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Tanggapan ng Pangulo
Office of the President

April 8, 2026

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:

Warm greetings from Catanduanes State University!

May I respectfully submit the **Client Satisfaction Measurement Report** of CatSU for CY 2025, in compliance with RA 11032 "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and the corresponding ARTA Memorandum Circular Nos. 2022-05 and 2026-007. May you find this in order.

Very truly yours,

SGD

GEMMA G. ACEDO, Ph.D., DIT
SUC President III



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CATANDUANES STATE UNIVERSITY

Client Satisfaction Measurement Report 2025 (1st Edition)



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I. Overview

Catanduanes State University (CatSU) is a green research university and the lone state university in the island province of Catanduanes. It 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. It has two (2) campuses: the Virac (Main) and Panganiban (Satellite) campus.

The institution strives to satisfy its clientele by providing excellent service based on the standards provided by the regulating agencies such as the Commission on Higher Education (CHED), Civil Service Commission (CSC), and Anti-Red Tape Authority (ARTA). CatSU also commits itself to the ISO 9001:2015 certification to guide its quality management systems. In 2025, CatSU was awarded the Internationalization Champions of Nation Building and Sustainability (ICONS) Award by the CHED. The institution is also recognized by international ranking bodies such as the World University Rankings for Innovation (WURI) and the Times Higher Education (THE). CatSU is also the top 1 university in Bicol and top 13 in the Philippines according to the UI Greenmetric World University rankings in 2025.

To continually ensure compliance with existing regulations and customer satisfaction, 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 different units. The university formulated a survey instrument that captures clients' feedback: the 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. Starting July 2024, the university utilized the Client Satisfaction Measurement System (CSMS), an online web-based system that allows clients to give their feedback through the provided QR code and dedicated computer kiosks.

The summary of results is presented as follows:

	Score
CC Awareness	96%
CC Visibility	69%
CC Helpfulness	71%
Response Rate	13.16%
Overall Score	99.17%



II. Scope

A. Period Covered

The Client Satisfaction results cover two (2) rating periods: January – June 2025, and July – December 2025.

B. Geographic and Office Coverage

The Client Satisfaction survey was administered to internal and external clients who availed services in the two (2) campuses: Catanduanes State University- Virac (Main) campus in Calatagan, Virac and Panganiban (Satellite) campus in Sta. Ana, Panganiban, Catanduanes.

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

A total of 82 colleges/units/offices are included in the Client Satisfaction Measurement, wherein 60 are in the Main Campus and 22 units/offices are in Panganiban campus. However, there are only **39** offices in the Main Campus and **14** offices in the Panganiban Campus which offered services included in the CatSU Citizen's Charter (1st edition).

The services surveyed are the following:

Main Campus

External Services	Responses	Total Transactions
Issuance of Certificate of Appearance	38	34
Processing of Request for Digital Visual Materials and Tarpaulin Layout	2	1
Processing of Request for Event Coverage	2	6
Processing of Request for Information Made Through the Official Social Media Accounts of the University	2	127
Processing of Request for Information Unit Materials	0	1
Processing of Request for Posting/Uploading to Social Media and Official Portal	2	1
Request for inclusion in the "Announcement"	0	0
Processing of Request for Technical Assistance	22	24
Application for Federated Alumni Association Identification Card	391	601
Processing of Identification Cards (IDs)	261	1,920
Claiming of Identification Cards (IDs)	261	1,919
Processing of Lost Identification Cards (IDs)	118	199
Processing of Re-Issuance of Identification Cards (IDs) due to Damage or Data Change	182	384
Availment of Pregnant Students Exemption Option from On-Site Classes	11	16
GAD Related Complaints/ Cases	0	0



Lactation Service	1	1
Legal Advisory and Counseling Services to Walk-in Clients	5	3
Request for Use of Accreditation Room	10	8
Collection of Payment and Issuance of Official Receipt	41	32,493
Disbursement of Cash	70	5,100
Disbursement of Check	48	542
Request for Installation of Tarpaulin	1	2
Consultation and Treatment of Minor Ailment/Follow -Up	578	486
Dental Consultation/Dental Curative Services/Dental Follow-Up	298	261
Examination of Physical Fitness and Issuance of Medical Certificate	4,583	5,277
Oral Screening	69	70
Promotion of Oral Health/Specific Protection and Counseling Certificate	226	326
Referral of Dental Care	0	5
Referral of Medical Cases	1	9
Issuance of Certified Copy of Document from 201 Files	1	2
Issuance of Personnel Records	14	25
Processing of Request for Employment Verification	0	2
Sale of Bidding Documents	60	22
Issuance of Vehicle Gate Pass	58	451
Application for College Entrance Examination	125	3,374
Conduct of College Entrance Examination	21	4,197
Provision of Career Guidance Service	0	181
Provision of Information and Orientation Service	3	1,294
Psychological Test Administration	2	530
Authentication of Student Credentials	493	2,960
Enrolment and Registration Process for Undergraduate (Incoming, Continuing and Transferee) Students	278	27,818
Enrolment and Registration Process for Graduate School (Incoming Continuing and Transferee) Students	13	1,187
Issuance of Certification, Authentication and Verification (CAV) for DFA Purposes	107	193
Issuance/Re-Issuance of Student Credentials and Certifications Clearance	139	7,463
Issuance of Certificate of Grades	132	2,332
Validation of Student ID	355	3,721
Application to Conduct Off-Campus Student Activities	16	17
Recognition of Student Organization and Student Publications	64	64
Circulation Service for CatSU Students, CatSU Alumni and Non-CatSU Users	15	2,761
Issuance / Re-Issuance of Library Card to Students	70	595
Validation of Library Card	25	290
Registration for Library Access	13	0
Processing of Request for Use of Facility (Little Theater) (College of Agriculture and Fisheries)	3	0
Application of Excuse Letter	47	206
Issuance of Good Moral Character Certificate	35	191
Processing of Shifting to Another Program	8	62
Submission of Request for Removal of Incomplete Grades	0	14
Submission of Request to Add/Change/Drop/Withdraw Subjects (College of Humanities and Social Sciences)	0	24
Application of Excuse Letter	85	87
Issuance of Good Moral Character Certificate	136	148
Processing of Shifting to Another Program	4	4
Submission of Request for Removal of Incomplete Grades	16	32
Submission of Request to Add/Change/Drop/Withdraw Subjects (College of Science)	1	1
Application of Excuse Letter	24	86
Issuance of Good Moral Character Certificate	59	92
Processing of Shifting to Another Program	21	35



Submission of Request for Removal of Incomplete Grades	8	32
Submission of Request to Add/Change/Drop/Withdraw Subjects (College of Business and Accountancy)	1	34
Application of Excuse Letter	74	196
Issuance of Good Moral Character Certificate	139	365
Processing of Shifting to Another Program	11	11
Submission of Request for Removal of Incomplete Grades	6	4
Submission of Request to Add/Change/Drop/Withdraw Subjects (College of Education)	3	37
Application of Excuse Letter	55	426
Issuance of Good Moral Character Certificate	55	194
Processing of Shifting to Another Program	15	39
Submission of Request for Removal of Incomplete Grades	3	3
Submission of Request to Add/Change/Drop/Withdraw Subjects (College of Health Sciences)	1	5
Application of Excuse Letter	138	406
Issuance of Good Moral Character Certificate	77	143
Processing of Shifting to Another Program	23	50
Submission of Request for Removal of Incomplete Grades	2	0
Submission of Request to Add/Change/Drop/Withdraw Subjects (College of Industrial Technology)	4	10
Application of Excuse Letter	481	866
Issuance of Good Moral Character Certificate	11	22
Processing of Shifting to Another Program	29	60
Submission of Request for Removal of Incomplete Grades	15	62
Submission of Request to Add/Change/Drop/Withdraw Subjects (College of Engineering and Architecture)	13	23
Application of Excuse Letter	51	301
Issuance of Good Moral Character Certificate	37	285
Processing of Shifting to Another Program	10	87
Submission of Request for Removal of Incomplete Grades	2	65
Submission of Request to Add/Change/Drop/Withdraw Subjects (College of Information and Communications Technology)	1	52
Application of Excuse Letter	254	357
Issuance of Good Moral Character Certificate	61	119
Processing of Shifting to Another Program	61	63
Submission of Request for Removal of Incomplete Grades	202	303
Submission of Request to Add/Change/Drop/Withdraw Subjects	12	52
Enrolment Procedures	184	558
Issuance of Certifications (Enrolment, Class Ranking, Good Moral, and Medium of Instruction)	30	53
Processing of Request for Document Authentication	1	6
Processing of Request for Form 137 (Student's Permanent Record)	24	24
Registration and Admission Procedures for Incoming Students (Entry Level)	89	288
Processing of Request of Diploma (2nd Copy)	1	1
Processing of Request of Form 138/Report Card (2nd Copy) (College of Law)	1	0
Application of Excuse Letter	21	61
Submission of Request for Removal of Incomplete Grades	0	0
Submission of Request to Add/Change/Drop/Withdraw Subjects (Graduate School)	8	9
Application of Excuse Letter	0	0
Submission of Request for Removal of Incomplete Grades	0	0
Submission of Request to Add/Change/Drop/Withdraw Subjects	9	16
Consultancy/Assistance in the Conduct of Researches	129	129
Acts on Requests for Records/Documents of Research Activities	0	0
Processing of Request for Extension Services	13	24
TOTAL	12,031	116,118



