



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

SUMMARY OF RESULTS
2016 STUDENT AND FACULTY-PERSONNEL SATISFACTION SURVEY

STUDENT SATISFACTION SURVEY*							
Services	A. Number of Persons Per Rating				B. Total Number of Respondents Per Service Across Campuses***	C. Total Number of Persons Who Rated The Service Good/Better/Best	D. C Over B Times 100
	Best	Better	Good	Fair/Poor			
Library Services	9527	10056	7923	2627	30,133	27,506	91.28
Business Services	9928	9121	7593	2378	29,020	26,642	91.81
Student Services	9638	9840	7377	2166	29,021	26,855	92.54
Guidance Services	11593	8822	9358	1752	31,525	29,773	94.44
Medical/Dental Services	9524	8307	6696	3162	27,689	24,527	88.58
Registrar Services	9840	9138	8621	3259	30,858	27,599	89.44
Accounting Services	9482	8822	7203	3375	28,882	25,507	88.31
Cashiering Services	9975	9323	7401	3482	30,181	26,699	88.46
Socio-Cultural Services	8641	7761	6219	1875	24,496	22,621	92.35
Sports Services	9104	7526	6230	1707	24,567	22,860	93.05
Instructional Media Services (Available in Andrews & Carig only)	3485	2059	1867	534	7,945	7,411	93.28
Total (Students)					294,317	268,000	1,004

FACULTY-PERSONNEL SATISFACTION SURVEY**							
Services	A. Number of Persons Per Rating				B. Total Number of Respondents Per Service Across Campuses***	C. Total Number of Persons Who Rated The Service Good/Better/Best	D. C Over B Times 100
	Best	Better	Good	Fair/Poor			
Human Resource Services	260	300	101	28	689	661	96%
Records Services	281	289	96	11	677	666	98%
Accounting Services	306	319	104	43	772	729	94%
Cashiering Services	319	270	111	21	721	700	97%
Library Services	263	270	112	28	673	645	96%
Medical & Dental Services	229	283	116	24	652	628	96%
Registrar Services	276	301	102	20	699	679	97%
Supply Services	235	304	135	22	696	674	97%
Total (FP)					697	673	96%

Total Number of Respondents (Student+FP)	Total number of Persons who rated the Service as Good/Better/Best (Student+FP)	Percentage of students and personnel who rate the non-academic services as good or better
295,014	268,673	91.07%

Prepared by:


MARIA JACKIE LOU L. ZINAMPAN
 ISA II

Reviewed by:


VILMA D. CONRADO, Ph.D
 UPDO Director
 PBB Focal Person

Certified True Correct by:


ATTY. HONORATO M. CARAG
 Chair, Performance Management Committee
 Chief Administrative Officer



CAGAYAN STATE UNIVERSITY

Student Satisfaction Survey

Dear Student,

As a valuable member of the University, we would like to ask your assessment about the frontline services that you have received and experienced here on campus during the Year 2016. Your answers will provide us valuable inputs to serve you better and to make sure we meet your expectations. Thank you so much for your time.

GENERAL INFORMATION

Name (optional): PORSHIA IGNACIO Sex: () Male () Female
 Campus: ANDREWS Year Level: 2ND Year
 Course: BSED College: CTE

Instruction: Please check the number that corresponds to your level of assessment to each frontline service provider using the following rating scale:

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

I. REGISTRAR SERVICES

Have you availed of the services of the Guidance Office? yes ___ no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. The staff in the Registrar's Office are skilled at what they are doing				✓	
2. Students are given proper and appropriate attention and accurate results				✓	
3. Students are served promptly upon receipt of request for service				✓	
4. Student records and other related documents are available and accurate				✓	
5. My overall rating of the services provided by the Registrar's office staff				✓	

Comments/Suggestions: _____

II. LIBRARY SERVICES

Have you availed of these services? yes ___ no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. The staff in the library are skilled at what they are doing				✓	
2. Students are given proper and appropriate attention				✓	
3. Service is prompt, there are no long waits			✓		
4. The books, magazines, periodicals, journals and other resources that we need from the library are to be found.			✓		
5. My general rating of the library services				✓	

Comments/Suggestions: _____

III. STUDENT SERVICES (Office Student Services and Welfare)

Have you availed of the services of the OSSW? yes ___ no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. The staff in the OSSW are skilled of what they are doing				✓	
2. Students are given quality and appropriate service from the OSSW staff			✓		
3. Student's requests are acted upon promptly			✓		
4. Student support services are available and of standard			✓		
5. My general assessment of the services provided by the OSSW staff				✓	

