



# CAGAYAN STATE UNIVERSITY

## Student Satisfaction Survey

Dear Student,

*As a valuable member of the University, we would like to ask your opinion about the frontline services that you have received and experienced here on campus. Your answers will provide us valuable inputs to serve you better and to make sure we meet your expectations. Please check the number that corresponds to your level of assessment.*

1 = Poor      2 = Fair      3 = Good      4 = Better      5 = Best

*Thank you so much for your time.*

### I. LIBRARY SERVICES

Performance Indicator	1	2	3	4	5
1. The services are provided on time or within the normal wait time.					
2. The library staff is courteous and approachable.					
3. The collection of books, journals and other library holdings is adequate.					
4. The library is conducive for doing research activities and study.					
5. On the whole, how do you rate the services provided by the library?					

### II. BUSINESS SERVICES

Performance Indicator	1	2	3	4	5
1. The services are provided on time or within the normal wait time.					
2. The business staff is courteous and approachable.					
3. The price of the business items are reasonable/affordable.					
4. There is a range of items made available when needed.					
5. On the whole, how do you rate the services provided by the Business Office?					

### III. STUDENT SERVICES

Performance Indicator	1	2	3	4	5
1. The services are provided on time or within the normal wait time.					
2. The staff of the Office of Student Services is courteous and approachable.					
3. The student services are relevant and responsive to students' needs, growth and development.					
4. The services are efficient and effective as they improve the well-being of the students.					
5. On the whole, how do you rate the services provided by the Office of Student Services?					

**IV. GUIDANCE SERVICES**

Performance Indicator	1	2	3	4	5
1. The services provided are on time or within the normal wait time.					
2. The guidance counsellors are courteous and approachable.					
3. The guidance services are relevant and are responsive to the holistic development of students.					
4. The guidance services are varied and multi-dimensional as they equip students with their essential life skills.					
5. On the whole, how do you rate the services provided by the Guidance Office?					

**V. MEDICAL AND DENTAL SERVICES (Clinic)**

Performance Indicator	1	2	3	4	5
1. The services provided are on time or within the normal wait time.					
2. The staff of the clinic is courteous and approachable.					
3. Dental and medical needs of the students are adequately provided.					
4. The medical and dental supplies and materials are adequate and well provided to clients.					
5. On the whole, how do you rate the services provided by the Medical and Dental Clinic?					

**VI. REGISTRAR SERVICES**

Performance Indicator	1	2	3	4	5
1. The services provided are on time or within the normal wait time.					
2. The staff at the Registrar's Office is courteous and approachable.					
3. The student records are accurate, valid and reliable.					
4. Students seeking service feel comfortable and well attended to by the staff.					
5. On the whole, how do you rate the services provided by the Registrar's Office?					

**VII. FINANCE SERVICES (Assessment, Accounting and Cashier)**

Performance Indicator	1	2	3	4	5
1. The services provided are on time or within the normal wait time.					
2. The finance staff is courteous and approachable.					
3. The assessment of student fees is accurate, valid and reliable.					
4. Students seeking service feel comfortable and well attended to by the staff.					
5. On the whole, how do you rate the services provided by the Finance Office?					

Sex: ( ) Male ( ) Female

Campus: \_\_\_\_\_

Course: \_\_\_\_\_

Year Level: \_\_\_\_\_

College: \_\_\_\_\_