Internal Services	Responses	Total Transactions
Processing of Request for Board Resolution/Excerpt/Minutes/Attachments	32	72
Processing of Request for Digital Visual Materials and Tarpaulin Layout	27	70
Processing of Request for Event Coverage	49	112
Processing of Request for Information Made Through the Official Social Media Accounts of the University	4	27
Processing of Request for Information Unit Materials	5	28
Processing of Request for Posting/Uploading to Social Media and Official Portal	38	66
Request for inclusion in the "Announcement"	3	13
Processing of Request for Technical Assistance	237	605
Processing of Request for Technical Assistance	106	131
Processing of Identification Cards (IDs)	145	372
Claiming of Identification Cards (IDs)	144	371
Processing of Lost Identification Cards (IDs)	66	93
Processing of Re-Issuance of Identification Cards (IDs) due to Damage or Data Change	165	354
GAD Related Complaints/ Cases	0	0
Lactation Service	0	0
Issuance of Certificate/Affidavit of No Pending Administrative Case	33	40
Processing of Request for Forman Written Legal Advice and Opinion	44	47
Document Drafting and/or Review	113	119
Legal Advisory and Counseling Services to Walk-in Client	2	2
Request for Use of Accreditation Room	51	57
Issuance of Certification for Contributions and Loan Remittances	1	12
Issuance of Certification for PhilHealth Contributions and Claims	0	0
Collection of Payment and Issuance of Official Receipt	14	8,454
Disbursement of Cash	63	886
Disbursement of Check	15	127
Disbursement of Petty Cash	37	743
Registration and Control of Documented Information	74	199
Request for Documented Information	8	18
Revision of Controlled Documented Information	27	105
Request for Fabrication	6	45
Request for Installation of Tarpaulin	9	16
Request for Repair and Maintenance	241	900
Consultation and Treatment of Minor Ailment/Follow -Up	228	503
Dental Consultation/Dental Curative Services/Dental Follow-Up	107	207
Examination of Physical Fitness and Issuance of Medical Certificate	239	1,228
Oral Screening	12	35
Promotion of Oral Health/Specific Protection and Counseling Certificate	8	42
Referral of Dental Care	0	10
Referral of Medical Cases	1	6
Issuance of Certified Copy of Document from 201 Files	9	105
Issuance of Personnel Records	65	636
Request for Transportation Services	172	955
Request for a Copy of Document/s	50	91
Request for Authentication of Documents	364	468
Issuance of Vehicle Gate Pass	31	949
Request for the Issuance of Office, IT, Janitorial, Electrical and Hardware Supplies and Materials	32	212
Issuance of Library Card to Faculty (Part-Time and Contract of Service)	13	4



Processing of Request for Use of Facilities (Little Theater, Discussion Room)	8	17
Processing of Request for Bookbinding Service	2	212
Circulation Service for CatSU Faculty (Permanent, Contract of Service, Part Time)	6	714
Consultancy/Assistance in the Conduct of Researches	8	5
Acts on Requests for Records/Documents of Research Activities	29	20
Application for Reservation for the Utilization of the Extension Services Training Hall	12	35
TOTAL	3,155	20,538
OVERALL TOTAL MAIN CAMPUS	15,186	136,656

Panganiban Campus

External Services	Responses	Total Transactions
Issuance of Certificate of Appearance	118	55
Conducting College Entrance Examination	54	269
Issuance of Certificate of Good Moral Character	74	127
Provision of Counseling to Students (Non-referred Cases/Walk-in Counselees)	0	0
Provision of Counseling to Students (Referred Cases from the Faculty members, Staff, or Students)	1	10
Processing of Enrolment and Registration	4	2,311
Issuance of Certification, Authentication, and Verification (CAV) for DFA Purpose	47	535
Issuance and Re-issuance of Student Credentials and Certifications	139	1,745
Verification and Adjustment of Student Fees/ Account Balance	198	191
Collection of Payment and Issuance of Official Receipt	71	68
Disbursement of Cash	314	513
Disbursement of Check	21	57
Issuance of Certified Copy of Document from 201 Files	5	0
Preparation and Issuance of Personnel Records	7	13
Processing of Request for Employment Verification	2	0
Receipt of Delivered Supplies, Materials, and Equipment	39	13
Disposal of Unserviceable Properties	0	0
Consultation and Physical Examination	135	100
Consultation and Treatment for Dental Care	12	34
Dental Curative Service	3	0
Promotion of Oral Health, Specific Protection, and Counseling	3	7
Treatment of Minor Wounds and Minor Ailment	8	29
Circulation Services	4	18
Issuance of Library Card to Freshmen and Transferees	0	0
Online Database Service Access	0	0
Replacement of Lost/Damaged Library Card	0	0
Retrieval and Validation of Library Card	0	0
Signing of Students Clearance	67	154
(Agriculture Department)		
Application of Excuse Letter	336	460
Posting Summary of Subjects Taken and Tentative Enrolment Form of BS Agriculture Enrollee	463	436
Processing of Shifting to another Program	0	0
Submission of Request for Removal of Incomplete Grades	0	0
Submission of Request to Add/Change/Drop/Withdraw Subjects	0	0
(Education Department)		
Application of Excuse Letter	128	226
Posting Summary of Subjects Taken and Tentative Enrolment Form of BS Agriculture Enrollee	198	285



Processing of Shifting to another Program	0	0
Submission of Request for Removal of Incomplete Grades	0	0
Submission of Request to Add/Change/Drop/Withdraw Subjects	0	0
TOTAL	2,451	7,656
Internal Services	Responses	Total Transactions
Issuance of Travel Order	269	347
Collection of Payment and Issuance of Official Receipt	347	710
Disbursement of Cash	173	217
Disbursement of Check	43	61
Preparation and Issuance of Personnel Records	39	39
Issuance of Certified Copy of Document from 201 Files	36	26
Receipt of Delivered Supplies, Materials, and Equipment*	192	233
Returning of Unserviceable Properties	6	9
Providing Maintenance Works	104	125
Processing of Request for Authentication of Documents	24	24
Processing of Request for Retrieval of Documents	69	76
Consultation and Physical Examination	182	247
Consultation and Treatment for Dental Care	20	34
Dental Curative Service	15	4
Promotion of Oral Health, Specific Protection, and Counseling	10	11
Treatment of Minor Wounds and Minor Ailment	20	85
Providing Technical Support	109	110
TOTAL	1,658	2,358
OVERALL TOTAL PANGANIBAN CAMPUS	4,109	10,014

The following services had no clients in CY 2025:

Main Campus

Internal Services
1. GAD Related Complaints/ Cases
2. Lactation Service
3. Issuance of Certification for PhilHealth Contributions and Claims

External Services
1. Request for inclusion in the "Announcement"
2. GAD Related Complaints/ Cases
3. Submission of Request for Removal of Incomplete Grades (College of Law)
4. Application of Excuse Letter (Graduate School)
5. Submission of Request for Removal of Incomplete Grades (Graduate School)
6. Acts on Requests for Records/Documents of Research Activities

Panganiban Campus

External Services
1. Provision of Counseling to Students (Non-referred Cases/Walk-in Counselees)
2. Disposal of Unserviceable Properties
3. Issuance of Library Card to Freshmen and Transferees
4. Online Database Service Access
5. Replacement of Lost/Damaged Library Card
6. Retrieval and Validation of Library Card
7. Processing of Shifting to another Program (Agriculture Department)
8. Submission of Request for Removal of Incomplete Grades (Agriculture Department)
9. Submission of Request to Add/Change/Drop/Withdraw Subjects (Agriculture Department)
10. Processing of Shifting to another Program (Education Department)
11. Submission of Request for Removal of Incomplete Grades (Education Department)
12. Submission of Request to Add/Change/Drop/Withdraw Subjects (Education Department)



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

Campus	Responses	Total Transactions
Main Campus	15,186	136,656
Panganiban Campus	4,109	10,014
TOTAL	19,295	146,670

In aggregate, **19, 295** responses were gathered for the 146, 670 total transactions. This resulted in **13.16%** response rate for 2025, which shows significant improvement from the 8.92% last 2024.

However, this does not include the responses with no specified service availed. There were 7,331 responses for Main Campus, and 1,158 for Panganiban Campus. Additional measures were taken to track the specific service availed and meet the minimum sample size requirement for 2026.

III. Methodology

A. Mode of Survey Implementation

The survey was implemented using printed survey forms and online survey using the CatSU Client Satisfaction Measurement System (CSMS) which is an in-house web application developed to digitalize the Client Satisfaction Survey. It is accessible through a desktop in the offices, QR Code, and survey link sent via email.

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 five (5) 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 are collected within five (5) working days after the month ends. For the online survey, offices were given log in credentials for the web application and the QR Codes were posted on the transaction windows and conspicuous places in their offices. Results of the CSS were consolidated and processed using the CSMS ten (10) working days after the semester/rating period ends.

The results are generated by the system and reviewed by the assigned personnel. 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) working days 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/rating period, the CatSU-WI-QAU-03 or the Client Satisfaction Survey Process and the CatSU-WI-QAU-02 or the Handling Customer Complaints Work Instructions shall apply, whichever is appropriate.

The survey results will be forwarded to the SUC President III for notation and signature. The ISO Chairperson will also be furnished a copy for information three (3) working days after the review. Afterwards, units will be given their Client Satisfaction rating.

C. Scoring System

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 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

Main Campus

D1. Age and D2. Sex	External	Internal	Overall
1. 19 or lower	37%	11%	30%
2. 20-34	52%	50%	51%
3. 35-49	3%	15%	6%
4. 50-64	1%	5%	2%
5. 65 or higher	0%	0%	0%
6. Did not specify	8%	19%	11%
1. Male	43%	39%	42%
2. Female	54%	54%	54%
3. Did not specify	3%	6%	4%

D3. Region	External	Internal	Overall
1. Region V	84%	64%	78%
2. Did not specify	16%	36%	22%

In the Main Campus, the largest proportion of clients (51%) belonged to the 20-34 age group, followed by those aged 19 or lower at 30%, which reflects the university's predominantly student population. In terms of gender distribution, female clients (54%) outnumbered male clients (42%). Additionally, most survey respondents were residents of Region V (78%). However, some clients did not specify their region.