Comments/Suggestions: _____

IV. GUIDANCE SERVICES

Have you availed of the services of the Guidance Office? yes no

If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Guidance Counsellors/Director and staff are skilled in what they are doing				<input checked="" type="checkbox"/>	
2. Proper and appropriate service from the guidance director, counsellors and staff are provided				<input checked="" type="checkbox"/>	
3. Services to and requests of students are provided on time				<input checked="" type="checkbox"/>	
4. Availability and quality of growth sessions conducted				<input checked="" type="checkbox"/>	
5. My overall rating of the services provided by the Guidance Office staff				<input checked="" type="checkbox"/>	

Comments/Suggestions: _____

V. ACCOUNTING SERVICES (Assessment services, issuance of examination permit)

Have you availed of the services of the Guidance Office? yes no

If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Staff from the Accounting Office are skilled in what they are doing				<input checked="" type="checkbox"/>	
2. Students are given proper and appropriate attention				<input checked="" type="checkbox"/>	
3. Request are acted upon on time, there is no long waiting period			<input checked="" type="checkbox"/>		
4. Test permits and accuracy of statement of accounts and other pertinent documents are available when needed				<input checked="" type="checkbox"/>	
5. My overall rating of the services provided Accounting staff				<input checked="" type="checkbox"/>	

Comments/Suggestions: _____

VI. CASHIERING SERVICES (payment and claims of checks)

Have you availed of the services of the Guidance Office? yes no

If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Staff from the Cashier's Office are skilled at what they are doing				<input checked="" type="checkbox"/>	
2. Students are given correct, proper and appropriate attention				<input checked="" type="checkbox"/>	
3. Prompt response to service requests of students				<input checked="" type="checkbox"/>	
4. Official receipts and other related documents available and accurate				<input checked="" type="checkbox"/>	
5. My overall rating of the services provided by the Cashier's Office staff				<input checked="" type="checkbox"/>	

Comments/Suggestions: _____

VII. MEDICAL AND DENTAL SERVICES

Have you availed of the services of the Guidance Office? yes no

If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Medical and dental staff are expert/skilled in providing their services to students				<input checked="" type="checkbox"/>	
2. Students are provided with appropriate medical and dental service properly				<input checked="" type="checkbox"/>	
3. Medical and dental service is prompt (no long waits for request to be acted upon)				<input checked="" type="checkbox"/>	
4. Availability and quality of medical and dental supplies and materials				<input checked="" type="checkbox"/>	
5. My overall rating of the services provided by the medical and dental office staff				<input checked="" type="checkbox"/>	

Comments/Suggestions: _____

III. BUSINESS SERVICES

Have you availed of these services? yes no

If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. The staff in the Business office are skilled in what they are doing				✓	
2. Appropriate and proper service from the Business office is given to students				✓	
3. Business office staff respond promptly to students' request			✓		
4. The appropriate items and products are available from the Business office				✓	
5. My general rating of the services provided by the Business Office staff				✓	

Comments/Suggestions: _____

IX. SOCIO-CULTURAL SERVICES

Have you availed of the services of the Guidance Office? yes no

If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Staff in the Socio-Cultural Office are skilled at what they are doing					
2. Proper and appropriate of service are provided					
3. Timeliness of response to service requests from the Socio-Cultural Office staff					
4. Socio-cultural projects, events and activities are available and of quality					
5. My overall rating of the services provided by the Socio-Cultural staff					

Comments/Suggestions: _____

X. SPORTS SERVICES

Have you availed of the services of the Guidance Office? yes no

If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Staff in the Sports Services Office are skilled at what they are doing					
2. Students are given proper and appropriate sports services					
3. Requests for sports services are provided promptly					
4. Sports projects, events and activities are available and appropriate					
5. My overall rating of the services provided by the Sports Services staff					

Comments/Suggestions: _____

XI. INSTRUCTIONAL MEDIA SERVICES (Andrews and Carig Campuses only)

Have you availed of the services of the Guidance Office? yes no

If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. The staff in the IMC are skilled at what they are doing				✓	
2. Students are provided with appropriate IMC materials				✓	
3. The provision of the service is provided on time by IMC staff				✓	
4. Appropriate IMC supplies, materials and equipment are available when needed				✓	
5. My overall rating of the services provided by the IMC staff				✓	

Comments/Suggestions: _____

CAGAYAN STATE UNIVERSITY

Student Satisfaction Survey

Dear Student,

As a valuable member of the University, we would like to ask your assessment about the frontline services that you have received and experienced here on campus during the Year 2016. Your answers will provide us valuable inputs to serve you better and to make sure we meet your expectations.

Thank you so much for your time.

