidelines on the implementation of the Harmonized Client Satisfaction Measurement, the new CSSF was implemented effective July 2023.

These CSSFs were distributed to different colleges and units/offices four (4) working days before the semester/rating period starts. The use of this was explained including how to fill out the CSSF, which eventually dropped into the designated box. These survey forms will be collected within five (5) workdays after the month ends.



Monthly results of the CSS were consolidated and processed ten (10) Workdays after the semester/rating period ends.

The results have been reviewed. If in any case, the result of the survey from different colleges and units/offices obtained is below satisfactory, the Dean/ Chief of Office will be issued a Non-Conformity Corrective Action Report (NCAR). Then, corrective action will be performed including root analysis to prevent a recurrence. This will be followed up at least two (2) workdays after the issuance of NCAR. The effectiveness of the corrective action will then be verified. If this was effective, then the NCAR issued was closed.

However, should comments/concerns be needing immediate attention/action at any time of the semester, the CSU-WI-QAS-03 or the Client Satisfaction Survey Process and the CSU-WI-QAS-02 or the Handling Customer Complaints Work Instructions shall apply, whichever is appropriate.

The survey results will be forwarded to the Executive Vice President for notation and signature. Then, the documents will be submitted to the SUC President III and the ISO Chairperson for information three (3) workdays after the review.

C. Scoring System

i. Table of the scale and its equivalent number

The scoring system is a 5-point Likert scale where 5 is the highest and 1 is the lowest, viz;

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

D. How numerical results will be interpreted

The percentage of client satisfaction is computed using the following formula:

$$R = Tc \div Tr$$

Where:

R = Percentage of Client Satisfaction



T_c = Total Number of Clients who rated Strongly Agree and Agree

T_r = Total Number of Raters

The requirement level of Client Satisfaction percentage who rated strongly agree and agree should be at least 85%. This is how the data were interpreted in measuring the level of customer satisfaction for the surveys conducted on January-June 2023 using the university's own CSM tool.

For the harmonized CSM tool which was utilized from July to December 2023, the Overall score for the 8 SQDs were computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}}$$

The interpretation of the results are as follows:

Percentage	Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

The required level of client satisfaction is at least 80% based on the CSM - MC no. 05 s. 2022.

IV. Data and Interpretation

A. Client Demographic

The survey instrument identified the demographic profile of clients including client type, age, and gender. The table below shows the profile of clients who transacted official business in our Frontline and Non-Frontline service centers.



Client Demographic for January – June 2023

SUMMARY OF CLIENT SATISFACTORY SURVEY

Catanduanes State University
 January to June 2023

UNIT/OFFICE	Type of Clientele						Gender		Total Gender	Total Type of Clientele
	Internal			External			Male	Female		
	Student	Teaching	Non-teaching	Government Employee	General Public	Org./ Business				
MAIN CAMPUS										
A. CENTRAL MANAGEMENT	464	103	387	77	20	1	448	636	1084	1052
B. ACADEMIC SERVICES	1077	51	165	64	87	90	622	837	1459	1534
C. ADMINISTRATIVE AND FINANCIAL SERVICES	604	110	381	110	41	11	514	744	1258	1257
D. RESEARCH, EXTENSION, AND PRODUCTION	84	10	34	6	2	0	51	85	136	136
TOTAL MAIN CAMPUS	2229	274	967	257	150	102	1635	2302	3937	3979
PANGANIBAN CAMPUS										
	307	18	65	67	47	13	236	313	549	517
GRAND TOTAL	2536	292	1032	324	197	115	1871	2615	4486	4496

Client Demographic for July – December 2023



SUMMARY OF CLIENT SATISFACTORY SURVEY

Catanduanes State University
 July to December 2023

Campuses	Client Type			Sex		Age											
	Citizen	Business	Government (Employee or Another Agency)	Male	Female	below 15	15-20	21-25	26-30	31-35	36-40	41-45	46-50	51-55	56-60	61-65	66+
Main Campus	1372	40	618	1109	1746	4	816	1014	267	137	102	45	47	35	9	6	2
Panganiban Campus	186	3	121	194	207	0	70	139	54	18	11	13	12	14	4	5	0
TOTAL	1558	43	739	1303	1953	4	886	1153	321	155	113	58	59	49	13	11	2



Continuation of Demographic for July – December 2023

UNIT/OFFICE	Client Type			Sex		Age											
	Citizen	Business	Government (Employee or Another Agency)	Male	Female	below 15	15-20	21-25	26-30	31-35	36-40	41-45	46-50	51-55	56-60	61-65	66+
MAIN CAMPUS																	
A. Central Management	211	7	214	249	417	1	118	284	96	33	25	12	13	6	2	4	0
B. Academic Services	984	13	93	590	825	3	603	530	67	36	23	7	10	7	3	0	1
C. Administrative And Financial Services	143	20	285	242	445	0	81	168	95	60	46	19	22	19	4	2	0
D. Research, Extension, And Production	34	0	26	28	59	0	14	32	9	8	8	7	2	3	0	0	1
PANGANIBAN CAMPUS	186	3	121	194	207	0	70	139	54	18	11	13	12	14	4	5	0
TOTAL	1558	43	739	1303	1953	4	886	1153	321	155	113	58	59	49	13	11	2

Prepared by:


EDNA A. PANTE, Ed.D.
 Quality Assurance Officer

Table 3. Age group of Transacting Clients for the period of January to June 2023

Age Group	Main Campus	Panganiban Campus	Total
15-20	754	89	843
21-25	1655	206	1861
26-30	691	66	757
31-35	310	50	360
36-40	138	36	174
41-45	80	22	102
46-50	52	10	62
51-55	18	8	26
56-60	13	6	19
61-65	9	1	10
66+	1	36	37
Total	3721	530	4251



Table 4. Age group of Transacting Clients for the period of July to December 2023

Age Group	Main Campus	Panganiban Campus	Total
below 15	4	0	4
15-20	816	70	886
21-25	1014	139	1153
26-30	267	54	321
31-35	137	18	155
36-40	102	11	113
41-45	45	13	58
46-50	47	12	59
51-55	35	14	49
56-60	9	4	13
61-65	6	5	11
66+	2	0	2
(Unknown)	764	83	847
Total	3244	423	3671

Majority of the clients (31.41%) were from the 21-25 age group. All of the clients were from Region V.

D1. Age and D2. Sex	Overall
1. below 15	0.11%
2. 15-20	24.14%
3. 21-25	31.41%
4. 26-30	8.74%
5. 31-35	4.22%
6. 36-40	3.08%
7. 41-45	1.58%
8. 46-50	1.53%
9. 51-55	1.33%
10. 56-60	0.35%
11. 61-65	.30%



12. 66+	.05%
13. Did not specify	23.07%
1. Male	35.49%
2. Female	53.20%
3. Did not specify	11.31%

D3. Region	Overall
1. Region V	100%

Majority (42.44%) of the clients were citizens. A large percentage (36.26%) did not specify their client type. Since majority of the institution's population are students, which was not an option in the survey form, they may have chosen not to specify their client type. Also, the previous CSM tool of the university includes student as client type. On the other hand, 20.13% of clients were government employees (internal or external). Only 1.17% are from the business sector/suppliers.

Customer Type	Number	Percentage
D4. Citizen	1558	42.44%
D4. Business	43	1.17%
D4. Government	739	20.13%
D4. Did not specify	1331	36.26%
TOTAL	3,671	100%

B. Citizen's Charter results

Main Campus

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1322	71.54%
2. I know what a CC is but I did not see this office's CC.	138	7.47%
3. I learned of the CC only when I saw this office's CC.	207	11.20%
4. I do not know what a CC is and I did not see this office's CC.	181	9.79%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1261	76.61%
2. Somewhat easy to see	313	19.02%
3. Difficult to see	47	2.86%
4. Not visible at all	25	1.52%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1438	84.54%
2. Somewhat helped	226	13.29%
3. Did not help	37	2.18%



Majority of clients (71.54%) were aware of the CC and saw it in the offices they visited. Furthermore, the CC was easy to see for 76.61% of the clients. Only 1.52% responded that the CC was not visible at all. Majority of the clients (84.54%) also responded that the CC was very helpful in their transaction. Only 2.18% responded that it did not help. In summary, the CC is visible and helpful for most of the clients served in the Main Campus.

Panganiban Campus

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	257	91.13%
2. I know what a CC is but I did not see this office's CC.	9	3.19%
3. I learned of the CC only when I saw this office's CC.	11	3.90%
4. I do not know what a CC is and I did not see this office's CC.	5	1.77%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	258	93.82%
2. Somewhat easy to see	17	6.18%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	268	96.40%
2. Somewhat helped	10	3.60%
3. Did not help	0	0%

Majority of clients (91.13%) were aware of the CC and saw it in the offices they visited. Furthermore, the CC was easy to see for 93.82% of the clients. Majority of the clients (96.40%) also responded that the CC was very helpful in their transaction. In summary, the CC is visible and helpful for most of the clients served in the Panganiban Campus.



C. Service Quality Dimension results

Service Quality Dimension Results for January – June 2023



SUMMARY OF CLIENT SATISFACTORY SURVEY

Catanduanes State University
 January to June 2023

UNIT	SERVICE QUALITY DIMENSION							
	Responsiveness	Reliability (Quality)	Access and Facilities	Communication	Costs	Integrity	Assurance	Outcome
MAIN CAMPUS (Frontline Services)								
A. Central Management								
Rating of 5	456	456	456	456	456	456	456	456
Rating of 4	0	0	1	0	0	0	0	0
Rating of 3	0	0	0	0	0	0	0	0
Rating of 2	0	0	0	0	0	0	0	0
Rating of 1	0	0	0	0	0	0	0	0
<i>Sub-total</i>	456	456	457	456	456	456	456	456
B. Academic Services								
Rating of 5	830	808	819	826	794	828	810	825
Rating of 4	43	64	53	46	71	47	60	45
Rating of 3	9	8	6	10	23	7	11	13
Rating of 2	5	4	7	1	7	3	6	2
Rating of 1	0	3	2	4	2	2	0	2
<i>Sub-total</i>	887	887	887	887	897	887	887	887
C. Academic Support Services								
Rating of 5	817	792	788	804	773	814	815	822
Rating of 4	55	76	79	65	92	60	53	50
Rating of 3	4	8	9	5	11	2	8	4
Rating of 2	0	1	0	2	0	0	1	1
Rating of 1	1	0	1	1	1	1	0	0
<i>Sub-total</i>	877	877	877	877	877	877	877	877



Continuation of Service Quality Dimension Results for January – June 2023



D. Administrative And Financial Services								
Rating of 5	1180	1175	1175	1170	1172	1181	1188	1185
Rating of 4	28	33	33	39	34	27	19	22
Rating of 3	1	1	1	1	3	1	2	2
Rating of 2	0	0	0	0	0	1	0	1
Rating of 1	2	2	2	1	2	1	2	1
Sub-total	1211	1211	1211	1211	1211	1211	1211	1211
E. Research, Extension, And Production Services								
Rating of 5	99	98	98	99	96	99	99	99
Rating of 4	0	1	1	0	3	0	0	0
Rating of 3	0	0	0	0	0	0	0	0
Rating of 2	0	0	0	0	0	0	0	0
Rating of 1	0	0	0	0	0	0	0	0
Sub-total	99	99	99	99	99	99	99	99
MAIN CAMPUS (Non-Frontline Services)								
A. Central Management								
Rating of 5	277	276	277	278	276	279	279	278
Rating of 4	2	3	2	1	3	0	0	1
Rating of 3	0	0	0	0	0	0	0	0
Rating of 2	0	0	0	0	0	0	0	0
Rating of 1	0	0	0	0	0	0	0	0
Sub-total	279	279	279	279	279	279	279	279
B. Academic Support Services								
Rating of 5	281	283	277	285	268	285	285	289
Rating of 4	20	16	21	14	29	15	13	10
Rating of 3	0	2	2	2	5	1	3	4
Rating of 2	1	0	2	2	1	1	2	0
Rating of 1	1	2	1	0	0	1	0	0
Sub-total	303	303	303	303	303	303	303	303



Continuation of Service Quality Dimension Results for January – June 2023



C. Administrative And Financial Services								
Rating of 5	550	550	551	551	547	551	553	551
Rating of 4	9	9	8	8	12	8	6	7
Rating of 3	0	0	0	0	0	0	0	0
Rating of 2	0	0	0	0	0	0	0	0
Rating of 1	0	0	0	0	0	0	0	0
Sub-total	559	559	559	559	559	559	559	558
D. Research, Extension, And Production Services								
Rating of 5	307	303	290	308	297	313	307	309
Rating of 4	21	23	37	21	24	15	20	20
Rating of 3	2	4	3	1	8	1	3	1
Rating of 2	0	0	0	0	1	1	0	0
Rating of 1	0	0	0	0	0	0	0	0
Sub-total	330	330	330	330	330	330	330	330
PANGANIBAN CAMPUS								
Rating of 5	481	444	454	478	464	478	469	480
Rating of 4	41	78	67	44	54	44	54	43
Rating of 3	1	1	2	2	5	1	0	0
Rating of 2	0	0	0	0	0	0	0	0
Rating of 1	0	0	0	0	0	0	0	0
Sub-total	523	523	523	524	523	523	523	523
TOTAL	5524	5524	5525	5525	5534	5524	5524	5523

Legend:

