



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

**SUMMARY OF SATISFACTION SURVEY  
 FOR FRONTLINE SERVICES  
 Calendar Year 2015**

<b>STUDENT SATISFACTION SURVEY</b>									
Services	Andrews	Aparri	Carig	Gonzaga	Lallo	Lasam	PIAT	Sanchez Mira	Rank by Service
Library Services	7610	4764	6846	1948	1758	876	2572	5475	1
Business Services	7334	4772	6367	1914	1738	869	2535	5445	4
Student Services	7416	4816	6708	1974	1749	869	2584	5503	3
Guidance Services	7104	4839	7086	1982	1753	897	2588	5514	2
Medical/Dental Services	5944	2804	5325	1899	1727	848	2482	5486	10
Registrar Services	6382	3466	5628	1797	1760	889	2352	5354	7
Accounting Services	6532	4758	6007	1948	1749	854	2532	5485	5
Cashiering Services	6773	2048	6453	1977	1756	883	2495	5476	6
Socio-Cultural Services	6410	2267	5564	1950	1695	853	2555	5476	8
Sports Services	6255	1940	5814	1945	1687	869	2572	5485	9
Instructional Media Services (Andrews & Carig)	5859		5054						
<b>Average</b>	6693	3647	6077	1933	1737	871	2527	5470	
<b>Total # of respondents</b>	9,182	4,972	8,515	2,100	1,766	909	2,718	5,548	
<b>PI Accomplishment (Student)</b>	72.89	73.36	71.37	92.05	98.36	95.82	92.97	98.59	86.93
<b>FACULTY-PERSONNEL SATISFACTION SURVEY</b>									
Human Resource Services	176	103	113	52	0	24	71	151	
Records Services	171	103	96	54	54	24	71	150	
Accounting Services	166	104	102	60	54	24	71	156	
Cashiering Services	178	104	102	58	54	24	71	156	
Library Services	162	105	104	53	41	24	71	153	
Medical & Dental Services	157	103	91	52	54	24	71	152	
Registrar Services	176	105	97	56	30	24	71	151	
Supply Services	167	103	100	57	50	24	71	156	
<b>Average</b>	169	104	101	55	42	24	71	153	
<b>Total # of respondents</b>	214	106	131	62	54	24	71	164	
<b>PI Accomplishment(FP)</b>	78.97	98.11	77.10	88.71	77.78	100.00	100.00	93.29	89.25
<b>COMBINED STUDENT AND FACULTY-PERSONNEL</b>									
<b>(Student+FP)/2</b>	75.93	85.73	74.24	90.38	88.07	97.91	96.49	95.94	<b>88.09</b>
<b>Rank by campus</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>3</b>	

Prepared by:

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Reviewed by:

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 PBB Focal Person

Certified True Correct by:

**Atty. Honorato M. Carag**  
 Chair, Performance Management Committee  
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