Customer Type	External	Internal	Percentage
D4. Citizen	87%	37%	73%
D4. Business	1%	0%	1%
D4. Government	3%	46%	15%
Did not specify	10%	17%	11%

Majority (73%) of the clients were Citizens. This consists mostly of students, alumni, and the general public (external). The next largest clientele is Government (15%). Only 1% of clients were under the Business category.

Panganiban campus

D1. Age and D2. Sex	External	Internal	Overall
1. 19 or lower	24%	9%	18%
2. 20-34	68%	52%	61%
3. 35-49	3%	23%	12%
4. 50-64	1%	10%	5%
5. 65 or higher	0%	0%	0%
6. Did not specify	3%	5%	4%
1. Male	45%	43%	44%
2. Female	51%	56%	53%
3. Did not specify	4%	2%	3%

D3. Region	External	Internal	Overall
1. Region V	89%	90%	89%
2. Did not specify	1%	10%	11%

In Panganiban Campus, the largest proportion of clients (61%) also belonged to the 20-34 age group, followed by those aged 19 or lower at 18%, which reflects the university's predominantly student population. In terms of gender distribution, female clients (53%) outnumbered male clients (44%). Additionally, most survey respondents were residents of Region V (89%). However, some clients did not specify their region.

Customer Type	External	Internal	Percentage
D4. Citizen	86%	36%	63%
D4. Business	0%	0%	0%
D4. Government	12%	61%	34%
Did not specify	2%	3%	2%

Majority (63%) of the clients in Panganiban Campus were also from the citizen group. The next largest clientele is Government (34%), which may be internal or external. A very small percentage of clients were under the Business category.



B. Citizen's Charter results

Main Campus

Majority of clients (88%) reported being aware of the CC and indicated that they saw it in the offices they visited. In addition, 69% stated that the CC was easy to locate. Very few noted that it was not visible at all, suggesting improved visibility of the CC in 2025. Moreover, 71% of clients found the CC to be very helpful during their transactions, while only 1 % indicated that it was not helpful. Overall, the findings show that the CC is both visible and beneficial to most clients served at the 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.	19374	88%
2. I know what a CC is but I did not see this office's CC.	714	3%
3. I learned of the CC only when I saw this office's CC.	1013	5%
4. I do not know what a CC is and I did not see this office's CC.	813	4%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	18709	69%
2. Somewhat easy to see	1927	7%
3. Difficult to see	270	1%
4. Not visible at all	78	0%
N/A	6232	23%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	19669	71%
2. Somewhat helped	1270	5%
3. Did not help	142	1%
N/A	6692	24%

Panganiban Campus

Majority of clients (91.00%) were aware of the CC and saw it in the offices they visited. Furthermore, the CC was easy to see for 86% of the clients. Majority of the clients (86%) 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.

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.	6023	91%
2. I know what a CC is but I did not see this office's CC.	113	2%
3. I learned of the CC only when I saw this office's CC.	393	6%
4. I do not know what a CC is and I did not see this office's CC.	66	1%
CC2. If aware of CC, would you say that the CC of this office was...?		



1. Easy to see	6098	86%
2. Somewhat easy to see	384	5%
3. Difficult to see	31	0%
4. Not visible at all	20	0%
N/A	635	9%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6195	86%
2. Somewhat helped	330	5%
3. Did not help	7	0%
N/A	688	9%

C. Service Quality Dimension results

Internal Services – Main Campus

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Answer	Total Responses	Overall
SQD0	4,953	250	9	0	1	4	41	5,258	99.81%

Main Campus obtained an outstanding overall results for the SQD0 (Internal) with a 99.81% rating. This means that internal clients are generally satisfied with the services provided by CatSU Main campus.

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Answer	Total Responses	Overall
Responsiveness	4,739	327	38	9	3	92	50	5,258	99.02%
Reliability	4,883	335	11	1	3	18	7	5,258	99.71%
Access and Facilities	3,242	274	29	3	9	1,526	175	5,258	98.85%
Communication	4,737	364	37	2	2	62	54	5,258	99.20%
Costs	610	119	10	7	18	3,958	536	5,258	95.42%
Integrity	4,893	301	18	2	0	18	26	5,258	99.62%
Assurance	4,932	300	10	1	1	6	8	5,258	99.77%
Outcome	4,916	297	24	2	0	10	9	5,258	99.50%
Overall	32,952	2,317	177	27	36	5,690	865	42,064	99.32%

Outstanding results were also obtained for SQD1-8. This indicates that clients are satisfied with the responsiveness (99.02%), reliability (99.71%), access and facilities (98.85%), communication (99.20%), costs (95.42%), integrity (99.62%), assurance (99.77%), and outcome (99.50%) relative to their transaction with the university's offices.

External Services – Main Campus

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Answer	Total Responses	Overall
SQD0	19,167	1,786	59	7	22	5	86	21,132	99.58%

Main Campus obtained an outstanding overall results for the SQD0 (External) with 99.58% rating. This reflects the overall satisfaction of external clients with the services provided by CatSU Main campus.



Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Answer	Total Responses	Overall
Responsiveness	18,279	2,386	199	48	25	105	90	21,132	98.70%
Reliability	18,612	2,351	72	6	7	16	68	21,132	99.60%
Access and Facilities	10,446	1,941	167	28	18	8,296	236	21,132	98.31%
Communication	18,338	2,237	210	14	12	140	181	21,132	98.87%
Costs	3,733	1,067	144	37	70	15,310	771	21,132	95.03%
Integrity	18,940	1,891	126	20	13	43	99	21,132	99.24%
Assurance	19,037	1,900	84	11	13	21	66	21,132	99.49%
Outcome	18,541	2,262	136	14	13	67	99	21,132	99.22%
Overall	125,926	16,035	1,138	178	171	23,998	1,610	169,056	98.96%

Outstanding results were also obtained for SQD1-8. This indicates that external clients are satisfied with the responsiveness (98.70%), reliability (99.60%), access and facilities (98.31%), communication (98.87%), costs (95.03%), integrity (99.24%), assurance (99.49%), and outcome (99.22%) relative to their transaction with the university's offices.

Internal Services – Panganiban Campus

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Answer	Total Responses	Overall
SQD0	3,840	456	6	4	2	0	31	4,339	99.72%

Panganiban Campus obtained an outstanding overall results for the SQD0 (Internal) with 99.72% rating. This means that internal clients are generally satisfied with the services provided by CatSU Panganiban campus.

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Answer	Total Responses	Overall
Responsiveness	3,726	537	38	12	2	12	12	4,339	98.79%
Reliability	3,754	539	24	8	0	0	14	4,339	99.26%
Access and Facilities	3,450	706	26	4	4	129	20	4,339	99.19%
Communication	3,522	739	30	14	0	2	32	4,339	98.98%
Costs	740	58	4	0	9	3,452	76	4,339	98.40%
Integrity	3,797	473	37	4	6	0	22	4,339	98.91%
Assurance	3,729	546	30	12	2	8	12	4,339	98.98%
Outcome	3,655	615	38	8	2	3	18	4,339	98.89%
Overall	26,373	4,213	227	62	25	3,606	206	34,712	98.98%

Outstanding results were also obtained for SQD1-8. This indicates that clients are satisfied with the responsiveness (98.79%), reliability (99.26%), access and facilities (99.19%), communication (98.98%), costs (98.40%), integrity (98.91%), assurance (98.98%), and outcome (98.89%) relative to their transaction with the university's offices.



External Services – Panganiban Campus

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Answer	Total Responses	Overall
SQD0	4,026	995	3	1	2	13	19	5,059	99.88%

Panganiban Campus obtained an outstanding overall results for the SQD0 (External) with 99.88% rating. This reflects the overall satisfaction of external clients with the services provided by CatSU Panganiban campus.

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Answer	Total Responses	Overall
Responsiveness	3,836	1,146	20	9	2	22	24	5,059	99.38%
Reliability	3,922	1,110	2	0	0	3	22	5,059	99.96%
Access and Facilities	2,638	1,208	25	8	0	1,151	29	5,059	99.15%
Communication	3,676	1,300	25	0	1	13	44	5,059	99.48%
Costs	349	192	11	13	6	4,335	153	5,059	94.75%
Integrity	3,985	1,021	9	8	2	10	24	5,059	99.62%
Assurance	3,906	1,094	2	4	0	34	19	5,059	99.88%
Outcome	3,840	1,179	6	3	0	12	19	5,059	99.82%
Overall	26,152	8,250	100	45	11	5,580	334	40,472	99.55%

Outstanding results were also obtained for SQD1-8. This indicates that external clients are satisfied with the responsiveness (99.38%), reliability (99.96%), access and facilities (99.15%), communication (99.48%), costs (94.75%), integrity (99.62%), assurance (99.88%), and outcome (99.82%) relative to their transaction with the university's offices.

These results demonstrate that CatSU upholds the highest standards in ensuring customer satisfaction and compliance with the Anti-Red Tape Act of 2007.