- Rating 5 – Strongly Agree
- Rating 4 – Agree
- Rating 3 – Neither Agree Nor Disagree
- Rating 2 – Disagree
- Rating 1 – Strongly Disagree

Prepared by:

EDNA A. PANTE, Ed.D.
 Quality Assurance Officer

Weighted Mean Results for January – June 2023

SUMMARY OF CLIENT SATISFACTORY SURVEY

Catanduanes State University
 January to June 2023

UNIT	SERVICE QUALITY DIMENSION								TOTAL
	1	2	3	4	5	6	7	8	
MAIN CAMPUS (Frontline and Non-Frontline)									
A. Central Management	5.00	4.99	5.00	5.00	5.00	5.00	5.00	5.00	5.00
B. Academic Services	4.92	4.90	4.91	4.92	4.88	4.92	4.90	4.92	4.91
C. Academic Support Services	4.90	4.88	4.87	4.90	4.84	4.91	4.90	4.92	4.89
D. Administrative And Financial Services	4.97	4.97	4.98	4.97	4.95	4.97	4.99	4.98	4.97
E. Research, Extension, And Production	4.97	4.95	4.94	4.97	4.94	4.98	4.97	4.97	4.96
PANGANIBAN CAMPUS	4.91	4.84	4.86	4.92	4.87	4.90	4.90	4.91	4.89
GRAND TOTAL									4.94



Service Quality Dimension Results for July - December 2023

SUMMARY OF CLIENT SATISFACTORY SURVEY

Catanduanes State University
 July to December 2023

UNIT	SERVICE QUALITY DIMENSION								TOTAL		
	0	1	2	3	4	5	6	7		8	
MAIN CAMPUS											
A. Central Management											
Strongly Agree	642	581	637	495	557	337	633	648	632	5162	
Agree	100	134	98	106	134	101	96	96	102	967	
Neither Agree nor Disagree	3	11	4	8	12	9	7	2	4	60	
Disagree	0	3	0	1	2	3	2	0	0	11	
Strongly Disagree	2	2	2	1	2	8	3	2	2	24	
Not Applicable	3	13	7	106	32	240	7	3	8	419	
Sub-total	750	744	748	717	739	698	748	751	748	6643	
B. Academic Services											
Strongly Agree	1272	1187	1301	1104	1145	854	1281	1314	1239	10697	
Agree	253	301	223	274	308	209	223	202	279	2272	
Neither Agree nor Disagree	7	27	11	18	25	24	23	7	17	159	
Disagree	1	4	2	2	8	6	2	1	3	29	
Strongly Disagree	4	8	4	4	4	4	8	11	2	49	
Not Applicable	3	17	8	95	24	246	4	4	9	410	
Sub-total	1540	1544	1549	1497	1514	1343	1541	1539	1549	13616	
C. Administrative And Financial Services											
Strongly Agree	742	636	733	485	634	407	733	745	723	5838	
Agree	73	95	80	62	97	64	81	76	84	712	
Neither Agree nor Disagree	2	5	3	7	9	9	1	2	2	40	
Disagree	0	3	0	0	0	2	0	1	1	7	
Strongly Disagree	4	7	4	7	4	9	4	4	4	47	
Not Applicable	1	50	1	133	53	194	3	0	7	442	
Sub-total	822	796	821	694	797	685	822	828	821	7086	
D. Research, Extension, And Production											
Strongly Agree	78	71	73	56	70	48	74	77	74	621	
Agree	24	30	26	26	27	25	27	26	30	241	
Neither Agree nor Disagree	0	1	1	0	1	1	1	1	0	6	
Disagree	1	0	0	0	0	0	0	0	1	2	
Strongly Disagree	2	1	1	1	0	0	1	1	0	7	
Not Applicable	0	1	2	8	3	15	1	0	0	30	
Sub-total	105	104	103	91	101	89	104	105	105	907	
PANGANIBAN CAMPUS											
Strongly Agree	263	331	329	275	279	179	345	355	346	2702	
Agree	42	83	79	84	97	27	70	67	76	625	
Neither Agree nor Disagree	1	5	3	6	1	0	3	1	1	21	
Disagree	0	1	0	0	0	0	0	0	0	1	
Strongly Disagree	1	0	0	0	0	1	0	0	0	2	
Not Applicable	0	1	11	47	43	185	1	0	0	288	
Sub-total	307	421	422	412	420	392	419	423	423	3639	
TOTAL	3524	3609	3643	3411	3571	3207	3634	3646	3646	31891	
										GRAND TOTAL	31891

Legend:

- 0 – Overall Client Satisfaction
- 1 - Responsiveness
- 2 – Reliability (Quality)
- 3 – Access and Facilities
- 4 – Communication
- 5 – Costs
- 6 – Integrity
- 7 - Assurance
- 8 - Outcome

Prepared by:

EDNA A. PANTE, Ed.D.
 Quality Assurance Officer



Weighted Mean Results for July – December 2023



SUMMARY OF CLIENT SATISFACTORY SURVEY

Catanduanes State University
 July to December 2023

UNIT	SERVICE QUALITY DIMENSION									TOTAL
	0	1	2	3	4	5	6	7	8	
MAIN CAMPUS										
A. Central Management	4.85	4.76	4.85	4.79	4.76	4.65	4.83	4.86	4.84	4.80
B. Academic Services	4.81	4.74	4.83	4.76	4.73	4.73	4.80	4.83	4.79	4.78
C. Administrative And Financial Services	4.89	4.81	4.88	4.81	4.82	4.75	4.88	4.88	4.87	4.84
D. Research, Extension, And Production	4.67	4.65	4.68	4.64	4.70	4.64	4.68	4.70	4.69	4.67
PANGANIBAN CAMPUS	4.84	4.77	4.79	4.74	4.74	4.85	4.82	4.84	4.82	4.80
GRAND TOTAL										4.78

Legend:

- 0 – Overall Client Satisfaction
- 1 - Responsiveness
- 2 – Reliability (Quality)
- 3 – Access and Facilities
- 4 – Communication
- 5 – Costs
- 6 – Integrity
- 7 - Assurance
- 8 - Outcome

Prepared by:

EDNA A. PANTE, Ed.D.
 Quality Assurance Officer

Main and Panganiban Campus

Catanduanes State University obtained an outstanding overall results for the SQD0 with 99.20% rating. This means that clients are satisfied with the services provided by CatSU.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0	2997	492	13	2	13	7	3524	99.20%

Outstanding results were also obtained for SQD1-8. This indicates that clients are satisfied with the responsiveness (97.79%), reliability (99.03%), access and facilities (98.18%), communication (98.01%), costs (96.73%), integrity (98.48%), assurance (99.09%), and outcome (98.98%) relative to their transaction with the university's offices. CatSU upholds the highest standards in ensuring customer satisfaction and compliance with the Anti-Red Tape Act of 2007.

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	2806	643	49	11	18	82	3609	97.79%
Reliability	3073	506	22	2	11	29	3643	99.03%
Access and Facilities	2415	552	39	3	13	389	3411	98.18%



Communication	2685	663	48	10	10	155	3571	98.01%
Costs	1825	426	43	11	22	880	3207	96.73%
Integrity	3066	497	35	4	16	16	3634	98.48%
Assurance	3139	467	13	2	18	7	3646	99.09%
Outcome	3014	571	24	5	8	24	3646	98.98%
Overall	25020	4817	286	50	129	1589	31891	98.47%

D. Free responses

Free Responses for January to June 2023

SUMMARY OF CLIENT SATISFACTORY SURVEY

Catanduanes State University
 January to June 2023

UNIT/OFFICE	# OF CLIENTS SERVED	FEEDBACK ANALYSIS
MAIN CAMPUS (Non-Frontline Services)		
A. CENTRAL MANAGEMENT		
1. University and Board Secretarial Services	39	Only 5 out of 39 clients has provided feedback, representing 13% of the total client base.
2. Public Relations & University Journal Services	36	Only 4 out of 36 clients has provided feedback, representing 13% of the total client base.
3. Planning and Development Services	39	Only 6 out of 39 clients has provided feedback, representing 11% of the total client base.
4. Quality Assurance Services	43	Only 5 out of 43 clients has provided feedback, representing 12% of the total client base.
5. Legal Services	57	Only 1 out of 57 clients has provided feedback, representing 2% of the total client base.
6. Internal Audit Services	5	Only 1 out of 5 clients has provided feedback, representing 20% of the total client base.
7. Corporate Communication & Multi-Media Services	30	Only 6 out of 30 clients has provided feedback, representing 20% of the total client base.
8. ISO Center	30	No clients have provided feedback.



Continuation of Free Responses for January to June 2023

B. ACADEMIC SUPPORT SERVICES		
1. Office of the NSTP Director	79	Only 1 out of 79 clients has provided feedback, representing 1% of the total client base.
2. Office of Sports Development Coordinator	86	Only 1 out of 86 clients has provided feedback, representing 1% of the total client base.
3. Alumni Relations Office	138	Only 3 out of 138 clients has provided feedback, representing 2% of the total client base.
C. ADMINISTRATIVE AND FINANCIAL SERVICES		
1. Office of the CAO - Administration	51	Only 1 out of 51 clients has provided feedback, representing 2% of the total client base.
2. Office of the CAO - Finance	211	Only 1 out of 211 clients has provided feedback, representing 0.47% of the total client base.
3. Procurement Services	18	No clients have provided feedback.
4. Records Service	279	Only 14 out of 279 clients has provided feedback, representing 5% of the total client base.
D. RESEARCH, EXTENSION, AND PRODUCTION		
1. Office of the Director, Center for International Relations and CPD Services	44	Only 2 out of 44 clients has provided feedback, representing 5% of the total client base.
2. Center for Climate Change Solutions	41	Only 1 out of 41 clients has provided feedback, representing 5% of the total client base.
3. Abaca Technology Innovation Center	37	No clients have provided feedback.
4. Center for Catandungan Heritage Services	57	No clients have provided feedback.
5. Corporate Business Operation	151	Only 6 out of 151 clients has provided feedback, representing 4% of the total client base.

Prepared by:


EDNA A. PANTE, Ed.D.
 Quality Assurance Officer



Continuation of Free Responses for January to June 2023

SUMMARY OF CLIENT SATISFACTORY SURVEY
 Catanduanes State University
 January to June 2023

UNIT/OFFICE	# OF CLIENTS SERVED	FEEDBACK ANALYSIS
MAIN CAMPUS (Frontline Services)		
A. CENTRAL MANAGEMENT		
1. Executive Assistance Services	31	Only 3 out of 31 clients has provided feedback, representing 10% of the total client base.
2. Information Technology Services	369	Only 25 out of 369 clients has provided feedback, representing 7% of the total client base.
3. Gender and Development Services	56	Only 12 out of 56 clients has provided feedback, representing 21% of the total client base.
B. ACADEMIC SERVICES		
1. College of Agriculture and Fisheries	122	Only 3 out of 122 clients has provided feedback, representing 2% of the total client base.
2. College of Science	55	Only 2 out of 55 clients has provided feedback, representing 4% of the total client base.
3. College of Humanities and Social Sciences	71	Only 3 out of 71 clients has provided feedback, representing 4% of the total client base.
4. College of Business and Accountancy	50	Only 3 out of 50 clients has provided feedback, representing 6% of the total client base.
5. College of Education	55	Only 3 out of 55 clients has provided feedback, representing 5% of the total client base.
6. College of Engineering and Architecture	97	Only 3 out of 97 clients has provided feedback, representing 3% of the total client base.
7. College of Health Sciences	61	Only 1 out of 61 clients has provided feedback, representing 2% of the total client base.
8. College of Industrial Technology	89	Only 2 out of 89 clients has provided feedback, representing 2% of the total client base.
9. College of Information and Communications Technology	146	Only 4 out of 146 clients has provided feedback, representing 3% of the total client base.
10. Graduate School	41	Only 13 out of 41 clients has provided feedback, representing 32% of the total client base.
11. Laboratory School	100	Only 1 out of 100 clients has provided feedback, representing 1% of the total client base.



Continuation of Free Responses for January to June 2023

C. ACADEMIC SUPPORT SERVICES		
1. VP-Academic Affairs	77	Only 5 out of 77 clients has provided feedback, representing 6% of the total client base.
2. Office of Student Affairs and Development Services	60	Only 1 out of 60 clients has provided feedback, representing 2% of the total client base.
3. Office of Student Scholarship, Financial Assistance, Career Development and Placement Services	46	Only 1 out of 46 clients has provided feedback, representing 2% of the total client base.
4. Office of Admission & Registration Services	215	Only 8 out of 215 clients has provided feedback, representing 4% of the total client base.
5. Library Services	84	Only 7 out of 84 clients has provided feedback, representing 8% of the total client base.
6. Medical and Dental Services	235	Only 8 out of 235 clients has provided feedback, representing 3% of the total client base.
7. Guidance, Counselling and Testing Office	87	Only 8 out of 87 clients has provided feedback, representing 9% of the total client base.
8. Ladies Dormitory	73	Only 18 out of 25 clients has provided feedback, representing 25% of the total client base.
D. ADMINISTRATIVE AND FINANCIAL SERVICES		
1. VP-Administrative and Financial Affairs	97	No clients have provided feedback.
2. Security Services	71	Only 2 out of 71 clients has provided feedback, representing 3% of the total client base.
3. Motorpool Services	72	Only 1 out of 72 clients has provided feedback, representing 1% of the total client base.
4. Human Resource Management Services	117	Only 16 out of 117 clients has provided feedback, representing 9% of the total client base.
5. Buildings and Grounds Services	277	Only 16 out of 277 clients has provided feedback, representing 6% of the total client base.
6. Accounting Services	133	Only 5 out of 133 clients has provided feedback, representing 4% of the total client base.
7. Cashiering Services	147	Only 8 out of 147 clients has provided feedback, representing 5% of the total client base.
8. Supply Services	189	Only 10 out of 189 clients has provided feedback, representing 5% of the total client base.



