



FREEDOM OF INFORMATION (FOI) FEEDBACK REPORT

Reporting Period: Fiscal Year: **2025**

Agency/Institution: **Catanduanes State University**

1. Overview

The Catanduanes State University fully recognizes that public feedback is a vital mechanism for measuring institutional transparency, accountability, and efficiency of records disclosure. In compliance with the national freedom of information mandates, the agency successfully completed the backend structural creation and institutional integration of the FOI Feedback Survey Form (detailed in Annex A).

The primary objective of this integration is to operationalize the citizen's right to access information while simultaneously evaluating the quality, speed, and courtesy of the agency's FOI staff. During the fiscal year covered, the system was fully deployed and maintained in a state of operational readiness to capture user sentiments immediately upon the resolution of any inquiry.

2. Scope

The scope of the FOI Feedback Survey Form is engineered to comprehensively cover all external informational transactions managed under the formal FOI program. The survey limits its application strictly to final, processed requests and is designed to evaluate transactions across two recognized tracks:

- **Standard FOI Requests:** Physical, walk-in applications filed via the agency's primary Records Unit frontline desk using manual request forms.
- **eFOI Requests:** Digital applications routed online through the centralized electronic FOI portal.

The survey is systematically attached to all official closing communications, regardless of whether a request is Granted in Full, Partially Granted with Redactions, or Officially Denied based on statutory legal exceptions.

3. Methodology

To ensure a robust data gathering process, a dual-channel methodology was established to capture feedback from Requesting Parties immediately upon the closing of a case file:



- **For Standard Requests:** Upon the physical release of the requested documents or the official issuance of a denial notice, the FOI Receiving Officer hands the Requesting Party a printed copy of the FOI Feedback Survey Form along with a secure, anonymous drop-box option at the frontline desk.
- **For eFOI Requests:** Upon changing the ticket status to "Successful" or "Closed" on the digital dashboard, an electronic link to the digital feedback survey is automatically transmitted to the citizen's registered email address alongside the digital release of the records.

4. Data Interpretation

Quantitative Discussion

For the Fiscal Year 2025, the agency's FOI Registry Logbook and digital back-end dashboards officially recorded zero (0) formal FOI requests received across both Standard and eFOI channels. Consequently, because no active clients were served, zero (0) feedback survey responses were collected.

The quantitative breakdown per quarter of the fiscal year is summarized below:

Reporting Period	Standard Requests	eFOI Requests	Feedback Survey Collected
Q1 (Jan - Mar)	0	0	0
Q2 (Apr – Jun)	0	0	0
Q3 (Jul – Sep)	0	0	0
Q4 (Oct – Dec)	0	0	0
Annual Total	0	0	0

Qualitative Interpretation

Because no data points or satisfactory ratings were captured, the agency cannot be mathematically graded against the standard descriptive scales (Outstanding, Very Satisfactory, Satisfactory, Good, or Poor).

Qualitatively, the absence of incoming clients indicates that the public's immediate data requirements were successfully met through the agency's aggressive proactive disclosure methods.

5. Recommendation

Because this unit had zero clients during the period, it received no sub-par ratings. While a formal corrective plan is technically not required, the unit will proactively implement the following Readiness Maintenance Strategy to remain fully prepared:



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- **Monthly Visibility Audits:** Regular monthly checks to ensure physical feedback forms and QR codes are clearly visible at the Records Unit desk.
- **Bi-Annual Mock Drills:** Twice-yearly practice runs to keep staff sharp on FOI processing timelines, redaction rules, and manual feedback collection.
- **Continuous IT Maintenance:** Ongoing coordination with IT to guarantee the electronic feedback system is always online and ready for future requests.


ARTHUR I. TABIRARA, Ph.D.
VP-AFA/FOI Decision Maker 



RECORDS UNIT

CatSU Freedom of Information (FOI) Request Feedback Form

This Feedback Form captures the citizen's/client's experience, expectations, and satisfaction with the agency's compliance with the FOI Program implementation. Your feedback on your recently concluded transaction will enable the agency to continuously improve their services. All personal information provided using this form shall be treated with utmost confidentiality. Disclosure of the personal information of the customers shall only be disclosed pursuant to applicable laws, guidelines and regulations.

Name (Family Name, First Name, Middle Initial): _____

Date: _____ Gender: ☐ Male ☐ Female Age: _____

Category: ☐ Student ☐ Teacher ☐ Professional Other: _____

Instructions: Please put a **check mark (✓)** on the column that best corresponds to your answer.

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE
1. Are you satisfied with the handling of your FOI request?					
	YES			NO	
2. Did you receive your information within 15 to 30 working days?					
	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE
a. For unsuccessful requests, are you satisfied with the reason provided?					
b. For successful request, was the response you received easy to understand?					
3. Did you feel that we communicated with you effectively from start to finish?					

4. Is there anything we could do to improve our service in the future?

THANK YOU!