D. Overall score per service

Main Campus

External Services	Overall Rating
ISSUANCE OF CERTIFICATE OF APPEARANCE	97.7%
PROCESSING OF REQUEST FOR DIGITAL VISUAL MATERIALS AND TARPAULIN LAYOUT	100%
PROCESSING OF REQUEST FOR EVENT COVERAGE	100%
PROCESSING OF REQUEST FOR INFORMATION MADE THROUGH THE OFFICIAL SOCIAL MEDIA ACCOUNTS OF THE UNIVERSITY	100%
PROCESSING OF REQUEST FOR INFORMATION UNIT MATERIALS	100%
PROCESSING OF REQUEST FOR POSTING/UPLOADING TO SOCIAL MEDIA AND OFFICIAL PORTAL	100%
PROCESSING OF REQUEST FOR INCLUSION IN THE "ANNOUNCEMENT"	-
PROCESSING OF REQUEST FOR TECHNICAL ASSISTANCE	100%
APPLICATION FOR FEDERATED ALUMNI ASSOCIATION IDENTIFICATION CARD	99.16%
PROCESSING OF IDENTIFICATION CARDS (IDS)	98.56%
CLAIMING OF IDENTIFICATION CARDS (IDS)	95.7%
PROCESSING OF LOST IDENTIFICATION CARDS (IDS)	98.81%
PROCESSING OF RE-ISSUANCE OF IDENTIFICATION CARDS (IDS) DUE TO DAMAGE OR DATA CHANGE	98.12%
AVAILMENT OF PREGNANT STUDENTS EXEMPTION OPTION FROM ON-SITE CLASSES	100%



GAD RELATED COMPLAINTS/CASES	-
LACTATION SERVICE	100%
LEGAL ADVISORY AND COUNSELING SERVICES TO WALK-IN CLIENTS	100%
REQUEST FOR USE OF ACCREDITATION ROOM	100%
COLLECTION OF PAYMENT AND ISSUANCE OF OFFICIAL RECEIPT	94.22%
DISBURSEMENT OF CASH	99.21%
DISBURSEMENT OF CHECK	99.63%
REQUEST FOR INSTALLATION OF TARPAULIN	100%
CONSULTATION AND TREATMENT OF MINOR AILMENT/FOLLOW-UP	100%
DENTAL CONSULTATION/DENTAL CURATIVE SERVICES/DENTAL FOLLOW-UP	99.92%
EXAMINATION OF PHYSICAL FITNESS AND ISSUANCE OF MEDICAL CERTIFICATE	99.98%
ORAL SCREENING	100%
PROMOTION OF ORAL HEALTH / SPECIFIC PROTECTION AND COUNSELLING	99.94%
REFERRAL OF DENTAL CARE	-
REFERRAL OF MEDICAL CASES	100%
ISSUANCE OF CERTIFIED COPY OF DOCUMENT FROM 201 FILES	100%
ISSUANCE OF PERSONNEL RECORDS	100%
PROCESSING OF REQUEST FOR EMPLOYMENT VERIFICATION	100%
SALE OF BIDDING DOCUMENTS	100%
ISSUANCE OF VEHICLE GATE PASS	100%
APPLICATION FOR COLLEGE ENTRANCE EXAMINATION	94.25%
CONDUCT OF COLLEGE ENTRANCE EXAMINATION	89.96%
PROVISION OF CAREER GUIDANCE SERVICE	-
PROVISION OF INFORMATION AND ORIENTATION SERVICE	97.73%
PSYCHOLOGICAL TEST ADMINISTRATION	100%
AUTHENTICATION OF STUDENT CREDENTIALS	98.77%
ENROLMENT AND REGISTRATION PROCESS FOR UNDERGRADUATE (INCOMING, CONTINUING AND TRANSFEREE) STUDENTS	93.26%
ENROLMENT AND REGISTRATION PROCESS FOR GRADUATE (INCOMING, CONTINUING AND TRANSFEREE) STUDENTS	100%
ISSUANCE OF CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV) FOR DFA PURPOSES	99.8%
ISSUANCE/RE-ISSUANCE OF STUDENT CREDENTIALS AND CERTIFICATIONS CLEARANCE	99.68%
ISSUANCE OF CERTIFICATE OF GRADES	99.35%
VALIDATION OF STUDENT ID	98.37%
APPLICATION TO CONDUCT OFF-CAMPUS STUDENT ACTIVITIES	98.82%
RECOGNITION OF STUDENT ORGANIZATIONS AND STUDENT PUBLICATIONS	100%
CIRCULATION SERVICE FOR CATSU STUDENTS, CATSU ALUMNI, AND NON-CATSU USERS	99.33%
ISSUANCE/RE-ISSUANCE OF LIBRARY CARDS TO STUDENTS	96.75%
VALIDATION OF LIBRARY CARD	98.3%
REGISTRATION OF LIBRARY ACCESS	98.61%
PROCESSING OF REQUEST FOR USE OF FACILITY (LITTLE THEATER) (COLLEGE OF AGRICULTURE AND FISHERIES)	100%
APPLICATION OF EXCUSE LETTER	100%
ISSUANCE OF GOOD MORAL CHARACTER CERTIFICATE	100%
PROCESSING OF SHIFTING TO ANOTHER PROGRAM	100%
SUBMISSION OF REQUEST FOR REMOVAL OF INCOMPLETE GRADES	-
SUBMISSION OF REQUEST TO ADD/CHANGE/DROP/WITHDRAW SUBJECTS (COLLEGE OF HUMANITIES AND SOCIAL SCIENCES)	-
APPLICATION OF EXCUSE LETTER	98.63%
ISSUANCE OF GOOD MORAL CHARACTER CERTIFICATE	99.84%
PROCESSING OF SHIFTING TO ANOTHER PROGRAM	100%
SUBMISSION OF REQUEST FOR REMOVAL OF INCOMPLETE GRADES	100%
SUBMISSION OF REQUEST TO ADD/CHANGE/DROP/WITHDRAW SUBJECTS (COLLEGE OF SCIENCE)	100%
APPLICATION OF EXCUSE LETTER	98%
ISSUANCE OF GOOD MORAL CHARACTER CERTIFICATE	98.79%
PROCESSING OF SHIFTING TO ANOTHER PROGRAM	94.59%



SUBMISSION OF REQUEST FOR REMOVAL OF INCOMPLETE GRADES	100%
SUBMISSION OF REQUEST TO ADD/CHANGE/DROP/WITHDRAW SUBJECTS (COLLEGE OF BUSINESS AND ACCOUNTANCY)	-
APPLICATION OF EXCUSE LETTER	96.7%
ISSUANCE OF GOOD MORAL CHARACTER CERTIFICATE	99.78%
PROCESSING OF SHIFTING TO ANOTHER PROGRAM	100%
SUBMISSION OF REQUEST FOR REMOVAL OF INCOMPLETE GRADES	100%
SUBMISSION OF REQUEST TO ADD/CHANGE/DROP/WITHDRAW SUBJECTS (COLLEGE OF EDUCATION)	70.37%
APPLICATION OF EXCUSE LETTER	99.05%
ISSUANCE OF GOOD MORAL CHARACTER CERTIFICATE	99.78%
PROCESSING OF SHIFTING TO ANOTHER PROGRAM	100%
SUBMISSION OF REQUEST FOR REMOVAL OF INCOMPLETE GRADES	100%
SUBMISSION OF REQUEST TO ADD/CHANGE/DROP/WITHDRAW SUBJECTS (COLLEGE OF HEALTH SCIENCES)	100%
APPLICATION OF EXCUSE LETTER	95.75%
ISSUANCE OF GOOD MORAL CHARACTER CERTIFICATE	97.17%
PROCESSING OF SHIFTING TO ANOTHER PROGRAM	94.19%
SUBMISSION OF REQUEST FOR REMOVAL OF INCOMPLETE GRADES	100%
SUBMISSION OF REQUEST TO ADD/CHANGE/DROP/WITHDRAW SUBJECTS (COLLEGE OF INDUSTRIAL TECHNOLOGY)	96.77%
APPLICATION OF EXCUSE LETTER	95.35%
ISSUANCE OF GOOD MORAL CHARACTER CERTIFICATE	98.59%
PROCESSING OF SHIFTING TO ANOTHER PROGRAM	94.25%
SUBMISSION OF REQUEST FOR REMOVAL OF INCOMPLETE GRADES	92.69%
SUBMISSION OF REQUEST TO ADD/CHANGE/DROP/WITHDRAW SUBJECTS (COLLEGE OF ENGINEERING AND ARCHITECTURE)	100%
APPLICATION OF EXCUSE LETTER	98.09%
ISSUANCE OF GOOD MORAL CHARACTER CERTIFICATE	99.14%
PROCESSING OF SHIFTING TO ANOTHER PROGRAM	98.47%
SUBMISSION OF REQUEST FOR REMOVAL OF INCOMPLETE GRADES	100%
SUBMISSION OF REQUEST TO ADD/CHANGE/DROP/WITHDRAW SUBJECTS (COLLEGE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY)	96.15%
APPLICATION OF EXCUSE LETTER	96.66%
ISSUANCE OF GOOD MORAL CHARACTER CERTIFICATE	99.52%
PROCESSING OF SHIFTING TO ANOTHER PROGRAM	99.19%
SUBMISSION OF REQUEST FOR REMOVAL OF INCOMPLETE GRADES	99.77%
SUBMISSION OF REQUEST TO ADD/CHANGE/DROP/WITHDRAW SUBJECTS	100%
ENROLMENT PROCEDURES	100%
ISSUANCE OF CERTIFICATIONS (ENROLMENT, CLASS RANKING, GOOD MORAL, AND MEDIUM OF INSTRUCTION)	-
PROCESSING OF REQUEST FOR DOCUMENT AUTHENTICATION	100%
PROCESSING OF REQUEST FOR FORM 137 (STUDENT'S PERMANENT RECORD)	99.56%
REGISTRATION AND ADMISSION PROCEDURES FOR INCOMING STUDENTS (ENTRY LEVEL)	100%
PROCESSING OF REQUEST OF REQUEST OF DIPLOMA (2ND COPY)	100%
PROCESSING OF REQUEST OF FORM 138/REPORT CARD (2ND COPY) (COLLEGE OF LAW)	100%
APPLICATION OF EXCUSE LETTER	100%
SUBMISSION OF REQUEST FOR REMOVAL OF INCOMPLETE GRADES	-
SUBMISSION OF REQUEST TO ADD/CHANGE/DROP/WITHDRAW SUBJECTS (GRADUATE SCHOOL)	100%
APPLICATION OF EXCUSE LETTER	-
SUBMISSION OF REQUEST FOR REMOVAL OF INCOMPLETE GRADES	-
SUBMISSION OF REQUEST TO ADD/CHANGE/DROP/WITHDRAW SUBJECTS	100%
CONSULTANCY/ASSISTANCE IN THE CONDUCT OF RESEARCHES	100%
ACTS ON REQUESTS FOR RECORDS/DOCUMENTS OF RESEARCH ACTIVITIES	-
PROCESSING OF REQUEST FOR EXTENSION SERVICES	-
External Service Total	98.79%