Continuation of Free Responses for January to June 2023

9. Budget Services	78	Only 1 out of 78 clients has provided feedback, representing 1% of the total client base.
10. Janitorial Services	30	Only 2 out of 30 clients has provided feedback, representing 7% of the total client base.
E. RESEARCH, EXTENSION, AND PRODUCTION		
1. VP-Research, Extension & Production Affairs	31	No clients have provided feedback.
2. Research and Development Services	61	Only 1 out of 61 clients has provided feedback, representing 2% of the total client base.
3. Extension Services	7	No clients have provided feedback.

Prepared by:


EDNA A. PANTE, Ed.D.
 Quality Assurance Officer

SUMMARY OF CLIENT SATISFACTORY SURVEY

Catanduanes State University
 January to June 2023

UNIT/OFFICE	# OF CLIENTS SERVED	FEEDBACK ANALYSIS
PANGANIBAN CAMPUS		
A. EDUCATION DEPARTMENT	30	Only 4 out of 30 clients has provided feedback, representing 13% of the total client base.
B. GENDER AND DEVELOPMENT	5	No clients have provided feedback.
C. CASHIERING SERVICES	17	No clients have provided feedback.
D. GUIDANCE OFFICE	45	Only 3 out of 45 clients has provided feedback, representing 7% of the total client base.
E. LIBRARY SERVICES	48	No clients have provided feedback.
F. STUDENT SUPPORT SERVICES	44	Only 1 out of 44 clients has provided feedback, representing 2% of the total client base.
G. ACCOUNTING SERVICES	31	No clients have provided feedback.
H. BUILDING AND GROUNDS SERVICES	31	Only 1 out of 31 clients has provided feedback, representing 3% of the total client base.



Continuation of Free Responses for January to June 2023

I. AGRICULTURE DEPARTMENT	47	Only 1 out of 47 clients has provided feedback, representing 2% of the total client base.
J. ADMINISTRATIVE AND FINANCIAL SERVICES	23	No clients have provided feedback.
K. SECURITY SERVICE	16	No clients have provided feedback.
L. OFFICE OF THE OFFICER-IN-CHARGE	51	No clients have provided feedback.
M. ACADEMIC, RESEARCH & EXTENSION SERVICES	50	Only 1 out of 50 clients has provided feedback, representing 2% of the total client base.
N. MEDICAL AND DENTAL SERVICE	30	No clients have provided feedback.
O. ADMISSION AND REGISTRATION SERVICES	36	Only 3 out of 36 clients has provided feedback, representing 8% of the total client base.
P. SUPPLY SERVICES	17	Only 3 out of 17 clients has provided feedback, representing 18% of the total client base.

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EDNA A. PANTE, Ed.D.
Quality Assurance Officer



Free Responses for July to December 2023

SUMMARY OF CLIENT SATISFACTORY SURVEY

Catanduanes State University
 July to December 2023

UNIT/OFFICE	# OF CLIENTS SERVED	FEEDBACK ANALYSIS
MAIN CAMPUS		
A. CENTRAL MANAGEMENT		
1. Executive Assistance Services	39	Only 2 out of 39 clients has provided feedback, representing 5% of the total client base.
2. Information Technology Services	65	Only 5 out of 65 clients has provided feedback, representing 8% of the total client base.
3. Gender and Development Services	81	Only 20 out of 81 clients has provided feedback, representing 25% of the total client base.
4. University and Board Secretarial Services	43	Only 5 out of 43 clients has provided feedback, representing 12% of the total client base.
5. Public Relations & University Journal Services	0	No clients have provided feedback.
6. Planning and Development Services	41	Only 4 out of 41 clients has provided feedback, representing 10% of the total client base.
7. Quality Assurance Services	40	Only 5 out of 40 clients has provided feedback, representing 13% of the total client base.
8. Legal Services	29	Only 1 out of 29 clients has provided feedback, representing 3% of the total client base.
9. Internal Audit Services	6	No clients have provided feedback.
10. Corporate Communication & Multi-Media Services	53	Only 1 out of 53 clients has provided feedback, representing 2% of the total client base.
11. ISO Center	31	Only 4 out of 31 clients has provided feedback, representing 13% of the total client base.
12. Office of the Director, Center for International Relations and CPD Services	41	Only 1 out of 41 clients has provided feedback, representing 2% of the total client base.



Continuation of Free Reponses for July to December 2023

13. Center for Climate Change Solutions	41	Only 1 out of 41 clients has provided feedback, representing 2% of the total client base.
14. Center for Catandungan Heritage Services	0	No clients have provided feedback.
15. Office of Culture And Arts Director	0	No clients have provided feedback.
16. Alumni Relations Office	38	No clients have provided feedback.
17. Corporate Business Operation	212	Only 2 out of 212 clients has provided feedback, representing 1% of the total client base.
B. ACADEMIC SERVICES		
1. VP-Academic Affairs	41	Only 2 out of 41 clients has provided feedback, representing 5% of the total client base.
2. College of Agriculture and Fisheries	102	Only 1 out of 102 clients has provided feedback, representing 1% of the total client base.
3. College of Science	26	No clients have provided feedback.
4. College of Humanities and Social Sciences	55	Only 1 out of 55 clients has provided feedback, representing 2% of the total client base.
5. College of Business and Accountancy	54	No clients have provided feedback.
6. College of Education	74	Only 8 out of 74 clients has provided feedback, representing 11% of the total client base.
7. College of Engineering and Architecture	124	Only 2 out of 124 clients has provided feedback, representing 2% of the total client base.
8. College of Health Sciences	42	No clients have provided feedback.
9. College of Industrial Technology	8	No clients have provided feedback.
10. College of Information and Communications Technology	74	Only 2 out of 74 clients has provided feedback, representing 3% of the total client base.
11. Graduate School	40	Only 5 out of 40 clients has provided feedback, representing 13% of the total client base.



Continuation of Free Reponses for July to December 2023

12. Laboratory School	54	Only 1 out of 54 clients has provided feedback, representing 2% of the total client base.
13. Office of Student Affairs and Development Services	68	No clients have provided feedback.
14. Office of Student Scholarship, Financial Assistance, Career Development and Placement Services	109	Only 2 out of 109 clients has provided feedback, representing 2% of the total client base.
15. Office of Admission & Registration Services	69	No clients have provided feedback.
16. Library Services	114	Only 3 out of 114 clients has provided feedback, representing 3% of the total client base.
17. Medical and Dental Services	213	No clients have provided feedback.
18. Guidance, Counselling and Testing Office	91	No clients have provided feedback.
19. Ladies Dormitory	25	Only 7 out of 25 clients has provided feedback, representing 28% of the total client base.
20. Office of the NSTP Director	47	No clients have provided feedback.
21. Office of Sports Development Coordinator	124	Only 1 out of 124 clients has provided feedback, representing 1% of the total client base.
C. ADMINISTRATIVE AND FINANCIAL SERVICES		
1. VP-Administrative and Financial Affairs	47	Only 1 out of 47 clients has provided feedback, representing 2% of the total client base.
2. Security Services	35	No clients have provided feedback.
3. Motorpool Services	35	No clients have provided feedback.
4. Procurement Services	31	Only 2 out of 31 clients has provided feedback, representing 6% of the total client base.
5. Office of the CAO - Administration	50	Only 1 out of 50 clients has provided feedback, representing 2% of the total client base.
6. Office of the CAO - Finance	42	Only 3 out of 42 clients has provided feedback, representing 7% of the total client base.



Continuation of Free Reponses for July to December 2023

7. Records Service	110	Only 2 out of 110 clients has provided feedback, representing 2% of the total client base.
8. Human Resource Management Services	113	Only 11 out of 113 clients has provided feedback, representing 10% of the total client base.
9. Buildings and Grounds Services	113	Only 11 out of 113 clients has provided feedback, representing 10% of the total client base.
10. Accounting Services	93	No clients have provided feedback.
11. Cashiering Services	76	Only 12 out of 76 clients has provided feedback, representing 16% of the total client base.
12. Supply Services	39	No clients have provided feedback.
13. Budget Services	49	Only 1 out of 49 clients has provided feedback, representing 2% of the total client base.
14. Janitorial Services	35	Only 1 out of 35 clients has provided feedback, representing 6% of the total client base.
D. RESEARCH, EXTENSION, AND PRODUCTION		
1. VP-Research, Extension & Production Affairs	27	No clients have provided feedback.
2. Research and Development Services	13	No clients have provided feedback.
3. Extension Services	15	No clients have provided feedback.
4. Abaca Technology Innovation Center	50	Only 1 out of 50 clients has provided feedback, representing 2% of the total client base.

Prepared by:


EDNA A. PANTE, Ed.D.
 Quality Assurance Officer



Continuation of Free Reponses for July to December 2023

SUMMARY OF CLIENT SATISFACTORY SURVEY
 Catanduanes State University
 July to December 2023

UNIT/OFFICE	# OF CLIENTS SERVED	FEEDBACK ANALYSIS
PANGANIBAN CAMPUS		
A. EDUCATION DEPARTMENT	8	No clients have provided feedback.
B. GENDER AND DEVELOPMENT	30	No clients have provided feedback.
C. CASHIERING SERVICES	32	Only 3 out of 32 clients has provided feedback, representing 9% of the total client base.
D. GUIDANCE OFFICE	43	Only 5 out of 43 clients has provided feedback, representing 12% of the total client base.
E. LIBRARY SERVICES	15	No clients have provided feedback.
F. STUDENT SUPPORT SERVICES	50	Only 2 out of 30 clients has provided feedback, representing 4% of the total client base.
G. ACCOUNTING SERVICES	28	Only 1 out of 28 clients has provided feedback, representing 4% of the total client base.
H. BUILDING AND GROUNDS SERVICES	45	Only 1 out of 45 clients has provided feedback, representing 2% of the total client base.
I. AGRICULTURE DEPARTMENT	28	Only 1 out of 28 clients has provided feedback, representing 4% of the total client base.
J. ADMINISTRATIVE AND FINANCIAL SERVICES	25	Only 3 out of 25 clients has provided feedback, representing 12% of the total client base.
K. SECURITY SERVICE	4	No clients have provided feedback.
L. OFFICE OF THE OFFICER-IN-CHARGE	34	Only 1 out of 34 clients has provided feedback, representing 3% of the total client base.
M. ACADEMIC, RESEARCH & EXTENSION SERVICES	27	Only 5 out of 27 clients has provided feedback, representing 19% of the total client base.



Continuation of Free Responses for July to December 2023

N. MEDICAL AND DENTAL SERVICE	17	Only 1 out of 77 clients has provided feedback, representing 6% of the total client base.
O. ADMISSION AND REGISTRATION SERVICES	19	Only 2 out of 19 clients has provided feedback, representing 11% of the total client base.
P. SUPPLY SERVICES	18	Only 1 out of 18 clients has provided feedback, representing 6% of the total client base.

Prepared by:

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Quality Assurance Officer



V. Results of the Agency Action Plan reported for FY 2023

Results of the Agency Action Plan 2023					Remarks
Objectives	Activity	Responsible Person	Timeline	Outcome	
Capacitate front liners for excellent customer service through attendance of seminars/ training	Attendance to Seminars/ training	Human Resource Management Services	January-December 2023	Upscaling the skills of customer service	Accomplished
Reorient front liners on the Standard Quality Dimension (SQD)	Conduct orientation Activities	Quality Assurance Services	January-March 2023	Enhance the knowledge of frontlines services on the use of survey instrument	Accomplished

VI. Continuous Agency Improvement Plan for FY 2024

Continuous Agency Improvement Plan 2024				
Objectives	Activity	Responsible Person	Timeline	Expected Outcome
Digitize Client Satisfaction Survey Form (CSSF) and automate analysis and report generation	Coordinate request to Information Technology Services for an online CSS system	Quality Assurance Services and Information Technology Services	January-December 2024	Utilization of online Client Satisfaction Survey Form (CSSF) with automatic report generation



Republic of the Philippines
CATANDUANES STATE UNIVERSITY
Virac, Catanduanes
e-mail: catsu1961@catsu.edu.ph
website: www.catsu.edu.ph (0946) 818 5388



Management
System
ISO 9001:2015

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Continuous Agency Improvement Plan 2024				
Objectives	Activity	Responsible Person	Timeline	Expected Outcome
Orient and capacitate front liners on the effective utilization of the online CSSF system	Conduct training	Quality Assurance Services	January-December 2024	Upscaling the skills of frontliners



Republic of the Philippines
CATANDUANES STATE UNIVERSITY
Virac, Catanduanes
e-mail: catsu1961@catsu.edu.ph
website: www.catsu.edu.ph (0946) 818 5388

ANNEXES



Survey Questionnaire for July to December 2023

Control No: _____

Quality Assurance Services



Republic of the Philippines
CATANDUANES STATE UNIVERSITY
 Virac, Catanduanes

HELP US SERVE YOU BETTER!

