

## Republic of the Philippines CAGAYAN STATE UNIVERSITY

## STUDENT SATISFACTION SURVEY

Dear Student,

**General Information** 

Name (optional)

Campus

As valuable member of the University, we would like to ask your assessment about the frontline services that you have recevied and experienced in the campus, Your answers will provide valuable inputs to serve you better. Please rate only the services which you have availed. Thank you!

College/Office

Sex: ( ) Male ( ) Female

4-Strongly Agree			3-Agree					2-Disagree						1-Stron	gly A	gree								
Performance Indicator	Registrar Services				Student Development and Welfare Services				Accounting Services		Cashiering Services		Medical and Dental Services		Business Services		Socio-cultural Services		Sports Services		Admission Services (for 1st year students only)		Instructional Media Service (Andrews and Carig Campuses only)	
	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff
A. Communication										3/6														
1.Head of Office/ Staff speaks clearly and concisely																								
2.Head of Office/Staff provides accurate information of the services provided in the office																								
B. Timeliness							100																	
Head of Office/Staff completes tasks/ documents on time																								

Performance Indicator	Registrar Services				Student Development and Welfare Services		Guidance Services		Accounting Services		Cashiering Services		Medical and Dental Services		Business Services		Socio-cultural Services		Sports Services		Admission Services (for 1st year students only)		Instrcutiona Media Servic (Andrews an Carig Campuses only)	
	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff	Head of Office		Head of Office	Staff	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff
Head of Office/Staff resolves concerns in a timely manner																								
C. Quality of Service  1. Head of Office/Staff provides services with expertise																								
Head of Office/Staff delivers services efficiently																								
D. Knowledge  1. Head of Office/ staff answers inquiries of clients proficiently  2. Head of office/ Staff is knowledgeable about the office procedures in the office																								
E. Customer Service  1. Head of Office/ Staff is polite and courteous.																								
2. Head of Office/ Staff is helpful and approachable.																								



## Republic of the Philippines CAGAYAN STATE UNIVERSITY

## FACULTY SATISFACTION SURVEY

Dear Faculty/Personnel,

**General Information** 

Name (optional)

Campus

As valuable member of the University, we would like to ask your assessment about the frontline services that you have recevied and experienced in the campus, Your answers will provide valuable inputs to serve you better. Please rate only the services which you have availed. Thank you!

) Female

College/Office

Directions: Please indicate the number that corresponds to your ratio	ng of eac	ch fron	tline serv	rice pro	vider us	ing the	following	g scale	;							
4-Strongly Agree		3-Agre	ee			2-Dis	agree			1-Strongly Agree						
Performance Indicator	Registrar Services		III III PARU Nerusc		Accounting Services		Cashie Servi		Medical and Dental Services		Human Resources Services		Records Services			oply
	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff	Head of Office	Staff
A. Communication	10000	1 - 14		Series	No.	Al Carl		5530	SHALL SHALL	11192						135
Head of Office/ Staff speaks clearly and concisely.																
<ol> <li>Head of Office/Staff provides accurate information of the services provided in the office.</li> </ol>																
B. Timeliness			THE PERSON			4.37		7373	MENSE.	Hillia	100.00	200		DI ES	TO USE	
Head of Office/Staff completes tasks/ documents on time					-											1
2. Head of Office/Staff resolves concerns in a timely manner																
C. Quality of Service	SUND	3501	E		TEMPO	Marie II	SUBAR		SONO	100000	Davis.	30.34	2.1		THE REAL PROPERTY.	
Head of Office/Staff provides services with expertise     Head of Office/Staff delivers services efficiently																$\vdash$
D. Knowledge		DIT	Susils	N/A	No.	RAIM	DOTTO DE	1000	A COLL		MESKI		DOM:			
1. Head of Office/ staff answers inquiries of clients proficiently																
<ol><li>Head of office/ Staff is knowledgeable about the office procedures in the office</li></ol>																
E. Customer Service	795		M 175 c			N. Carlo	100		San	No.				1985	Silver III	1800
Head of Office/ Staff is polite and courteous.     Head of Office/ Staff is helpful and approachable.																1