Internal Services	
PROCESSING OF REQUEST FOR BOARD RESOLUTION EXCERPT/MINUTES/ATTACHMENTS	100%
PROCESSING OF REQUEST FOR DIGITAL VISUAL MATERIALS AND TARPAULIN LAYOUT	100%
PROCESSING OF REQUEST FOR EVENT COVERAGE	99.8%
PROCESSING OF REQUEST FOR INFORMATION MADE THROUGH THE OFFICIAL SOCIAL MEDIA ACCOUNTS OF THE UNIVERSITY	100%
PROCESSING OF REQUEST FOR INFORMATION UNIT MATERIALS	100%
PROCESSING OF REQUEST FOR POSTING/UPLOADING TO SOCIAL MEDIA AND OFFICIAL PORTAL	100%
PROCESSING OF REQUEST FOR INCLUSION IN THE "ANNOUNCEMENT"	100%
PROCESSING OF REQUEST FOR TECHNICAL ASSISTANCE	99.73%
PROCESSING OF REQUEST FOR TECHNICAL ASSISTANCE	99.73%
PROCESSING OF IDENTIFICATION CARDS (IDS)	97.44%
CLAIMING OF IDENTIFICATION CARDS (IDS)	95.91%
PROCESSING OF LOST IDENTIFICATION CARDS (IDS)	100%
PROCESSING OF RE-ISSUANCE OF IDENTIFICATION CARDS (IDS) DUE TO DAMAGE OR DATA CHANGE	100%
GAD RELATED COMPLAINTS/CASES	-
LACTATION SERVICE	-
ISSUANCE OF CERTIFICATE/AFFIDAVIT OF NO PENDING ADMINISTRATIVE CASE	100%
REQUEST FOR USE OF ACCREDITATION ROOM	100%
ISSUANCE OF CERTIFICATION FOR CONTRIBUTIONS AND LOAN REMITTANCES	100%
ISSUANCE OF CERTIFICATION FOR PHILHEALTH CONTRIBUTIONS AND CLAIMS	-
COLLECTION OF PAYMENT AND ISSUANCE OF OFFICIAL RECEIPT	95.8%
DISBURSEMENT OF CASH	99.73%
DISBURSEMENT OF CHECK	100%
DISBURSEMENT OF PETTY CASH	99.67%
REGISTRATION AND CONTROL OF DOCUMENTED INFORMATION	100%
REQUEST FOR DOCUMENTED INFORMATION	100%
REVISION OF CONTROLLED DOCUMENTED INFORMATION	100%
REQUEST FOR FABRICATION	100%
REQUEST FOR INSTALLATION OF TARPAULIN	100%
REQUEST FOR REPAIR AND MAINTENANCE	99.07%
CONSULTATION AND TREATMENT OF MINOR AILMENT/FOLLOW-UP	99.94%
DENTAL CONSULTATION/DENTAL CURATIVE SERVICES/DENTAL FOLLOW-UP	100%
EXAMINATION OF PHYSICAL FITNESS AND ISSUANCE OF MEDICAL CERTIFICATE	99.95%
ORAL SCREENING	100%
PROMOTION OF ORAL HEALTH / SPECIFIC PROTECTION AND COUNSELLING	100%
REFERRAL OF DENTAL CARE	-
REFERRAL OF MEDICAL CASES	100%
ISSUANCE OF CERTIFIED COPY OF DOCUMENT FROM 201 FILES	100%
ISSUANCE OF PERSONNEL RECORDS	100%
REQUEST FOR TRANSPORTATION SERVICES	99.7%
REQUEST FOR A COPY OF DOCUMENT/S	100%
REQUEST FOR AUTHENTICATION OF DOCUMENTS	99.82%
ISSUANCE OF VEHICLE GATE PASS	100%
REQUEST FOR THE ISSUANCE OF OFFICE, IT, JANITORIAL, ELECTRICAL AND HARDWARE SUPPLIES AND MATERIALS	99.58%
CIRCULATION SERVICE FOR CATSU FACULTY (PERMANENT, CONTRACT OF SERVICE, PART-TIME)	100%
ISSUANCE OF LIBRARY CARD TO FACULTY (PART-TIME AND CONTRACT OF SERVICE)	95.24%
PROCESSING OF REQUEST FOR BOOKBINDING SERVICE	100%
PROCESSING OF REQUEST FOR USE OF FACILITIES (LITTLE THEATER, DISCUSSION ROOM)	100%
CONSULTANCY/ASSISTANCE IN THE CONDUCT OF RESEARCHES	100%



ACTS ON REQUESTS FOR RECORDS/DOCUMENTS OF RESEARCH ACTIVITIES	-
PROCESSING OF APPLICATION FOR RESERVATION FOR THE UTILIZATION OF THE EXTENSION SERVICES TRAINING HALL	100%
Internal Service Total	99.55%
OVERALL TOTAL	99.17%

Most external services received an outstanding rating, obtaining an average of 98.79%. Meanwhile, internal services were rated 99.55%. The overall rating for both internal and external services is **99.17%**. This rating indicates that a significant percentage of internal and external clients are satisfied with the university's services in the Main Campus.

Panganiban Campus

External Services	Overall Rating
ISSUANCE OF CERTIFICATE OF APPEARANCE	-
CONDUCTING COLLEGE ENTRANCE EXAMINATION	-
ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER	-
PROVISION COUNSELING TO STUDENTS (NON-REFERRED CASES/ WALK-IN COUNSELEES)	-
PROVISION COUNSELING TO STUDENTS (REFERRED CASES FROM THE FACULTY MEMBERS, STAFF, OR STUDENTS)	-
PROCESSING OF ENROLLMENT AND REGISTRATION	100%
ISSUANCE OF CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV) FOR DFA PURPOSES	98.23%
ISSUANCE/RE-ISSUANCE OF STUDENT CREDENTIALS AND CERTIFICATIONS	99.92%
VERIFICATION AND ADJUSTMENT OF STUDENT FEES/ ACCOUNT BALANCE	99.81%
COLLECTION OF PAYMENT AND ISSUANCE OF OFFICIAL RECEIPT	100%
DISBURSEMENT OF CASH	100%
DISBURSEMENT OF CHECK	100%
ISSUANCE OF CERTIFIED COPY OF DOCUMENT FROM 201 FILES	100%
PREPARATION AND ISSUANCE OF PERSONNEL RECORDS	100%
PROCESSING OF REQUEST FOR EMPLOYMENT VERIFICATION	100%
RECEIPT OF DELIVERED SUPPLIES, MATERIALS, AND EQUIPMENT	100%
DISPOSAL OF UNSERVICEABLE PROPERTIES	-
CONSULTATION AND PHYSICAL EXAMINATION	100%
CONSULTATION AND TREATMENT FOR DENTAL CARE	100%
DENTAL CURATIVE SERVICE	100%
PROMOTION OF ORAL HEALTH, SPECIFIC PROTECTION AND COUNSELING	100%
TREATMENT OF MINOR WOUNDS AND MINOR AILMENTS	100%
CIRCULATION SERVICES	100%
ISSUANCE OF LIBRARY CARD TO FRESHMEN AND TRANSFEREES	-
ONLINE DATABASE SERVICE ACCESS	100%
REPLACEMENT OF LOST/DAMAGED LIBRARY CARD	-
RETRIEVAL AND VALIDATION OF LIBRARY CARD	-
SIGNING OF STUDENTS CLEARANCE (AGRICULTURE DEPARTMENT)	97.72%
APPLICATION OF EXCUSE LETTER	99.94%
POSTING SUMMARY OF SUBJECTS TAKEN AND TENTATIVE ENROLMENT FORM OF BS AGRICULTURE ENROLLEE	100%
PROCESSING OF SHIFTING TO ANOTHER PROGRAM	-
SUBMISSION OF REQUEST OF REMOVAL OF INCOMPLETE GRADES	-
SUBMISSION OF REQUEST TO ADD/CHANGE/DROP/WITHDRAW SUBJECT (EDUCATION DEPARTMENT)	-
APPLICATION OF EXCUSE LETTER	99.58%
POSTING SUMMARY OF SUBJECTS TAKEN AND TENTATIVE ENROLMENT FORM OF BEED AND BTVTD PROGRAM ENROLLEE	100%
PROCESSING OF SHIFTING TO ANOTHER PROGRAM	-
SUBMISSION OF REQUEST OF REMOVAL OF INCOMPLETE GRADES	-