AUTH-023 ISO9001:2015
 CLIENT SATISFACTION MEASUREMENT FROM
 TUV Rheinland, AG 9108 33846
 Expires on 31 July 2023

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: Citizen Business Government (Employee or another agency)

Date: _____ Sex: Male Female Age: _____

Region of residence: _____ Service Availed: _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

- CC1** Which of the following best describes your awareness of a CC?
- 1. I know what a CC and I saw this office's CC.
 - 2. I know what a CC is but I did NOT see this office's CC.
 - 3. I learned of the CC only when I saw this office's CC.
 - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2** If aware of CC (answered 1-3 in CC), would you say that the CC of this office was...?
- 1. Easy to see 4. Not visible at all
 - 2. Somewhat easy to see 5. N/A
 - 3. Difficult to see
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much 3. Did not help
 - 2. Somewhat helped

INSTRUCTIONS:

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

Service Quality Dimension (SQD)						N/A
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time on my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

THANK YOU!



ANNEX B. List of Regional and Satellite Offices

Office	Responses
CatSU Main Campus	3244
Panganiban Campus	423

ANNEX C. Client Satisfaction Measurement Results Per Office

1. Main Campus

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1322	71.54%
2. I know what a CC is but I did not see this office's CC.	138	7.47%
3. I learned of the CC only when I saw this office's CC.	207	11.20%
4. I do not know what a CC is and I did not see this office's CC.	181	9.79%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1261	76.61%
2. Somewhat easy to see	313	19.02%
3. Difficult to see	47	2.86%
4. Not visible at all	25	1.52%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1438	84.54%
2. Somewhat helped	226	13.29%
3. Did not help	37	2.18%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	2475	643	49	11	18	82	3278	97.56%
Reliability	2744	427	19	2	11	18	3221	99.00%
Access and Facilities	2140	468	33	3	13	34	2999	98.16%
Communication	2406	566	47	10	10	11	3151	97.80%
Costs	1646	399	43	11	21	69	2815	96.46%
Integrity	2721	427	32	4	16	15	3215	98.38%
Assurance	2784	400	12	2	18	7	3223	99.00%
Outcome	2668	495	23	5	8	24	28252	98.87%
Overall	2734	450	12	2	12	7	3217	98.36%

2. Panganiban Campus

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	257	91.13%
2. I know what a CC is but I did not see this office's CC.	9	3.19%
3. I learned of the CC only when I saw this office's CC.	11	3.90%
4. I do not know what a CC is and I did not see this office's CC.	5	1.77%
CC2. If aware of CC, would you say that the CC of this office was...?		



1. Easy to see	258	93.82%
2. Somewhat easy to see	17	6.18%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	268	96.40%
2. Somewhat helped	10	3.60%
3. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	331	83	5	1	0	1	421	98.57%
Reliability	329	79	3	0	0	11	422	99.27%
Access and Facilities	275	84	6	0	0	47	412	98.36%
Communication	279	97	1	0	0	43	420	99.73 %
Costs	179	27	0	0	1	185	392	99.52%
Integrity	345	70	3	0	0	1	419	99.28%
Assurance	355	61	1	0	0	0	423	99.76%
Outcome	346	76	1	0	0	0	423	99.76%
Overall	263	42	1	0	1	0	307	99.35%



i. Service Quality Dimension results of each Office

SQD results for January to June 2023



SUMMARY OF CLIENT SATISFACTORY SURVEY

Catanduanes State University
 January to June 2023

UNIT	SERVICE QUALITY DIMENSION								TOTAL
	Responsiveness	Reliability (Quality)	Access and Facilities	Communication	Costs	Integrity	Assurance	Outcome	
MAIN CAMPUS (Frontline Services)									
A. Central Management									
Rating 5	456	456	455	456	456	456	456	456	3647
Rating 4	0	0	1	0	0	0	0	0	1
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Executive Assistance Services									
Rating 5	31	31	31	31	31	31	31	31	248
Rating 4	0	0	0	0	0	0	0	0	0
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Information Technology Services									
Rating 5	369	369	368	369	369	369	369	369	2951
Rating 4	0	0	1	0	0	0	0	0	1
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Gender and Development Services									
Rating 5	56	56	56	56	56	56	56	56	448
Rating 4	0	0	0	0	0	0	0	0	0
Rating 3	0	0	0	0	0	0	0	0	0



Continuation of SQD results for January to June 2023



Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
B. Academic Services									
Rating 5	830	808	819	826	794	828	810	825	6540
Rating 4	43	64	53	46	71	47	60	45	429
Rating 3	9	8	6	10	23	7	11	13	87
Rating 2	5	4	7	1	7	3	6	2	35
Rating 1	0	3	2	4	2	2	0	2	15
College of Agriculture and Fisheries									
Rating 5	121	121	121	122	119	122	121	122	969
Rating 4	1	1	1	0	2	0	1	0	6
Rating 3	0	0	0	0	1	0	0	0	1
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
College of Science									
Rating 5	55	55	55	55	55	55	55	55	440
Rating 4	0	0	0	0	0	0	0	0	0
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
College of Humanities and Social Sciences									
Rating 5	67	66	68	65	64	68	64	67	529
Rating 4	4	5	3	6	7	3	7	4	39
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
College of Business and Accountancy									
Rating 5	48	46	47	49	45	48	47	48	378
Rating 4	2	4	3	1	5	2	3	2	22
Rating 3	0	0	0	0	0	0	0	0	0



Continuation of SQD results for January to June 2023



Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
College of Education									
Rating 5	54	52	53	50	49	53	51	52	414
Rating 4	1	3	2	5	5	2	4	3	25
Rating 3	0	0	0	0	11	0	0	0	11
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
College of Engineering and Architecture									
Rating 5	95	95	93	93	92	93	92	93	746
Rating 4	2	2	4	4	5	4	5	4	30
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
College of Health Sciences									
Rating 5	61	61	61	61	60	61	61	61	487
Rating 4	0	0	0	0	1	0	0	0	1
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
College of Industrial Technology									
Rating 5	64	52	58	62	56	60	57	60	469
Rating 4	12	25	18	14	19	18	17	15	138
Rating 3	8	5	5	8	5	6	9	10	56
Rating 2	5	4	6	1	7	3	6	2	34
Rating 1	0	3	2	4	2	2	0	2	15
College of Information and Communications Technology									
Rating 5	127	121	124	128	114	127	121	126	988
Rating 4	18	22	20	16	26	18	23	17	160
Rating 3	1	3	1	2	6	1	2	3	19
Rating 2	0	0	1	0	0	0	0	0	1



Continuation of SQD results for January to June 2023

Rating 1	0	0	0	0	0	0	0	0	0
Graduate School									
Rating 5	38	39	40	41	41	41	41	41	322
Rating 4	3	2	1	0	0	0	0	0	6
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Laboratory School									
Rating 5	100	100	99	100	99	100	100	100	798
Rating 4	0	0	1	0	1	0	0	0	2
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
C. Academic Support Services									
Rating 5	817	792	788	804	773	814	815	822	6425
Rating 4	55	76	79	65	92	60	53	50	530
Rating 3	4	8	9	5	11	2	8	4	51
Rating 2	0	1	0	2	0	0	1	1	5
Rating 1	1	0	1	1	1	1	0	0	5
VP-Academic Affairs									
Rating 5	76	75	76	76	76	76	76	76	607
Rating 4	1	2	0	1	1	1	1	1	8
Rating 3	0	0	1	0	0	0	0	0	1
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Office of Student Affairs and Development Services									
Rating 5	56	54	54	56	50	54	54	56	434
Rating 4	3	5	5	3	8	5	4	3	36
Rating 3	0	0	0	0	1	0	1	0	2
Rating 2	0	1	0	0	0	0	1	1	3
Rating 1	1	0	1	1	1	1	0	0	5



Continuation of SQD results for January to June 2023



Office of Student Scholarship, Financial Assistance, Career Development and Placement Services									
Rating 5	42	43	43	43	39	42	41	41	334
Rating 4	3	2	2	2	6	3	4	4	26
Rating 3	1	1	1	1	1	1	1	1	8
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Office of Admission & Registration Services									
Rating 5	193	181	182	186	178	191	193	201	1505
Rating 4	22	34	33	29	37	24	22	14	215
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Library Services									
Rating 5	72	73	70	70	68	74	75	75	577
Rating 4	10	9	12	12	14	10	8	9	84
Rating 3	2	2	2	2	2	0	1	0	11
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Medical and Dental Services									
Rating 5	235	235	235	235	235	235	235	235	1880
Rating 4	0	0	0	0	0	0	0	0	0
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Guidance, Counselling and Testing Office									
Rating 5	73	62	57	69	59	71	70	68	529
Rating 4	13	20	25	14	21	15	12	16	136
Rating 3	1	5	5	2	7	1	5	3	29



Continuation of SQD results for January to June 2023



Republic of the Philippines
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Rating 2	0	0	0	2	0	0	0	0	2
Rating 1	0	0	0	0	0	0	0	0	0
Ladies Dormitory									
Rating 5	70	69	71	69	68	71	71	70	559
Rating 4	3	4	2	4	5	2	2	3	25
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0

Legend:

- Rating 5 – Strongly Agree
- Rating 4 - Agree
- Rating 3 –Neither Agree nor Disagree
- Rating 2 – Disagree
- Rating 1 – Strongly Disagree

Prepared by:

EDNA A. PANTE, Ed.D.
 Quality Assurance Officer



Continuation of SQD results for January to June 2023

January to June 2023

UNIT	SERVICE QUALITY DIMENSION								TOTAL
	Responsiveness	Reliability (Quality)	Access and Facilities	Communication	Costs	Integrity	Assurance	Outcome	
MAIN CAMPUS (Frontline Services)									
D. Administrative And Financial Services									
Rating 5	1180	1175	1175	1170	1172	1181	1188	1185	9426
Rating 4	28	33	33	39	34	27	19	22	235
Rating 3	1	1	1	1	3	1	2	2	12
Rating 2	0	0	0	0	0	1	0	1	2
Rating 1	2	2	2	1	2	1	2	1	13
VP-Administrative and Financial Affairs									
Rating 5	97	97	97	96	97	97	97	97	775
Rating 4	0	0	0	1	0	0	0	0	1
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Security Services									
Rating 5	71	70	71	70	70	71	71	71	565
Rating 4	0	1	0	1	1	0	0	0	3
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Motorpool Services									
Rating 5	71	72	72	72	72	72	71	72	574
Rating 4	1	0	0	0	0	0	1	0	2
Rating 3	0	0	0	0	0	0	0	0	0



Continuation of SQD results for January to June 2023

Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Human Resource Management Services									
Rating 5	111	108	109	109	113	114	113	110	887
Rating 4	6	9	8	8	4	3	4	7	49
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Buildings and Grounds Services									
Rating 5	276	277	276	276	277	277	277	277	2213
Rating 4	1	0	1	1	0	0	0	0	3
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Accounting Services									
Rating 5	121	118	120	121	118	121	122	123	964
Rating 4	10	13	11	11	12	10	9	8	84
Rating 3	0	0	0	0	1	0	0	0	1
Rating 2	0	0	0	0	0	1	0	1	2
Rating 1	2	2	2	1	2	1	2	1	13
Cashiering Services									
Rating 5	138	137	135	132	131	133	141	140	1087
Rating 4	8	9	11	14	14	13	4	5	78
Rating 3	1	1	1	1	2	1	2	2	11
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Supply Services									
Rating 5	188	189	188	187	188	188	189	188	1505
Rating 4	1	0	1	2	1	1	0	1	7
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0



Continuation of SQD Results for January to June 2023



Budget Services									
Rating 5	77	78	78	78	78	78	77	77	621
Rating 4	1	0	0	0	0	0	1	1	3
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Janitorial Services									
Rating 5	30	29	29	29	28	30	30	30	235
Rating 4	0	1	1	1	2	0	0	0	5
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
E. Research, Extension, And Production									
Rating 5	99	98	98	99	96	99	99	99	787
Rating 4	0	1	1	0	3	0	0	0	5
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
VP-Research, Extension & Production Affairs									
Rating 5	31	31	31	31	31	31	31	31	248
Rating 4	0	0	0	0	0	0	0	0	0
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Research and Development Services									
Rating 5	61	60	60	61	58	61	61	61	483
Rating 4	0	1	1	0	3	0	0	0	5
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0



Continuation of SQD results for January to June 2023



Extension Services									
Rating 5	7	7	7	7	7	7	7	7	56
Rating 4	0	0	0	0	0	0	0	0	0
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0

Legend:

- Rating 5 – Strongly Agree
- Rating 4 - Agree
- Rating 3 –Neither Agree nor Disagree
- Rating 2 – Disagree
- Rating 1 – Strongly Disagree

Prepared by:

EDNA A. PANTE, Ed.D.
 Quality Assurance Officer



SUMMARY OF CLIENT SATISFACTORY SURVEY

Catanduanes State University
 January to June 2023

UNIT	SERVICE QUALITY DIMENSION								TOTAL
	Responsiveness	Reliability (Quality)	Access and Facilities	Communication	Costs	Integrity	Assurance	Outcome	
MAIN CAMPUS (Non-Frontline Services)									
A. Central Management									
Rating 5	277	276	277	278	276	279	279	278	2220
Rating 4	2	3	2	1	3	0	0	1	12
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
University and Board Secretarial Services									
Rating 5	39	39	39	39	39	39	39	39	312
Rating 4	0	0	0	0	0	0	0	0	0
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Public Relations & University Journal Services									
Rating 5	35	35	34	35	34	36	36	35	280
Rating 4	1	1	2	1	2	0	0	1	8
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0



Continuation of SQD results for January to June 2023



Planning and Development Services									
Rating 5	39	39	39	39	39	39	39	39	312
Rating 4	0	0	0	0	0	0	0	0	0
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Quality Assurance Services									
Rating 5	43	43	43	43	42	43	43	43	343
Rating 4	0	0	0	0	1	0	0	0	1
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Legal Services									
Rating 5	57	57	57	57	57	57	57	57	456
Rating 4	0	0	0	0	0	0	0	0	0
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Internal Audit Services									
Rating 5	5	5	5	5	5	5	5	5	40
Rating 4	0	0	0	0	0	0	0	0	0
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Corporate Communication & Multi-Media Services									
Rating 5	29	29	30	30	30	30	30	30	238
Rating 4	1	1	0	0	0	0	0	0	2
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0



Continuation of SQD results for January to June 2023



ISO Center									
Rating 5	30	29	30	30	30	30	30	30	239
Rating 4	0	1	0	0	0	0	0	0	1
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
B. Academic Support Services									
Rating 5	281	283	277	285	268	285	285	289	2253
Rating 4	20	16	21	14	29	15	13	10	138
Rating 3	0	2	2	2	5	1	3	4	19
Rating 2	1	0	2	2	1	1	2	0	9
Rating 1	1	2	1	0	0	1	0	0	5
Office of the NSTP Director									
Rating 5	68	66	69	69	65	69	69	68	543
Rating 4	9	9	5	6	9	7	5	7	57
Rating 3	0	2	2	2	4	1	3	4	18
Rating 2	1	0	2	2	1	1	2	0	9
Rating 1	1	2	1	0	0	1	0	0	5
Office of Sports Development Coordinator									
Rating 5	78	81	73	80	75	82	81	84	634
Rating 4	8	5	13	6	10	4	5	2	53
Rating 3	0	0	0	0	1	0	0	0	1
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Alumni Relations Office									
Rating 5	135	136	135	136	128	134	135	137	1076
Rating 4	3	2	3	2	10	4	3	1	28
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0



Continuation of SQD results for January to June 2023



C. Administrative And Financial Services									
Rating 5	550	550	551	551	547	551	553	551	4404
Rating 4	9	9	8	8	12	8	6	7	67
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
<i>Office of the CAO - Administration</i>									
Rating 5	51	51	51	51	51	51	51	51	408
Rating 4	0	0	0	0	0	0	0	0	0
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
<i>Office of the CAO - Finance</i>									
Rating 5	205	205	204	205	204	206	206	205	1640
Rating 4	6	6	7	6	7	5	5	5	47
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
<i>Procurement Services</i>									
Rating 5	16	16	18	17	15	16	18	17	133
Rating 4	2	2	0	1	3	2	0	1	11
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
<i>Records Services</i>									
Rating 5	278	278	278	278	277	278	278	278	2223
Rating 4	1	1	1	1	2	1	1	1	9
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0



Continuation of SQD results for January to June 2023



D. Research, Extension, And Production									
Rating 5	307	303	290	308	297	313	307	309	2434
Rating 4	21	23	37	21	24	15	20	20	181
Rating 3	2	4	3	1	8	1	3	1	23
Rating 2	0	0	0	0	1	1	0	0	2
Rating 1	0	0	0	0	0	0	0	0	0
<i>Office of the Director, Center for International Relations and CPD Services</i>									
Rating 5	40	41	36	40	39	43	40	41	320
Rating 4	4	2	7	4	3	1	3	2	26
Rating 3	0	1	1	0	2	0	1	1	6
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
<i>Center for Climate Change Solutions</i>									
Rating 5	38	37	35	36	38	39	37	39	299
Rating 4	3	4	6	5	3	2	4	2	29
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
<i>Center for Catandungan Heritage Services</i>									
Rating 5	56	56	57	57	57	57	57	57	454
Rating 4	1	1	0	0	0	0	0	0	2
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
<i>Corporate Business Operation</i>									
Rating 5	137	135	128	140	130	138	137	138	1083
Rating 4	12	13	21	10	14	11	12	13	106
Rating 3	2	3	2	1	6	1	2	0	17
Rating 2	0	0	0	0	1	1	0	0	2



Continuation of SQD results for January to June 2023



Republic of the Philippines
CATANDUANES STATE UNIVERSITY
 Virac, Catanduanes

Rating 1	0	0	0	0	0	0	0	0	0
Abaca Technology Innovation Center									
Rating 5	36	34	34	35	33	36	36	34	278
Rating 4	1	3	3	2	4	1	1	3	18
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0

Legend:

- Rating 5 – Strongly Agree
- Rating 4 - Agree
- Rating 3 –Neither Agree nor Disagree
- Rating 2 – Disagree
- Rating 1 – Strongly Disagree

Prepared by:

EDNA A. PANTE, Ed.D.
 Quality Assurance Officer



Continuation of SQD results for January to June 2023



SUMMARY OF CLIENT SATISFACTORY SURVEY

Catanduanes State University
 January to June 2023

UNIT	SERVICE QUALITY DIMENSION								TOTAL
	Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	
PANGANIBAN CAMPUS									
Rating 5	481	444	454	478	464	478	469	480	3748
Rating 4	41	78	67	44	54	44	54	43	425
Rating 3	1	1	2	2	5	1	0	0	12
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Education Department									
Rating 5	30	27	27	28	28	29	29	30	228
Rating 4	0	3	3	2	2	1	1	0	12
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Gender and Development									
Rating 5	5	5	5	7	6	6	7	7	48
Rating 4	2	2	2	0	1	1	0	0	8
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0



Continuation of SQD results for January to June 2023



Cashiering Services									
Rating 5	17	11	15	15	16	16	17	17	124
Rating 4	0	6	2	2	1	1	0	0	12
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Guidance Office									
Rating 5	36	32	34	35	34	38	36	37	282
Rating 4	8	12	9	9	7	6	9	8	68
Rating 3	1	1	2	2	4	1	0	0	11
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Library Services									
Rating 5	44	39	38	39	41	47	43	46	337
Rating 4	4	9	10	9	7	1	5	2	47
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Student Support Services									
Rating 5	43	36	39	42	42	41	40	43	326
Rating 4	1	8	5	2	2	3	4	1	26
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0



Continuation of SQD results for January to June 2023



Accounting Services									
Rating 5	31	29	28	30	29	31	31	31	240
Rating 4	0	2	3	1	2	0	0	0	8
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Buildings and Grounds Services									
Rating 5	30	31	31	31	30	29	28	28	238
Rating 4	1	0	0	0	1	2	3	3	10
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Agriculture Department									
Rating 5	35	35	36	39	38	40	39	39	301
Rating 4	12	12	11	8	9	7	8	8	75
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Administrative and Financial Services									
Rating 5	23	22	22	22	22	22	22	22	177
Rating 4	0	1	1	1	1	1	1	1	7
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0



Continuation of SQD results for January to June 2023



Security Services									
Rating 5	10	9	11	12	7	5	9	8	71
Rating 4	6	7	5	4	9	11	7	8	57
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Office of the Officer-in-charge									
Rating 5	51	51	51	51	51	51	51	51	408
Rating 4	0	0	0	0	0	0	0	0	0
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Academic, Research and Extension Services									
Rating 5	46	39	42	48	44	43	43	46	351
Rating 4	4	11	8	2	6	7	7	4	49
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Medical and Dental Services									
Rating 5	29	29	27	30	27	30	27	28	227
Rating 4	1	1	3	0	3	0	3	2	13
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0



Continuation of SQD results for January to June 2023




Rating 1	0	0	0	0	0	0	0	0	0
Admission and Registration Services									
Rating 5	34	32	31	32	32	33	30	30	254
Rating 4	2	4	5	4	3	3	6	6	33
Rating 3	0	0	0	0	1	0	0	0	1
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0
Supply Services									
Rating 5	17	17	17	17	17	17	17	17	136
Rating 4	0	0	0	0	0	0	0	0	0
Rating 3	0	0	0	0	0	0	0	0	0
Rating 2	0	0	0	0	0	0	0	0	0
Rating 1	0	0	0	0	0	0	0	0	0

Legend:

- Rating 5 – Strongly Agree
- Rating 4 - Agree
- Rating 3 – Neither Agree nor Disagree
- Rating 2 – Disagree
- Rating 1 – Strongly Disagree

Prepared by:


EDNA A. PANTE, Ed.D.
 Quality Assurance Officer



SQD results for July to December 2023



SUMMARY OF CLIENT SATISFACTORY SURVEY
 Catanduanes State University
 July to December 2023

UNIT	SERVICE QUALITY DIMENSION									
	0	1	2	3	4	5	6	7	8	TOTAL
MAIN CAMPUS										
A. Central Management										
Strongly Agree	642	581	637	495	557	337	633	648	632	5162
Agree	100	134	98	106	134	101	96	96	102	967
Neither Agree nor Disagree	3	11	4	8	12	9	7	2	4	60
Disagree	0	3	0	1	2	3	2	0	0	11
Strongly Disagree	2	2	2	1	2	8	3	2	2	24
Not Applicable	3	13	7	106	32	240	7	3	8	419
Executive Assistance Services										
Strongly Agree	36	33	36	36	32	26	35	36	36	306
Agree	2	6	2	1	4	1	3	2	2	23
Neither Agree nor Disagree	0	0	1	1	2	2	0	0	0	6
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	1	7	0	0	1	9
Information Technology Services										
Strongly Agree	63	56	58	44	51	18	56	59	56	461
Agree	1	2	4	2	3	0	2	4	2	20
Neither Agree nor Disagree	0	1	0	1	0	0	0	0	0	2
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	1	1	1	1	1	1	1	1	1	9



Continuation of SQD results for July to December 2023



Not Applicable	0	5	1	11	5	30	2	0	2	56
Gender and Development Services										
Strongly Agree	75	66	73	41	72	34	78	74	77	590
Agree	6	10	8	7	9	6	2	7	4	59
Neither Agree nor Disagree	0	1	0	0	0	0	0	0	0	1
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	2	0	0	0	2
Not Applicable	0	0	0	18	0	31	0	0	0	49
University and Board Secretarial Services										
Strongly Agree	39	39	41	39	39	15	42	42	41	337
Agree	4	3	1	2	2	2	1	1	2	18
Neither Agree nor Disagree	0	0	0	0	0	2	0	0	0	2
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	1	1	17	0	0	0	19
Public Relations & University Journal Services										
Strongly Agree	0	0	0	0	0	0	0	0	0	0
Agree	0	0	0	0	0	0	0	0	0	0
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	0	0	0	0	0	0
Planning and Development Services										
Strongly Agree	39	39	40	33	33	16	40	40	38	318
Agree	2	2	0	0	1	0	0	1	1	7
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0



Continuation of SQD results for July to December 2023



Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	4	6	20	1	0	0	31
Quality Assurance Services										
Strongly Agree	38	36	37	27	38	24	38	38	36	312
Agree	2	4	3	3	2	3	2	2	4	25
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	10	0	13	0	0	0	23
Legal Services										
Strongly Agree	28	22	28	25	25	17	28	28	28	229
Agree	0	0	0	0	0	0	0	0	0	0
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	1	5	1	4	4	10	1	1	1	28
Internal Audit Services										
Strongly Agree	5	4	4	1	3	2	4	5	3	31
Agree	1	2	2	2	3	2	2	1	3	18
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	3	0	2	0	0	0	5
Corporate Communication & Multi-Media Services										
Strongly Agree	47	46	44	16	41	12	49	49	49	353
Agree	4	4	6	2	7	2	2	1	2	30



Continuation of SQD results for July to December 2023



Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	1	1	1	0	1	0	1	1	1	7
Not Applicable	0	0	0	29	1	35	0	0	0	65
ISO Center										
Strongly Agree	31	30	31	26	25	7	30	30	31	241
Agree	0	1	0	0	0	1	0	0	0	2
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	3	0	0	0	3
Not Applicable	0	0	0	4	5	17	0	0	0	26
Office of the Director, Center for International Relations and CPD Services										
Strongly Agree	32	30	32	18	22	10	35	35	33	247
Agree	9	10	5	7	9	5	5	6	5	61
Neither Agree nor Disagree	0	0	1	0	1	1	1	0	0	4
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	2	0	0	0	2
Not Applicable	0	1	3	15	6	21	0	0	1	47
Center for Climate Change Solutions										
Strongly Agree	35	34	35	28	29	11	34	34	30	270
Agree	5	5	4	4	7	5	5	6	8	49
Neither Agree nor Disagree	1	0	1	1	1	1	2	1	1	9
Disagree	0	1	0	0	0	0	0	0	0	1
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	5	1	22	0	0	1	29
Center for Catandungan Heritage Services										



Continuation of SQD results for July to December 2023



Strongly Agree	0	0	0	0	0	0	0	0	0	0
Agree	0	0	0	0	0	0	0	0	0	0
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	0	0	0	0	0	0
Office of Culture and Arts Director										
Strongly Agree	0	0	0	0	0	0	0	0	0	0
Agree	0	0	0	0	0	0	0	0	0	0
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	0	0	0	0	0	0
Alumni Relations Office										
Strongly Agree	33	30	36	30	28	27	33	35	32	284
Agree	4	8	2	7	10	9	4	3	6	53
Neither Agree nor Disagree	0	0	0	0	0	0	1	0	0	1
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	0	0	0	0	0	0
Corporate Business Operation										
Strongly Agree	141	116	142	131	119	118	131	143	142	1183
Agree	60	77	61	69	77	65	68	62	63	602
Neither Agree nor Disagree	2	9	1	5	8	3	3	1	3	35
Disagree	0	2	0	1	2	3	2	0	0	10
Strongly Disagree	0	0	0	0	0	0	1	0	0	1
Not Applicable	2	2	2	2	2	15	3	2	2	32