SUBMISSION OF REQUEST TO ADD/CHANGE/DROP/WITHDRAW SUBJECT	-
External Service Total	99.84%
Internal Services	
ISSUANCE OF TRAVEL ORDER	-
COLLECTION OF PAYMENT AND ISSUANCE OF OFFICIAL RECEIPT	99.97%
DISBURSEMENT OF CASH	99.78%
DISBURSEMENT OF CHECK	100%
PREPARATION AND ISSUANCE OF PERSONNEL RECORDS	99.74%
ISSUANCE OF CERTIFIED COPY OF DOCUMENT FROM 201 FILES	100%
ISSUANCE OF SUPPLIES, MATERIALS AND EQUIPMENT	100%
RETURNING OF UNSERVICEABLE PROPERTIES	100%
PROVIDING MAINTENANCE WORKS	99.88%
PROCESSING OF REQUEST FOR AUTHENTICATION OF DOCUMENTS	100%
PROCESSING OF REQUEST FOR RETRIEVAL OF DOCUMENTS	100%
CONSULTATION AND PHYSICAL EXAMINATION	99.69%
CONSULTATION AND TREATMENT FOR DENTAL CARE	100%
DENTAL CURATIVE SERVICE	100%
PROMOTION OF ORAL HEALTH, SPECIFIC PROTECTION AND COUNSELING	100%
TREATMENT OF MINOR WOUNDS AND MINOR AILMENTS	100%
PROVIDING TECHNICAL SUPPORT	99.89%
Internal Service Total	99.91%
OVERALL TOTAL	99.88%

In Panganiban campus, external services garnered a high rating of 99.84% and internal services were rated 99.91%. Overall, the services were rated **99.88%**. This reflects the overall satisfaction of internal and external clients with the rendered services in Panganiban Campus.

E. Free Responses

Main and Panganiban Campus

Internal/External	Service	Comment
External	Consultancy/Assistance in the Conduct of Researches	Thank you for your service.
External	Application of Excuse Letter	The staff are friendly.
External	Issuance of Good Moral Character Certificate	Very accommodating.
External	Consultation and Treatment of Minor Ailment/Follow-Up	Fast and helpful service. Courteous staff
External	Dental Consultation/Dental Curative Services/Dental Follow-Up	Good Job!
External	Counseling to Students (Referred cases)	The service was excellent and staff were very accommodating....Thank you...
External	Application of Excuse Letter	Good Job! Keep up the good work. Thank you for your fast service
External	Issuance of Good Moral Character Certificate	Smooth transaction
External	Collection of Payment and Issuance of Official Receipt	Good day sana po huwag magiging masungit yung mga nasa cashier medyo nakakabastos po saming mga students and sana po maglalagay po kayo kung



		kailan ang cut off maraming salamat po
External	Enrolment and Registration Process for Continuing Undergraduate Students	Enrollment process must be organize for better service and faster transaction. Thank you very much!
External	Enrolment and Registration Process for Undergraduate (Incoming and Transferee) Students	VERY ACCOMODATING
External	Authentication of Student Credentials	GREAT SERVICE. THANK YOU.
Internal	Processing of Request for Event Coverage	VERY ACCOMODATING, RESPONSIVE
Internal	Processing of Request for Posting/Uploading to Social Media and Official Portal	GOOD JOB, GOOD SERVICE
Internal	Processing of Request for Digital Visual Materials and Tarpaulin Layout	We were very well accommodated by the staff. Good job!
Internal	Processing of Request for Event Coverage	Very accomodating! Keep it up!
Internal	Processing of Request for Event Coverage	HELPFUL STAFF
Internal	Processing of Request for Technical Assistance	MABABAIT MADALING LAPITAN GOOD EMPLOYEE! 😊
Internal	Processing of Request for Technical Assistance	Thank you very much for the swift response on our request.
Internal	Issuance of Vehicle Gate Pass	staff are accommodating and friendly.

Majority of the comments were positive which highlights good service and friendly staff. However, there were some comments that needed urgent action. Negative feedback pertains to disorganized processes and unprofessional attitude of some frontliners. The units were promptly informed and asked to submit a Catch Up Plan to address the client's concern. The Quality Assurance Unit also conducted verification to ensure that the unit head of the concerned office acted on the client feedback.

V. Results of the Agency Action Plan reported for FY 2025

Results of the Agency Action Plan 2025					Remarks
Objectives	Activity	Responsible Unit	Timeline	Outcome	
Improve the monitoring of feedback and data analysis using the in-house online Client Satisfaction Measurement System	Coordinate request to Information & Communications Technology Unit (ICTU) for the modifications	Quality Assurance Unit and ICTU	January-December 2025	Utilization of efficient monitoring and data analysis tools and prompt handling of feedback	Accomplished



Results of the Agency Action Plan 2025					Remarks
Objectives	Activity	Responsible Unit	Timeline	Outcome	
Improve customer waiting area for frontline offices such as the Cash Unit and Admission and Registration Services	Fast track the budget proposal and purchase requests for chairs and improve ventilation	Cash Unit, Admission and Registration Services, Procurement Unit, Finance Division	January-December 2025	Clients are satisfied with the waiting area of the frontline offices	Accomplished

VI. Continuous Agency Improvement Plan for FY 2026

Continuous Agency Improvement Plan 2026				
Objectives	Activity	Responsible Unit	Timeline	Expected Outcome
Ensure compliance with ARTA Citizen's Charter requirements	Review and update all Citizen's Charter entries (steps, fees, processing time, requirements)	CART/All service units/colleges	4 th Quarter 2026	Updated and standardized Citizen's Charter
Strengthen Feedback Mechanism	Establish centralized complaints desk & website portal	CART/All service units/colleges	January-December 2026	A fully functional, publicly accessible complaints desk and official email portal; Established a clear and organized system for receiving, handling, and resolving complaints within a set timeline.



Republic of the Philippines
CATANDUANES STATE UNIVERSITY
Virac, Catanduanes
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ANNEXES



ANNEX A. Survey Questionnaire/s Used

Survey Questionnaire



CATANDUANES STATE UNIVERSITY
 Virac, Catanduanes

ICT UNIT

HELP US SERVE YOU BETTER!

This **Client Satisfaction Measurement (CSM)** tracks the customer experience in government offices. Your feedback on your recently concluded transaction will help this office provide a better service. By filling out and submitting this form, you consent to and authorize CatSU to collect, lawfully use, and/or lawfully disclose your personal information provided in this CSM. All information and responses collected will be treated with confidentiality in accordance with the *Philippine Data Privacy Act of 2012*.

Date: _____ Sex: Male Female Age: _____ Region of residence: V-Bicol Others: (specify) _____
 Service Category: Internal (CatSU Employee) External (Student, Alumnus, etc.)
 Service Availed: Processing of Request for Technical Assistance
 Client type: Citizen (Student/Alumnus/General public) Business Government (Employee/another agency)

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 3. Difficult to see 5. N/A
 2. Somewhat easy to see 4. Not visible at all

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 2. Somewhat helped 3. Did not help 4. N/A

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

Service Quality Dimension (SQD)	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A 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. (if the service was free, mark as 'NA')						
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.						

Comments/Suggestions on how we can further improve our services (optional): Positive Negative


Contact no. (optional, for urgent concerns): _____

THANK YOU!

Control No. ICTU- _____




Online Survey




CATANDUANES STATE UNIVERSITY

How was your **experience** today?




YOUR FEEDBACK HELPS US IMPROVE!
PLEASE SCAN THE CODE AND RATE OUR SERVICE!

QUALITY ASSURANCE UNIT



For accessibility issues, contact jayr.redita@catsu.edu.ph or qa@catsu.edu.ph.



Client Satisfaction Survey
 Information and Communications Technology Unit (Information Technology Services)

Jan	Feb	Mar	Apr	May	Jun
0	0	8	9	0	0
Jul	Aug	Sep	Oct	Nov	Dec
0	0	0	0	0	0

Client Served

0

HELP US SERVE YOU BETTER!
 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.

Unit/Department/College Client

JUNE 24, 2024 08:12:35 AM

Control No.

Client Type

Citizen Business Government (Employee/Teacher/Student)

Sex






Male Female Age

Region of Residence

Service Availed

Service Quality Dimension (SQD)

INSTRUCTIONS: For SQD 0-8, please **select** on the column that best corresponds to your answer.

Service Quality Dimension (SQD)	 Strongly Agree	 Agree	 Neither Agree nor Disagree	 Disagree	 Strongly Disagree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD1. I spent a reasonable amount of time on my transaction.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD2. The office followed the transaction's requirements and steps based on the information provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD4. I easily found information about my transaction from the office or its website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Sample filled-out Survey questionnaires

CATANDUANES STATE UNIVERSITY
Virac, Catanduanes
Information Unit

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience in government offices. Your feedback on your recently concluded transaction will help this office provide a better service. By filling out and submitting this form, you consent to and authorize CatSU to collect, lawfully use, and/or lawfully disclose your personal information provided in this CSM. All information and responses collected will be treated with confidentiality in accordance with the *Philippine Data Privacy Act of 2012*.