Continuation of SQD results for July to December 2023



SUMMARY OF CLIENT SATISFACTORY SURVEY

Catanduanes State University
 July to December 2023

B. Academic Services										
Strongly Agree	1272	1187	1301	1104	1145	854	1281	1314	1239	10697
Agree	253	301	223	274	308	209	223	202	279	2272
Neither Agree nor Disagree	7	27	11	18	25	24	23	7	17	159
Disagree	1	4	2	2	8	6	2	1	3	29
Strongly Disagree	4	8	4	4	4	4	8	11	2	49
Not Applicable	3	17	8	95	24	246	4	4	9	410
<i>VP-Academic Affairs</i>										
Strongly Agree	32	33	35	31	29	17	31	32	31	271
Agree	9	7	5	6	8	10	9	8	10	72
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	3	3	12	0	0	0	18
<i>College of Agriculture and Fisheries</i>										
Strongly Agree	97	92	96	95	95	92	95	97	93	852
Agree	5	9	5	6	6	7	7	5	7	57
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	0	0	0	0	0	0
<i>College of Science</i>										
Strongly Agree	25	25	26	16	16	2	25	25	25	185
Agree	0	1	0	10	9	0	0	1	1	22



Continuation of SQD results for July to December 2023



Neither Agree nor Disagree	0	0	0	0	1	0	0	0	0	1
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	0	24	0	0	0	24
College of Humanities and Social Sciences										
Strongly Agree	48	44	44	12	43	10	46	47	43	337
Agree	6	10	10	2	10	2	6	8	11	65
Neither Agree nor Disagree	1	1	1	0	2	0	1	0	0	6
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	41	0	43	0	0	1	85
College of Business and Accountancy										
Strongly Agree	48	43	46	46	45	42	47	48	47	412
Agree	5	10	6	6	7	8	6	5	6	59
Neither Agree nor Disagree	0	0	1	0	0	0	0	0	0	1
Disagree	0	0	0	0	1	0	0	0	0	1
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	0	1	0	0	0	1
College of Education										
Strongly Agree	54	47	58	48	48	49	57	59	57	477
Agree	20	25	14	21	20	10	13	13	16	152
Neither Agree nor Disagree	0	0	1	3	2	5	3	1	1	16
Disagree	0	1	0	0	1	2	0	0	0	4
Strongly Disagree	0	1	0	0	0	0	0	0	0	1
Not Applicable	0	0	1	2	2	6	1	0	0	12
College of Engineering and Architecture										
Strongly Agree	97	90	104	92	83	92	95	107	95	855
Agree	27	30	20	30	39	28	27	17	26	244
Neither Agree nor Disagree	0	2	0	2	2	3	2	0	2	13
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	0	0	0	0	1	1
College of Health Sciences										
Strongly Agree	37	37	40	38	38	36	38	40	38	342
Agree	5	5	2	4	2	5	4	2	4	33
Neither Agree nor Disagree	0	0	0	0	1	0	0	0	0	1
Disagree	0	0	0	0	1	0	0	0	0	1
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	0	0	0	0	0	0
College of Industrial Technology										
Strongly Agree	6	6	7	7	7	7	7	6	7	60
Agree	1	2	1	1	1	1	1	2	1	11
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	0	0	0	0	0	0
College of Information and Communications Technology										
Strongly Agree	48	41	46	45	47	37	47	48	44	403
Agree	19	26	25	24	22	24	23	22	25	210
Neither Agree nor Disagree	1	4	1	2	2	3	2	0	1	16
Disagree	0	0	1	0	0	0	0	0	1	2
Strongly Disagree	1	2	1	2	2	2	2	2	1	15
Not Applicable	0	0	0	0	1	5	0	0	0	6
Graduate School										
Strongly Agree	32	31	33	33	28	30	33	34	33	287



Continuation of SQD results for July to December 2023



Agree	7	8	6	6	9	8	5	5	6	60
Neither Agree nor Disagree	0	0	0	0	0	0	1	0	0	1
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	1	1	1	1	2	1	1	1	1	10
Laboratory School										
Strongly Agree	54	54	54	54	54	54	54	54	54	486
Agree	0	0	0	0	0	0	0	0	0	0
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	0	0	0	0	0	0
Office of Student Affairs and Development Services										
Strongly Agree	63	59	63	38	61	34	63	63	63	507
Agree	5	7	4	3	6	3	5	5	5	43
Neither Agree nor Disagree	0	1	0	0	0	0	0	0	0	1
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	18	0	22	0	0	0	40
Office of Student Scholarship, Financial Assistance, Career Development and Placement Services										
Strongly Agree	83	63	82	60	61	22	85	87	67	610
Agree	26	43	27	44	42	12	21	21	41	277
Neither Agree nor Disagree	0	1	0	2	6	1	3	0	1	14
Disagree	0	1	0	0	0	0	0	0	0	1
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	1	0	57	0	0	0	58



Continuation of SQD results for July to December 2023



Office of Admission & Registration Services										
Strongly Agree	47	46	56	49	48	49	54	51	51	451
Agree	22	22	12	20	19	18	14	15	18	160
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	0	0	0	0	0	0
Library Services										
Strongly Agree	60	46	59	48	52	39	62	63	44	473
Agree	51	54	47	54	51	45	39	39	61	441
Neither Agree nor Disagree	1	8	4	3	4	5	6	5	5	41
Disagree	0	2	0	1	1	1	0	0	0	5
Strongly Disagree	1	2	1	2	1	2	2	2	1	14
Not Applicable	1	2	3	5	5	20	2	1	3	42
Medical and Dental Services										
Strongly Agree	209	211	211	187	180	58	209	211	211	1687
Agree	2	2	2	2	2	0	2	2	2	16
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	0	1	0	0	0	1
Guidance, Counselling and Testing Office										
Strongly Agree	56	44	58	49	44	32	59	65	61	468
Agree	31	28	28	25	38	18	27	23	24	242
Neither Agree nor Disagree	2	6	1	3	2	1	2	0	2	19
Disagree	0	0	0	1	2	3	1	1	2	10
Strongly Disagree	2	2	2	0	1	0	2	2	0	11
Not Applicable	0	11	2	5	3	34	0	0	2	57
Ladies Dormitory										
Strongly Agree	18	20	20	11	21	12	18	18	20	158
Agree	0	0	1	1	0	0	3	0	2	7
Neither Agree nor Disagree	1	2	2	3	3	3	2	0	3	19
Disagree	1	0	1	0	0	0	1	0	0	3
Strongly Disagree	0	1	0	0	0	0	0	3	0	4
Not Applicable	1	1	1	10	1	10	0	2	0	26
Office of the NSTP Director										
Strongly Agree	41	39	43	40	39	38	41	43	41	365
Agree	6	6	4	6	8	5	6	4	5	50
Neither Agree nor Disagree	0	0	0	0	0	1	0	0	0	1
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	2	0	1	0	2	0	0	1	6
Office of Sports Development Coordinator										
Strongly Agree	117	116	120	105	106	102	115	116	114	1011
Agree	6	6	4	3	9	5	5	5	8	51
Neither Agree nor Disagree	1	2	0	0	0	2	1	1	2	9
Disagree	0	0	0	0	2	0	0	0	0	2
Strongly Disagree	0	0	0	0	0	0	2	2	0	4
Not Applicable	0	0	0	8	7	8	0	0	0	23



Continuation of SQD results for July to December 2023



SUMMARY OF CLIENT SATISFACTORY SURVEY
 Catanduanes State University
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C. Administrative And Financial Services										
Strongly Agree	742	636	733	485	634	407	733	745	723	5838
Agree	73	95	80	62	97	64	81	76	84	712
Neither Agree nor Disagree	2	5	3	7	9	9	1	2	2	40
Disagree	0	3	0	0	0	2	0	1	1	7
Strongly Disagree	4	7	4	7	4	9	4	4	4	47
Not Applicable	1	50	1	133	53	194	3	0	7	442
VP-Administrative and Financial Affairs										
Strongly Agree	34	32	35	1	31	2	35	35	32	237
Agree	13	15	12	1	16	1	12	12	15	97
Neither Agree nor Disagree	0	0	0	0	0	1	0	0	0	1
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	42	0	41	0	0	0	83
Office of the CAO - Administration										
Strongly Agree	50	48	48	12	45	12	49	50	48	362
Agree	0	0	0	0	0	0	0	0	0	0
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	1	0	1	0	0	0	2
Office of the CAO - Finance										
Strongly Agree	36	32	36	23	31	18	35	37	36	284
Agree	6	9	6	7	10	9	7	5	6	65
Neither Agree nor Disagree	0	1	0	0	0	0	0	0	0	1
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	1	0	3	0	0	0	4
Security Services										
Strongly Agree	34	29	32	10	33	9	32	32	33	244
Agree	1	5	3	2	1	0	3	3	2	20
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	1	0	0	0	1
Not Applicable	0	0	0	0	0	0	0	0	0	0
Motorpool Services										
Strongly Agree	29	19	28	21	20	16	26	26	26	211
Agree	6	5	7	9	8	9	8	8	8	68
Neither Agree nor Disagree	0	2	0	0	1	1	1	1	1	7
Disagree	0	1	0	0	0	0	0	0	0	1
Strongly Disagree	0	0	0	0	0	1	0	0	0	1
Not Applicable	0	7	0	3	6	7	0	0	0	23
Procurement Services										
Strongly Agree	27	24	25	17	24	14	26	28	25	210
Agree	2	4	5	5	5	6	3	2	4	36
Neither Agree nor Disagree	0	1	0	2	1	1	0	0	1	6
Disagree	0	1	0	0	0	0	0	0	0	1
Strongly Disagree	0	0	0	1	0	2	0	0	0	3
Not Applicable	1	0	0	1	0	4	0	0	0	6
Human Resource Management Services										
Strongly Agree	71	71	72	64	70	59	72	72	72	623
Agree	1	0	0	1	1	0	0	0	0	3



Continuation of SQD results for July to December 2023



Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	2	2	2	2	2	2	2	2	2	18
Not Applicable	0	0	0	5	1	10	0	0	0	16
Buildings and Grounds Services										
Strongly Agree	109	45	105	32	59	10	105	110	103	678
Agree	3	3	6	2	4	1	3	3	5	30
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	1	0	0	0	1
Strongly Disagree	0	2	0	1	0	1	0	0	0	4
Not Applicable	0	38	0	55	32	77	2	0	3	207
Records Services										
Strongly Agree	103	98	104	88	93	71	103	104	100	864
Agree	3	3	4	3	5	2	2	3	2	27
Neither Agree nor Disagree	0	0	0	0	1	0	0	0	0	1
Disagree	0	1	0	0	0	0	0	0	0	1
Strongly Disagree	2	2	2	2	2	2	2	2	2	18
Not Applicable	0	4	0	12	6	26	1	0	3	52
Accounting Services										
Strongly Agree	79	78	82	80	73	74	79	80	79	704
Agree	12	14	9	6	12	8	14	13	13	101
Neither Agree nor Disagree	1	0	1	4	4	4	0	0	0	14
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	1	3	4	7	0	0	1	16
Cashiering Services										
Strongly Agree	58	50	56	58	53	56	61	61	59	512
Agree	18	26	19	18	22	19	16	14	18	170



Continuation of SQD results for July to December 2023



Neither Agree nor Disagree	1	1	1	1	1	2	0	1	0	8
Disagree	0	0	0	0	0	0	0	1	0	1
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	1	0	0	0	0	1
Supply Services										
Strongly Agree	35	33	34	33	30	30	33	35	35	298
Agree	3	6	3	5	7	6	6	4	3	43
Neither Agree nor Disagree	0	0	1	0	0	0	0	0	0	1
Disagree	0	0	0	0	0	1	0	0	0	1
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	1	1	0	0	0	2
Budget Services										
Strongly Agree	42	44	43	19	42	17	42	40	41	330
Agree	5	5	6	3	6	3	7	9	8	52
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	4	0	6	0	0	0	10
Janitorial Services										
Strongly Agree	35	33	33	27	30	19	35	35	34	281
Agree	0	0	0	0	0	0	0	0	0	0
Neither Agree nor Disagree	0	0	0	0	1	0	0	0	0	1
Disagree	0	0	0	0	0	0	0	0	1	1
Strongly Disagree	0	1	0	1	0	0	0	0	0	2
Not Applicable	0	1	0	6	2	11	0	0	0	20



Continuation of SQD results for July to December 2023



SUMMARY OF CLIENT SATISFACTORY SURVEY

Catanduanes State University
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D. Research, Extension, And Production										
Strongly Agree	78	71	73	56	70	48	74	77	74	621
Agree	24	30	26	26	27	25	27	26	30	241
Neither Agree nor Disagree	0	1	1	0	1	1	1	1	0	6
Disagree	1	0	0	0	0	0	0	0	1	2
Strongly Disagree	2	1	1	1	0	0	1	1	0	7
Not Applicable	0	1	2	8	3	15	1	0	0	30
<i>VP-Research, Extension & Production Affairs</i>										
Strongly Agree	27	27	24	15	26	15	27	27	27	215
Agree	0	0	0	0	0	0	0	0	0	0
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	2	5	1	4	0	0	0	12
<i>Research and Development Services</i>										
Strongly Agree	8	4	9	5	5	3	6	6	6	52
Agree	5	8	3	4	7	5	6	7	7	52
Neither Agree nor Disagree	0	0	1	0	0	0	0	0	0	1
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	1	0	1	0	0	0	2
<i>Extension Services</i>										
Strongly Agree	12	11	12	10	11	10	11	12	12	101
Agree	3	4	3	4	3	3	4	3	3	30
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	0	1	0	0	0	1
<i>Abaca Technology Innovation Center</i>										
Strongly Agree	31	29	28	26	28	20	30	32	29	253
Agree	16	18	20	18	17	17	17	16	20	159
Neither Agree nor Disagree	0	1	0	0	1	1	1	1	0	5
Disagree	1	0	0	0	0	0	0	0	1	2
Strongly Disagree	2	1	1	1	0	0	1	1	0	7
Not Applicable	0	1	0	2	2	9	1	0	0	15

Legend:

- 0 – Overall Client Satisfaction
- 1 - Responsiveness
- 2 – Reliability (Quality)
- 3 – Access and Facilities
- 4 – Communication
- 5 – Costs
- 6 – Integrity
- 7 - Assurance
- 8 - Outcome

Prepared by:

EDNA A. PANTE, Ed.D.
 Quality Assurance Officer



Continuation of SQD results for July to December 2023



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 July to December 2023

PANGANIBAN CAMPUS										
Strongly Agree	263	331	329	275	279	179	345	355	346	2702
Agree	42	83	79	84	97	27	70	67	76	625
Neither Agree nor Disagree	1	5	3	6	1	0	3	1	1	21
Disagree	0	1	0	0	0	0	0	0	0	1
Strongly Disagree	1	0	0	0	0	1	0	0	0	2
Not Applicable	0	1	11	47	43	185	1	0	0	288
Education Department										
Strongly Agree	0	0	0	0	0	0	0	0	0	0
Agree	3	7	6	7	7	7	5	7	7	56
Neither Agree nor Disagree	1	1	2	1	1	0	3	1	1	11
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	0	0	0	0	0	0
Gender and Development										
Strongly Agree	21	22	19	13	4	2	23	21	19	144
Agree	6	8	9	4	4	0	7	9	11	58
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	2	13	22	28	0	0	0	65
Cashiering Services										
Strongly Agree	25	32	32	30	24	28	32	32	32	267
Agree	0	0	0	0	1	0	0	0	0	1



Continuation of SQD results for July to December

Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	2	7	4	0	0	0	13
Guidance Office										
Strongly Agree	17	26	32	30	29	22	30	30	30	246
Agree	5	16	10	12	14	10	12	13	13	105
Neither Agree nor Disagree	0	0	1	1	0	0	0	0	0	2
Disagree	0	1	0	0	0	0	0	0	0	1
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	0	10	0	0	0	10
Library Services										
Strongly Agree	2	11	10	10	10	11	12	12	11	89
Agree	0	4	5	5	5	4	3	3	4	33
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	0	0	0	0	0	0
Student Support Services										
Strongly Agree	23	23	26	27	24	1	27	32	30	213
Agree	7	24	24	19	25	0	23	18	20	160
Neither Agree nor Disagree	0	3	0	3	0	0	0	0	0	6
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	1	0	0	0	0	0	0	0	0	1
Not Applicable	0	0	0	0	1	49	0	0	0	50
Accounting Services										
Strongly Agree	25	28	28	26	27	19	27	28	28	236
Agree	0	0	0	0	0	0	0	0	0	0



Continuation of SQD results for July to December

Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	1	0	4	0	0	0	5
Buildings and Grounds Services										
Strongly Agree	15	43	43	41	41	39	43	44	45	354
Agree	0	2	1	2	2	0	1	1	0	9
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	2	1	6	1	0	0	10
Agriculture Department										
Strongly Agree	18	19	18	12	13	3	16	23	20	142
Agree	9	9	10	16	15	0	12	5	8	84
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	0	11	0	0	0	11
Administrative and Financial Services										
Strongly Agree	22	25	25	11	24	5	24	23	24	183
Agree	0	0	0	0	1	0	1	2	1	5
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	6	0	11	0	0	0	17
Security Services										
Strongly Agree	0	0	0	0	0	0	2	1	0	3
Agree	4	2	4	4	4	0	1	3	4	26



Continuation of SQD results for July to December 2023



Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	0	4	0	0	0	4
Office of the Officer-in-charge										
Strongly Agree	34	34	25	17	31	10	34	34	34	253
Agree	0	0	0	1	2	0	0	0	0	3
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	9	15	0	23	0	0	0	47
Academic, Research and Extension Services										
Strongly Agree	18	24	22	20	23	23	25	25	25	205
Agree	2	2	5	5	4	2	1	2	2	25
Neither Agree nor Disagree	0	1	0	1	0	0	0	0	0	2
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	1	0	2	0	0	0	3
Medical and Dental Services										
Strongly Agree	14	13	16	9	10	0	17	17	15	111
Agree	2	3	1	3	6	0	0	0	2	17
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	1	0	0	0	1
Not Applicable	0	1	0	5	1	16	0	0	0	23
Admission and Registration Services										
Strongly Agree	14	13	15	13	4	15	15	15	15	119
Agree	4	6	4	6	7	4	4	4	4	43
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	0	8	0	0	0	0	8
Supply Services										
Strongly Agree	15	18	18	16	15	1	18	18	18	137
Agree	0	0	0	0	0	0	0	0	0	0
Neither Agree nor Disagree	0	0	0	0	0	0	0	0	0	0
Disagree	0	0	0	0	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0	0	0	0	0
Not Applicable	0	0	0	2	3	17	0	0	0	22

Legend:

- 0 – Overall Client Satisfaction
- 1 - Responsiveness
- 2 – Reliability (Quality)
- 3 – Access and Facilities
- 4 – Communication
- 5 – Costs
- 6 – Integrity
- 7 - Assurance
- 8 - Outcome

Prepared by:

EDNA A. PANTE, Ed.D.
 Quality Assurance Officer



ii. Weighted mean of Each Office

Weighted mean for January to June 2023



SUMMARY OF CLIENT SATISFACTORY SURVEY

Catanduanes State University
 January to June 2023

UNIT/OFFICE	SERVICE QUALITY DIMENSION								TOTAL	
	1	2	3	4	5	6	7	8		
MAIN CAMPUS (Frontline Services)										
A. CENTRAL MANAGEMENT										
1. Executive Assistance Services	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
2. Information Technology Services	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
3. Gender and Development Services	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
<i>Sub-weighted Mean</i>	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
B. ACADEMIC SERVICES										
1. College of Agriculture and Fisheries	4.99	4.99	4.99	5.00	4.97	5.00	4.99	5.00	4.99	4.99
2. College of Science	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
3. College of Humanities and Social Sciences	4.94	4.93	4.96	4.92	4.90	4.96	4.90	4.94	4.94	4.93
4. College of Business and Accountancy	4.96	4.92	4.94	4.98	4.90	4.96	4.94	4.96	4.96	4.95
5. College of Education	4.98	4.95	4.96	4.91	4.87	4.96	4.93	4.95	4.95	4.94
6. College of Engineering and Architecture	4.98	4.98	4.96	4.96	4.95	4.96	4.95	4.96	4.96	4.96
7. College of Health Sciences	5.00	5.00	5.00	5.00	4.98	5.00	5.00	5.00	5.00	5.00
8. College of Industrial Technology	4.52	4.34	4.39	4.45	4.35	4.47	4.40	4.45	4.45	4.42
9. College of Information and Communications Technology	4.86	4.81	4.83	4.86	4.74	4.86	4.82	4.84	4.84	4.83
10. Graduate School	4.93	4.95	4.97	5.00	5.00	5.00	5.00	5.00	5.00	4.98
11. Laboratory School	5.00	5.00	4.99	5.00	4.99	5.00	5.00	5.00	5.00	5.00
<i>Sub-weighted Mean</i>	4.92	4.90	4.91	4.92	4.88	4.92	4.90	4.92	4.92	4.91
C. ACADEMIC SUPPORT SERVICES										
1. VP-Academic Affairs	4.99	4.97	4.97	4.99	4.99	4.99	4.99	4.99	4.99	4.99
2. Office of Student Affairs and Development Services	4.88	4.87	4.85	4.88	4.77	4.85	4.85	4.90	4.90	4.86



Continuation of Weighted mean for January to June 2023



3. Office of Student Scholarship, Financial Assistance, Career Development and Placement Services	4.89	4.91	4.91	4.91	4.83	4.89	4.87	4.87	4.89
4. Office of Admission & Registration Services	4.90	4.84	4.85	4.87	4.83	4.89	4.90	4.93	4.88
5. Library Services	4.83	4.85	4.81	4.81	4.79	4.88	4.88	4.89	4.84
6. Medical and Dental Services	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
7. Guidance, Counselling and Testing Office	4.83	4.66	4.60	4.72	4.60	4.80	4.75	4.75	4.71
8. Ladies Dormitory	4.96	4.95	4.97	4.95	4.93	4.97	4.97	4.96	4.96
Sub-weighted Mean	4.91	4.88	4.87	4.89	4.84	4.91	4.90	4.91	4.89
D. ADMINISTRATIVE AND FINANCIAL SERVICES									
1. VP-Administrative and Financial Affairs	5.00	5.00	5.00	4.99	5.00	5.00	5.00	5.00	5.00
2. Security Services	5.00	4.99	5.00	4.99	4.99	5.00	5.00	5.00	5.00
3. Motorpool Services	4.99	5.00	5.00	5.00	5.00	5.00	4.99	5.00	5.00
4. Human Resource Management Services	4.95	4.92	4.93	4.93	4.97	4.97	4.97	4.94	4.95
5. Buildings and Grounds Services	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
6. Accounting Services	4.86	4.84	4.86	4.89	4.83	4.87	4.87	4.89	4.86
7. Cashiering Services	4.93	4.93	4.91	4.89	4.88	4.90	4.95	4.94	4.92
8. Supply Services	4.99	5.00	4.99	4.99	4.99	4.99	5.00	4.99	4.99
9. Budget Services	4.99	5.00	5.00	5.00	5.00	5.00	4.99	4.99	5.00
10. Janitorial Services	5.00	4.97	4.97	4.97	4.93	5.00	5.00	5.00	4.98
Sub-weighted Mean	4.97	4.97	4.97	4.97	4.96	4.97	4.98	4.98	4.97
E. RESEARCH, EXTENSION, AND PRODUCTION									
1. VP-Research, Extension & Production Affairs	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
2. Research and Development Services	5.00	4.98	4.98	5.00	4.95	5.00	5.00	5.00	4.99
3. Extension Services	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
Sub-weighted Mean	5.00	4.99	4.99	5.00	4.98	5.00	5.00	5.00	5.00
MAIN CAMPUS (Non-Frontline Services)									
A. Central Management									
1. University and Board Secretarial Services	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
2. Public Relations & University Journal Services	4.97	4.97	4.94	4.97	4.94	5.00	5.00	4.97	4.97
3. Planning and Development Services	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00