Date: 11/16/2021 Sex: Male Female Age: 32 Region of residence: V-Bicol Others: (specify)
 Service Category: Internal (CatSU Employee) External (Student, Alumnus, etc.)
 Service Availed: Request for Event Coverage Request for Inclusion in the "Announcement"
 Client type: Citizen (Student/Alumnus/General public) Business Government (Employee/another agency)

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 3. Difficult to see 5. N/A
 2. Somewhat easy to see 4. Not visible at all

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 2. Somewhat helped 3. Did not help 4. N/A

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

Service Quality Dimension (SQD)	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A 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. (if the service was free, mark as 'NA')						✓
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.	✓					

Comments/Suggestions on how we can further improve our services (optional): Positive Negative

Contact no. (optional, for urgent concerns): _____

037



Sample filled-out Survey questionnaires

CATANDUANES STATE UNIVERSITY
 Virac, Catanduanes

Guidance, Counselling and Testing Services

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience in government offices. Your feedback on your recently concluded transaction will help this office provide a better service. By filling out and submitting this form, you consent to and authorize CatSU to collect, lawfully use, and/or lawfully disclose your personal information provided in this CSM. All information and responses collected will be treated with confidentiality in accordance with the *Philippine Data Privacy Act of 2012*.

Date: 11-5-25 Sex: Male Female Age: 26 Region of residence: V-Bicol Others: (specify)
 Service Category: Internal (CatSU Employee) External (Student, Alumnus, etc.)
 Service Availed: Application for College Entrance Examination Conduct of College Entrance Examination
 Client type: Citizen (Student/Alumnus/General public) Business Government (Employee/another agency)

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 is 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 3. Difficult to see 5. N/A
 2. Somewhat easy to see 4. Not visible at all

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 2. Somewhat helped 3. Did not help 4. N/A

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

Service Quality Dimension (SQD)	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A 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. (if the service was free, mark as 'NA')						
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.		✓				

Comments/Suggestions on how we can further improve our services (optional): Positive Negative

Contact no. (optional, for urgent concerns): _____

THANK YOU!

Control No. GCTS- 603272



ANNEX B. List of Regional and Satellite Offices

Office	Responses	Total Population
Main Campus	15,186	136,656
Panganiban Campus	4,109	10,014

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.	19374	88%
2. I know what a CC is but I did not see this office's CC.	714	3%
3. I learned of the CC only when I saw this office's CC.	1013	5%
4. I do not know what a CC is and I did not see this office's CC.	813	4%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	18709	69%
2. Somewhat easy to see	1927	7%
3. Difficult to see	270	1%
4. Not visible at all	78	0%
N/A	6232	23%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	19669	71%
2. Somewhat helped	1270	5%
3. Did not help	142	1%
N/A	6692	24%

Internal Services

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Answer	Total Responses	Overall
SQD0	4,953	250	9	0	1	4	41	5,258	99.81%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Answer	Total Responses	Overall
Responsiveness	4,739	327	38	9	3	92	50	5,258	99.02%
Reliability	4,883	335	11	1	3	18	7	5,258	99.71%
Access and Facilities	3,242	274	29	3	9	1,526	175	5,258	98.85%
Communication	4,737	364	37	2	2	62	54	5,258	99.20%
Costs	610	119	10	7	18	3,958	536	5,258	95.42%
Integrity	4,893	301	18	2	0	18	26	5,258	99.62%
Assurance	4,932	300	10	1	1	6	8	5,258	99.77%
Outcome	4,916	297	24	2	0	10	9	5,258	99.50%
Overall	32,952	2,317	177	27	36	5,690	865	42,064	99.32%

External Services

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Answer	Total Responses	Overall
SQD0	19,167	1,786	59	7	22	5	86	21,132	99.58%



Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Answer	Total Responses	Overall
Responsiveness	18,279	2,386	199	48	25	105	90	21,132	98.70%
Reliability	18,612	2,351	72	6	7	16	68	21,132	99.60%
Access and Facilities	10,446	1,941	167	28	18	8,296	236	21,132	98.31%
Communication	18,338	2,237	210	14	12	140	181	21,132	98.87%
Costs	3,733	1,067	144	37	70	15,310	771	21,132	95.03%
Integrity	18,940	1,891	126	20	13	43	99	21,132	99.24%
Assurance	19,037	1,900	84	11	13	21	66	21,132	99.49%
Outcome	18,541	2,262	136	14	13	67	99	21,132	99.22%
Overall	125,926	16,035	1,138	178	171	23,998	1,610	169,056	98.96%

External Services	Responses	Total Transactions
Issuance of Certificate of Appearance	38	34
Processing of Request for Digital Visual Materials and Tarpaulin Layout	2	1
Processing of Request for Event Coverage	2	6
Processing of Request for Information Made Through the Official Social Media Accounts of the University	2	127
Processing of Request for Information Unit Materials	0	1
Processing of Request for Posting/Uploading to Social Media and Official Portal	2	1
Request for inclusion in the "Announcement"	0	0
Processing of Request for Technical Assistance	22	24
Application for Federated Alumni Association Identification Card	391	601
Processing of Identification Cards (IDs)	261	1,920
Claiming of Identification Cards (IDs)	261	1,919
Processing of Lost Identification Cards (IDs)	118	199
Processing of Re-Issuance of Identification Cards (IDs) due to Damage or Data Change	182	384
Availment of Pregnant Students Exemption Option from On-Site Classes	11	16
GAD Related Complaints/ Cases	0	0
Lactation Service	1	1
Legal Advisory and Counseling Services to Walk-in Clients	5	3
Request for Use of Accreditation Room	10	8
Collection of Payment and Issuance of Official Receipt	41	32,493
Disbursement of Cash	70	5,100
Disbursement of Check	48	542
Request for Installation of Tarpaulin	1	2
Consultation and Treatment of Minor Ailment/Follow -Up	578	486
Dental Consultation/Dental Curative Services/Dental Follow-Up	298	261
Examination of Physical Fitness and Issuance of Medical Certificate	4,583	5,277
Oral Screening	69	70
Promotion of Oral Health/Specific Protection and Counseling Certificate	226	326
Referral of Dental Care	0	5
Referral of Medical Cases	1	9
Issuance of Certified Copy of Document from 201 Files	1	2
Issuance of Personnel Records	14	25
Processing of Request for Employment Verification	0	2
Sale of Bidding Documents	60	22
Issuance of Vehicle Gate Pass	58	451
Application for College Entrance Examination	125	3,374
Conduct of College Entrance Examination	21	4,197
Provision of Career Guidance Service	0	181
Provision of Information and Orientation Service	3	1,294
Psychological Test Administration	2	530



Authentication of Student Credentials	493	2,960
Enrolment and Registration Process for Undergraduate (Incoming, Continuing and Transferee) Students	278	27,818
Enrolment and Registration Process for Graduate School (Incoming Continuing and Transferee) Students	13	1,187
Issuance of Certification, Authentication and Verification (CAV) for DFA Purposes	107	193
Issuance/Re-Issuance of Student Credentials and Certifications Clearance	139	7,463
Issuance of Certificate of Grades	132	2,332
Validation of Student ID	355	3,721
Application to Conduct Off-Campus Student Activities	16	17
Recognition of Student Organization and Student Publications	64	64
Circulation Service for CatSU Students, CatSU Alumni and Non-CatSU Users	15	2,761
Issuance / Re-Issuance of Library Card to Students	70	595
Validation of Library Card	25	290
Registration for Library Access	13	0
Processing of Request for Use of Facility (Little Theater) (College of Agriculture and Fisheries)	3	0
Application of Excuse Letter	47	206
Issuance of Good Moral Character Certificate	35	191
Processing of Shifting to Another Program	8	62
Submission of Request for Removal of Incomplete Grades	0	14
Submission of Request to Add/Change/Drop/Withdraw Subjects (College of Humanities and Social Sciences)	0	24
Application of Excuse Letter	85	87
Issuance of Good Moral Character Certificate	136	148
Processing of Shifting to Another Program	4	4
Submission of Request for Removal of Incomplete Grades	16	32
Submission of Request to Add/Change/Drop/Withdraw Subjects (College of Science)	1	1
Application of Excuse Letter	24	86
Issuance of Good Moral Character Certificate	59	92
Processing of Shifting to Another Program	21	35
Submission of Request for Removal of Incomplete Grades	8	32
Submission of Request to Add/Change/Drop/Withdraw Subjects (College of Business and Accountancy)	1	34
Application of Excuse Letter	74	196
Issuance of Good Moral Character Certificate	139	365
Processing of Shifting to Another Program	11	11
Submission of Request for Removal of Incomplete Grades	6	4
Submission of Request to Add/Change/Drop/Withdraw Subjects (College of Education)	3	37
Application of Excuse Letter	55	426
Issuance of Good Moral Character Certificate	55	194
Processing of Shifting to Another Program	15	39
Submission of Request for Removal of Incomplete Grades	3	3
Submission of Request to Add/Change/Drop/Withdraw Subjects (College of Health Sciences)	1	5
Application of Excuse Letter	138	406
Issuance of Good Moral Character Certificate	77	143
Processing of Shifting to Another Program	23	50
Submission of Request for Removal of Incomplete Grades	2	0
Submission of Request to Add/Change/Drop/Withdraw Subjects (College of Industrial Technology)	4	10
Application of Excuse Letter	481	866
Issuance of Good Moral Character Certificate	11	22
Processing of Shifting to Another Program	29	60
Submission of Request for Removal of Incomplete Grades	15	62
Submission of Request to Add/Change/Drop/Withdraw Subjects (College of Engineering and Architecture)	13	23