Continuation of Weighted mean for January to June 2023

4. Quality Assurance Services	5.00	5.00	5.00	5.00	4.98	5.00	5.00	5.00	5.00
5. Legal Services	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
6. Internal Audit Services	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
7. Corporate Communication & Multi-Media Services	4.97	4.97	5.00	5.00	5.00	5.00	5.00	5.00	4.99
8. ISO Center	5.00	4.97	5.00	5.00	5.00	5.00	5.00	5.00	5.00
Sub-weighted Mean	4.99	4.99	4.99	5.00	4.99	5.00	5.00	5.00	4.99
B. ACADEMIC SUPPORT SERVICES									
1. Office of the NSTP Director	4.80	4.73	4.76	4.80	4.75	4.80	4.78	4.81	4.78
2. Office of Sports Development Coordinator	4.91	4.94	4.85	4.93	4.86	4.95	4.94	4.98	4.92
3. Alumni Relations Office	4.98	4.99	4.98	4.99	4.93	4.97	4.98	4.99	4.98
Sub-weighted Mean	4.90	4.89	4.86	4.91	4.85	4.91	4.90	4.93	4.89
C. ADMINISTRATIVE AND FINANCIAL SERVICES									
1. Office of the CAO - Administration	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
2. Office of the CAO - Finance	4.97	4.97	4.97	4.94	4.97	4.98	4.98	4.98	4.97
3. Procurement Services	4.89	4.89	5.00	4.94	4.83	4.89	5.00	4.94	4.92
4. Records Service	5.00	5.00	5.00	5.00	4.99	5.00	5.00	5.00	5.00
Sub-weighted Mean	4.97	4.97	4.99	4.97	4.95	4.97	5.00	4.98	4.97
D. RESEARCH, EXTENSION, AND PRODUCTION									
1. Office of the Director, Center for International Relations and CPD Services	4.91	4.91	4.80	4.91	4.84	4.98	4.89	4.91	4.89
2. Center for Climate Change Solutions	4.93	4.90	4.85	4.88	4.93	4.95	4.90	4.95	4.91
3. Center for Catandungan Heritage Services	4.98	4.98	5.00	5.00	5.00	5.00	5.00	5.00	5.00
4. Corporate Business Operation	4.89	4.87	4.83	4.92	4.81	4.89	4.89	4.91	4.88
5. Abaca Technology Innovation Center	4.97	4.92	4.92	4.95	4.89	4.97	4.97	4.92	4.94
Sub-weighted Mean	4.94	4.92	4.88	4.93	4.89	4.96	4.93	4.94	4.92
PANGANIBAN CAMPUS									
A. EDUCATION DEPARTMENT	5.00	4.90	4.90	4.93	4.93	4.97	4.97	5.00	4.95
B. GENDER AND DEVELOPMENT	4.71	4.71	4.71	5.00	4.86	4.86	5.00	5.00	4.86
C. CASHIERING SERVICES	5.00	4.65	4.88	4.88	4.94	4.94	5.00	5.00	4.91
D. GUIDANCE OFFICE	4.78	4.69	4.71	4.72	4.67	4.82	4.80	4.82	4.75
E. LIBRARY SERVICES	4.92	4.81	4.79	4.81	4.85	4.98	4.90	4.96	4.88
F. STUDENT SUPPORT SERVICES	4.98	4.82	4.89	4.95	4.95	4.93	4.91	4.98	4.93
G. ACCOUNTING SERVICES	5.00	4.94	4.90	4.97	4.94	5.00	5.00	5.00	4.97
H. BUILDING AND GROUNDS SERVICES	4.97	5.00	5.00	5.00	4.97	4.94	4.90	4.90	4.96
I. AGRICULTURE DEPARTMENT	4.74	4.74	4.77	4.83	4.81	4.85	4.83	4.83	4.80
J. ADMINISTRATIVE AND FINANCIAL SERVICES	5.00	4.96	4.96	4.96	4.96	4.96	4.96	4.96	4.97
K. SECURITY SERVICE	4.63	4.56	4.69	4.75	4.44	4.31	4.56	4.50	4.56
L. OFFICE OF THE OFFICER-IN-CHARGE	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
M. ACADEMIC, RESEARCH & EXTENSION SERVICES	4.92	4.78	4.84	4.96	4.88	4.86	4.86	4.92	4.88
N. MEDICAL AND DENTAL SERVICES	4.97	4.97	4.90	5.00	4.90	5.00	4.90	4.93	4.95
O. ADMISSION AND REGISTRATION SERVICES	4.94	4.89	4.86	4.89	4.86	4.92	4.83	4.83	4.88
P. SUPPLY SERVICES	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
TOTAL MEAN	4.91	4.84	4.86	4.92	4.87	4.90	4.90	4.91	4.89
GENERAL WEIGHTED MEAN									4.95

Legend:

- 1 - Responsiveness
- 2 - Reliability (Quality)
- 3 - Access and Facilities
- 4 - Communication
- 5 - Costs
- 6 - Integrity
- 7 - Assurance
- 8 - Outcome

Prepared by:


EDNA A. PANTE, Ed.D.
 Quality Assurance Officer



Weighted mean for July to December 2023



SUMMARY OF CLIENT SATISFACTORY SURVEY

Catanduanes State University
 July to December 2023

UNIT/OFFICE	SERVICE QUALITY DIMENSION									TOTAL
	0	1	2	3	4	5	6	7	8	
MAIN CAMPUS										
A. CENTRAL MANAGEMENT										
1. Executive Assistance Services	4.95	4.85	4.90	4.92	4.79	4.83	4.92	4.95	4.95	4.89
2. Information Technology Services	4.92	4.87	4.87	4.83	4.87	4.79	4.90	4.88	4.90	4.87
3. Gender and Development Services	4.93	4.84	4.90	4.85	4.89	4.67	4.98	4.91	4.95	4.88
4. University and Board Secretarial Services	4.91	4.93	4.98	4.95	4.95	4.68	4.98	4.98	4.95	4.92
5. Public Relations & University Journal Services										
6. Planning and Development Services	4.95	4.95	5.00	5.00	4.97	5.00	5.00	4.98	4.97	4.98
7. Quality Assurance Services	4.95	4.90	4.93	4.90	4.95	4.89	4.95	4.95	4.90	4.92
8. Legal Services	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
9. Internal Audit Services	4.83	4.67	4.67	4.33	4.50	4.50	4.67	4.83	4.50	4.61
10. Corporate Communication & Multi-Media Services	4.85	4.84	4.80	4.89	4.78	4.86	4.88	4.90	4.88	4.85
11. ISO Center	5.00	4.97	5.00	5.00	5.00	3.82	5.00	5.00	5.00	4.87
12. Office of the Director, Center for International Relations and CPD Services	4.78	4.75	4.82	4.72	4.66	4.17	4.83	4.85	4.87	4.72
13. Center for Climate Change Solutions	4.83	4.80	4.85	4.82	4.76	4.59	4.78	4.80	4.74	4.77
14. Center for Catandungan Heritage Services										
15. Office of Culture and Arts Director										
16. Alumni Relations Office	4.89	4.79	4.95	4.81	4.74	4.75	4.84	4.92	4.84	4.84



Continuation of Weighted mean for July to December 2023



17. Corporate Business Operation	4.68	4.50	4.69	4.60	4.52	4.58	4.59	4.69	4.67	4.61
<i>Sub-weighted Mean</i>	4.89	4.83	4.88	4.83	4.81	4.65	4.88	4.90	4.87	4.84
B. ACADEMIC SERVICES										
1. VP-Academic Affairs	4.78	4.83	4.88	4.84	4.78	4.63	4.78	4.80	4.76	4.78
2. College of Agriculture and Fisheries	4.95	4.91	4.95	4.94	4.94	4.93	4.93	4.95	4.93	4.94
3. College of Science	5.00	4.96	5.00	4.62	4.58	5.00	5.00	4.96	4.96	4.90
4. College of Humanities and Social Sciences	4.85	4.78	4.78	4.86	4.75	4.83	4.85	4.85	4.80	4.82
5. College of Business and Accountancy	4.91	4.81	4.85	4.88	4.81	4.84	4.89	4.91	4.89	4.86
6. College of Education	4.73	4.57	4.78	4.63	4.62	4.61	4.74	4.79	4.76	4.69
7. College of Engineering and Architecture	4.78	4.72	4.84	4.73	4.65	4.72	4.75	4.86	4.76	4.76
8. College of Health Sciences	4.88	4.88	4.95	4.90	4.83	4.88	4.90	4.95	4.90	4.90
9. College of Industrial Technology	4.86	4.75	4.88	4.88	4.88	4.88	4.88	4.75	4.88	4.85
10. College of Information and Communications Technology	4.64	4.42	4.54	4.51	4.53	4.42	4.53	4.58	4.53	4.52
11. Graduate School	4.82	4.79	4.85	4.85	4.76	4.79	4.82	4.87	4.85	4.82
12. Laboratory School	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
13. Office of Student Affairs and Development Services	4.93	4.87	4.94	4.93	4.91	4.92	4.93	4.93	4.93	4.92
14. Office of Student Scholarship, Financial Assistance, Career Development and Placement Services	4.76	4.56	4.75	4.55	4.50	4.60	4.75	4.81	4.61	4.65
15. Office of Admission & Registration Services	4.68	4.68	4.82	4.71	4.72	4.73	4.79	4.77	4.74	4.74
16. Library Services	4.50	4.25	4.47	4.34	4.39	4.28	4.46	4.48	4.32	4.39
17. Medical and Dental Services	4.99	4.99	4.99	4.99	4.99	5.00	4.99	4.99	4.99	4.99
18. Guidance, Counselling and Testing Office	4.53	4.40	4.57	4.56	4.40	4.46	4.54	4.63	4.62	4.52
19. Ladies Dormitory	4.75	4.65	4.67	4.53	4.75	4.60	4.58	4.43	4.68	4.63
20. Office of the NSTP Director	4.87	4.87	4.91	4.87	4.83	4.84	4.87	4.91	4.89	4.87



Continuation of Weighted mean for July to December 2023



21. Office of Sports Development Coordinator	4.94	4.92	4.97	4.97	4.87	4.92	4.88	4.88	4.90	4.92
Sub-weighted Mean	4.82	4.74	4.83	4.77	4.74	4.76	4.80	4.81	4.79	4.78
C. ADMINISTRATIVE AND FINANCIAL SERVICES										
1. VP-Administrative and Financial Affairs	4.72	4.68	4.74	4.50	4.66	4.25	4.74	4.74	4.68	4.64
2. Security Services	4.97	4.85	4.91	4.83	4.97	4.60	4.91	4.91	4.94	4.88
3. Motorpool Services	4.83	4.56	4.80	4.70	4.66	4.44	4.71	4.71	4.71	4.68
4. Procurement Services	4.93	4.70	4.83	4.48	4.77	4.30	4.90	4.93	4.80	4.74
5. Office of the CAO - Administration	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
6. Office of the CAO - Finance	4.86	4.74	4.86	4.77	4.76	4.67	4.83	4.88	4.86	4.80
7. Records Service	4.90	4.87	4.89	4.88	4.85	4.87	4.91	4.90	4.90	4.88
8. Human Resource Management Services	4.88	4.89	4.89	4.87	4.88	4.87	4.89	4.89	4.89	4.88
9. Buildings and Grounds Services	4.97	4.78	4.95	4.83	4.94	4.38	4.97	4.97	4.95	4.86
10. Accounting Services	4.85	4.85	4.88	4.84	4.78	4.81	4.85	4.86	4.86	4.84
11. Cashiering Services	4.74	4.64	4.72	4.74	4.68	4.70	4.79	4.75	4.77	4.73
12. Supply Services	4.92	4.85	4.87	4.87	4.81	4.76	4.85	4.90	4.92	4.86
13. Budget Services	4.89	4.90	4.88	4.86	4.88	4.85	4.86	4.82	4.84	4.86
14. Janitorial Services	5.00	4.88	5.00	4.86	4.94	5.00	5.00	5.00	4.91	4.95
Sub-weighted Mean	4.89	4.80	4.87	4.79	4.83	4.68	4.87	4.88	4.86	4.83
D. RESEARCH, EXTENSION, AND PRODUCTION										
1. VP-Research, Extension & Production Affairs	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
2. Research and Development Services	4.62	4.33	4.62	4.56	4.42	4.38	4.50	4.46	4.46	4.48
3. Extension Services	4.80	4.73	4.80	4.71	4.79	4.77	4.73	4.80	4.80	4.77
4. Abaca Technology Innovation Center	4.46	4.51	4.51	4.51	4.59	4.50	4.53	4.56	4.54	4.52
Sub-weighted Mean	4.72	4.64	4.73	4.70	4.70	4.66	4.69	4.71	4.70	4.69



Continuation of Weighted mean for July to December 2023



PANGANIBAN CAMPUS										
A. EDUCATION DEPARTMENT	3.75	3.88	3.75	3.88	3.88	4.00	3.63	3.88	3.88	3.83
B. GENDER AND DEVELOPMENT	4.78	4.73	4.68	4.76	4.50	5.00	4.77	4.70	4.63	4.73
C. CASHIERING SERVICES	5.00	5.00	5.00	5.00	4.96	5.00	5.00	5.00	5.00	5.00
D. GUIDANCE OFFICE	4.77	4.56	4.72	4.67	4.67	4.69	4.71	4.70	4.70	4.69
E. LIBRARY SERVICES	5.00	4.73	4.67	4.67	4.67	4.73	4.80	4.80	4.73	4.76
F. STUDENT SUPPORT SERVICES	4.65	4.40	4.52	4.49	4.49	5.00	4.54	4.64	4.60	4.59
G. ACCOUNTING SERVICES	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
H. BUILDING AND GROUNDS SERVICES	5.00	4.96	4.98	4.95	4.95	5.00	4.98	4.98	5.00	4.98
I. AGRICULTURE DEPARTMENT	4.67	4.68	4.64	4.43	4.46	5.00	4.57	4.82	4.71	4.67
J. ADMINISTRATIVE AND FINANCIAL SERVICES	5.00	5.00	5.00	5.00	4.96	5.00	4.96	4.92	4.96	4.98
K. SECURITY SERVICE	4.00	4.00	4.00	4.00	4.00		4.67	4.25	4.00	4.11
L. OFFICE OF THE OFFICER-IN-CHARGE	5.00	5.00	5.00	4.94	4.94	5.00	5.00	5.00	5.00	4.99
M. ACADEMIC, RESEARCH & EXTENSION SERVICES	4.90	4.85	4.81	4.73	4.85	4.92	4.96	4.93	4.93	4.88
N. MEDICAL AND DENTAL SERVICES	4.88	4.81	4.94	4.75	4.63	1.00	5.00	5.00	4.88	4.43
O. ADMISSION AND REGISTRATION SERVICES	4.78	4.68	4.79	4.68	4.36	4.79	4.79	4.79	4.79	4.72
P. SUPPLY SERVICES	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
TOTAL MEAN	4.76	4.71	4.72	4.69	4.65	4.61	4.77	4.77	4.74	4.71
GENERAL WEIGHTED MEAN										4.77

Legend:

- 0 – Overall Client Satisfaction
- 1 - Responsiveness
- 2 – Reliability (Quality)
- 3 – Access and Facilities
- 4 – Communication
- 5 – Costs
- 6 – Integrity
- 7 - Assurance
- 8 - Outcome

Prepared by:

EDNA A. PANTE, Ed.D.
 Quality Assurance Officer