Application of Excuse Letter	51	301
Issuance of Good Moral Character Certificate	37	285
Processing of Shifting to Another Program	10	87
Submission of Request for Removal of Incomplete Grades	2	65
Submission of Request to Add/Change/Drop/Withdraw Subjects (College of Information and Communications Technology)	1	52
Application of Excuse Letter	254	357
Issuance of Good Moral Character Certificate	61	119
Processing of Shifting to Another Program	61	63
Submission of Request for Removal of Incomplete Grades	202	303
Submission of Request to Add/Change/Drop/Withdraw Subjects	12	52
Enrolment Procedures	184	558
Issuance of Certifications (Enrolment, Class Ranking, Good Moral, and Medium of Instruction)	30	53
Processing of Request for Document Authentication	1	6
Processing of Request for Form 137 (Student's Permanent Record)	24	24
Registration and Admission Procedures for Incoming Students (Entry Level)	89	288
Processing of Request of Diploma (2nd Copy)	1	1
Processing of Request of Form 138/Report Card (2nd Copy) (College of Law)	1	0
Application of Excuse Letter	21	61
Submission of Request for Removal of Incomplete Grades	0	0
Submission of Request to Add/Change/Drop/Withdraw Subjects (Graduate School)	8	9
Application of Excuse Letter	0	0
Submission of Request for Removal of Incomplete Grades	0	0
Submission of Request to Add/Change/Drop/Withdraw Subjects	9	16
Consultancy/Assistance in the Conduct of Researches	129	129
Acts on Requests for Records/Documents of Research Activities	0	0
Processing of Request for Extension Services	13	24
TOTAL	12,031	116,118
Internal Services	Responses	Total Transactions
Processing of Request for Board Resolution/Excerpt/Minutes/Attachments	32	72
Processing of Request for Digital Visual Materials and Tarpaulin Layout	27	70
Processing of Request for Event Coverage	49	112
Processing of Request for Information Made Through the Official Social Media Accounts of the University	4	27
Processing of Request for Information Unit Materials	5	28
Processing of Request for Posting/Uploading to Social Media and Official Portal	38	66
Request for inclusion in the "Announcement"	3	13
Processing of Request for Technical Assistance	237	605
Processing of Request for Technical Assistance	106	131
Processing of Identification Cards (IDs)	145	372
Claiming of Identification Cards (IDs)	144	371
Processing of Lost Identification Cards (IDs)	66	93
Processing of Re-Issuance of Identification Cards (IDs) due to Damage or Data Change	165	354
GAD Related Complaints/ Cases	0	0
Lactation Service	0	0
Issuance of Certificate/Affidavit of No Pending Administrative Case	33	40
Processing of Request for Forman Written Legal Advice and Opinion	44	47
Document Drafting and/or Review	113	119
Legal Advisory and Counseling Services to Walk-in Client	2	2
Request for Use of Accreditation Room	51	57
Issuance of Certification for Contributions and Loan Remittances	1	12
Issuance of Certification for PhilHealth Contributions and Claims	0	0
Collection of Payment and Issuance of Official Receipt	14	8,454
Disbursement of Cash	63	886



Disbursement of Check	15	127
Disbursement of Petty Cash	37	743
Registration and Control of Documented Information	74	199
Request for Documented Information	8	18
Revision of Controlled Documented Information	27	105
Request for Fabrication	6	45
Request for Installation of Tarpaulin	9	16
Request for Repair and Maintenance	241	900
Consultation and Treatment of Minor Ailment/Follow -Up	228	503
Dental Consultation/Dental Curative Services/Dental Follow-Up	107	207
Examination of Physical Fitness and Issuance of Medical Certificate	239	1,228
Oral Screening	12	35
Promotion of Oral Health/Specific Protection and Counseling Certificate	8	42
Referral of Dental Care	0	10
Referral of Medical Cases	1	6
Issuance of Certified Copy of Document from 201 Files	9	105
Issuance of Personnel Records	65	636
Request for Transportation Services	172	955
Request for a Copy of Document/s	50	91
Request for Authentication of Documents	364	468
Issuance of Vehicle Gate Pass	31	949
Request for the Issuance of Office, IT, Janitorial, Electrical and Hardware Supplies and Materials	32	212
Issuance of Library Card to Faculty (Part-Time and Contract of Service)	13	4
Processing of Request for Use of Facilities (Little Theater, Discussion Room)	8	17
Processing of Request for Bookbinding Service	2	212
Circulation Service for CatSU Faculty (Permanent, Contract of Service, Part Time)	6	714
Consultancy/Assistance in the Conduct of Researches	8	5
Acts on Requests for Records/Documents of Research Activities	29	20
Application for Reservation for the Utilization of the Extension Services Training Hall	12	35
TOTAL	3,155	20,538
OVERALL TOTAL MAIN CAMPUS	15,186	136,656

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.	6023	91%
2. I know what a CC is but I did not see this office's CC.	113	2%
3. I learned of the CC only when I saw this office's CC.	393	6%
4. I do not know what a CC is and I did not see this office's CC.	66	1%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	6098	86%
2. Somewhat easy to see	384	5%
3. Difficult to see	31	0%
4. Not visible at all	20	0%
N/A	635	9%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6195	86%
2. Somewhat helped	330	5%
3. Did not help	7	0%
N/A	688	9%



Internal Services

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Answer	Total Responses	Overall
SQD0	3,840	456	6	4	2	0	31	4,339	99.72%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Answer	Total Responses	Overall
Responsiveness	3,726	537	38	12	2	12	12	4,339	98.79%
Reliability	3,754	539	24	8	0	0	14	4,339	99.26%
Access and Facilities	3,450	706	26	4	4	129	20	4,339	99.19%
Communication	3,522	739	30	14	0	2	32	4,339	98.98%
Costs	740	58	4	0	9	3,452	76	4,339	98.40%
Integrity	3,797	473	37	4	6	0	22	4,339	98.91%
Assurance	3,729	546	30	12	2	8	12	4,339	98.98%
Outcome	3,655	615	38	8	2	3	18	4,339	98.89%
Overall	26,373	4,213	227	62	25	3,606	206	34,712	98.98%

External Services

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Answer	Total Responses	Overall
SQD0	4,026	995	3	1	2	13	19	5,059	99.88%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Answer	Total Responses	Overall
Responsiveness	3,836	1,146	20	9	2	22	24	5,059	99.38%
Reliability	3,922	1,110	2	0	0	3	22	5,059	99.96%
Access and Facilities	2,638	1,208	25	8	0	1,151	29	5,059	99.15%
Communication	3,676	1,300	25	0	1	13	44	5,059	99.48%
Costs	349	192	11	13	6	4,335	153	5,059	94.75%
Integrity	3,985	1,021	9	8	2	10	24	5,059	99.62%
Assurance	3,906	1,094	2	4	0	34	19	5,059	99.88%
Outcome	3,840	1,179	6	3	0	12	19	5,059	99.82%
Overall	26,152	8,250	100	45	11	5,580	334	40,472	99.55%

External Services	Responses	Total Transactions
Issuance of Certificate of Appearance	118	55
Conducting College Entrance Examination	54	269
Issuance of Certificate of Good Moral Character	74	127
Provision of Counseling to Students (Non-referred Cases/Walk-in Counselees)	0	0
Provision of Counseling to Students (Referred Cases from the Faculty members, Staff, or Students)	1	10
Processing of Enrolment and Registration	4	2,311
Issuance of Certification, Authentication, and Verification (CAV) for DFA Purpose	47	535
Issuance and Re-issuance of Student Credentials and Certifications	139	1,745
Verification and Adjustment of Student Fees/ Account Balance	198	191



Collection of Payment and Issuance of Official Receipt	71	68
Disbursement of Cash	314	513
Disbursement of Check	21	57
Issuance of Certified Copy of Document from 201 Files	5	0
Preparation and Issuance of Personnel Records	7	13
Processing of Request for Employment Verification	2	0
Receipt of Delivered Supplies, Materials, and Equipment	39	13
Disposal of Unserviceable Properties	0	0
Consultation and Physical Examination	135	100
Consultation and Treatment for Dental Care	12	34
Dental Curative Service	3	0
Promotion of Oral Health, Specific Protection, and Counseling	3	7
Treatment of Minor Wounds and Minor Ailment	8	29
Circulation Services	4	18
Issuance of Library Card to Freshmen and Transferees	0	0
Online Database Service Access	0	0
Replacement of Lost/Damaged Library Card	0	0
Retrieval and Validation of Library Card	0	0
Signing of Students Clearance	67	154
(Agriculture Department)		
Application of Excuse Letter	336	460
Posting Summary of Subjects Taken and Tentative Enrolment Form of BS Agriculture Enrollee	463	436
Processing of Shifting to another Program	0	0
Submission of Request for Removal of Incomplete Grades	0	0
Submission of Request to Add/Change/Drop/Withdraw Subjects	0	0
(Education Department)		
Application of Excuse Letter	128	226
Posting Summary of Subjects Taken and Tentative Enrolment Form of BS Agriculture Enrollee	198	285
Processing of Shifting to another Program	0	0
Submission of Request for Removal of Incomplete Grades	0	0
Submission of Request to Add/Change/Drop/Withdraw Subjects	0	0
TOTAL	2,451	7,656
Internal Services	Responses	Total Transactions
Issuance of Travel Order	269	347
Collection of Payment and Issuance of Official Receipt	347	710
Disbursement of Cash	173	217
Disbursement of Check	43	61
Preparation and Issuance of Personnel Records	39	39
Issuance of Certified Copy of Document from 201 Files	36	26
Receipt of Delivered Supplies, Materials, and Equipment*	192	233
Returning of Unserviceable Properties	6	9
Providing Maintenance Works	104	125
Processing of Request for Authentication of Documents	24	24
Processing of Request for Retrieval of Documents	69	76
Consultation and Physical Examination	182	247
Consultation and Treatment for Dental Care	20	34
Dental Curative Service	15	4
Promotion of Oral Health, Specific Protection, and Counseling	10	11
Treatment of Minor Wounds and Minor Ailment	20	85
Providing Technical Support	109	110
TOTAL	1,658	2,358
OVERALL TOTAL PANGANIBAN CAMPUS	4,109	10,014