GENERAL INFORMATION

Name (optional): _____ Sex: () Male (/) Female
 Campus: Andrew's Year Level: 2nd Year
 Course: BSHM College: CAIM

Instruction: Please check the number that corresponds to your level of assessment to each frontline service provider using the following rating scale:

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

I. REGISTRAR SERVICES

Have you availed of the services of the Guidance Office? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. The staff in the Registrar's Office are skilled at what they are doing				✓	
2. Students are given proper and appropriate attention and accurate results			✓		
3. Students are served promptly upon receipt of request for service			✓		
4. Student records and other related documents are available and accurate			✓		
5. My overall rating of the services provided by the Registrar's office staff				✓	

Comments/Suggestions: _____

II. LIBRARY SERVICES

Have you availed of these services? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. The staff in the library are skilled at what they are doing				✓	
2. Students are given proper and appropriate attention				✓	
3. Service is prompt, there are no long waits				✓	
4. The books, magazines, periodicals, journals and other resources that we need from the library are to be found.				✓	
5. My general rating of the library services				✓	

Comments/Suggestions: _____

III. STUDENT SERVICES (Office Student Services and Welfare)

Have you availed of the services of the OSSW? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. The staff in the OSSW are skilled of what they are doing				✓	
2. Students are given quality and appropriate service from the OSSW staff				✓	
3. Student's requests are acted upon promptly				✓	
4. Student support services are available and of standard				✓	
5. My general assessment of the services provided by the OSSW staff				✓	

Comments/Suggestions: _____

IV. GUIDANCE SERVICES

Have you availed of the services of the Guidance Office? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Guidance Counsellors/Director and staff are skilled in what they are doing				<input checked="" type="checkbox"/>	
2. Proper and appropriate service from the guidance director, counsellors and staff are provided				<input checked="" type="checkbox"/>	
3. Services to and requests of students are provided on time			<input checked="" type="checkbox"/>		
4. Availability and quality of growth sessions conducted				<input checked="" type="checkbox"/>	
5. My overall rating of the services provided by the Guidance Office staff				<input checked="" type="checkbox"/>	

Comments/Suggestions: _____

V. ACCOUNTING SERVICES (Assessment services, issuance of examination permit)

Have you availed of the services of the Guidance Office? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Staff from the Accounting Office are skilled in what they are doing				<input checked="" type="checkbox"/>	
2. Students are given proper and appropriate attention				<input checked="" type="checkbox"/>	
3. Request are acted upon on time, there is no long waiting period			<input checked="" type="checkbox"/>		
4. Test permits and accuracy of statement of accounts and other pertinent documents are available when needed				<input checked="" type="checkbox"/>	
5. My overall rating of the services provided Accounting staff				<input checked="" type="checkbox"/>	

Comments/Suggestions: _____

VI. CASHIERING SERVICES (payment and claims of checks)

Have you availed of the services of the Guidance Office? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Staff from the Cashier's Office are skilled at what they are doing					<input checked="" type="checkbox"/>
2. Students are given correct, proper and appropriate attention				<input checked="" type="checkbox"/>	
3. Prompt response to service requests of students				<input checked="" type="checkbox"/>	
4. Official receipts and other related documents available and accurate				<input checked="" type="checkbox"/>	
5. My overall rating of the services provided by the Cashier's Office staff				<input checked="" type="checkbox"/>	

Comments/Suggestions: _____

VII. MEDICAL AND DENTAL SERVICES

Have you availed of the services of the Guidance Office? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Medical and dental staff are expert/skilled in providing their services to students				<input checked="" type="checkbox"/>	
2. Students are provided with appropriate medical and dental service properly				<input checked="" type="checkbox"/>	
3. Medical and dental service is prompt (no long waits for request to be acted upon)				<input checked="" type="checkbox"/>	
4. Availability and quality of medical and dental supplies and materials				<input checked="" type="checkbox"/>	
5. My overall rating of the services provided by the medical and dental office staff				<input checked="" type="checkbox"/>	

Comments/Suggestions: _____

VIII. BUSINESS SERVICES

Have you availed of these services? yes no

If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. The staff in the Business office are skilled in what they are doing			<input checked="" type="checkbox"/>		
2. Appropriate and proper service from the Business office is given to students			<input checked="" type="checkbox"/>		
3. Business office staff respond promptly to students' request			<input checked="" type="checkbox"/>		
4. The appropriate items and products are available from the Business office			<input checked="" type="checkbox"/>		
5. My general rating of the services provided by the Business Office staff				<input checked="" type="checkbox"/>	

Comments/Suggestions:

IX. SOCIO-CULTURAL SERVICES

Have you availed of the services of the Guidance Office? yes no

If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Staff in the Socio-Cultural Office are skilled at what they are doing				<input checked="" type="checkbox"/>	
2. Proper and appropriate of service are provided				<input checked="" type="checkbox"/>	
3. Timeliness of response to service requests from the Socio-Cultural Office staff				<input checked="" type="checkbox"/>	
4. Socio-cultural projects, events and activities are available and of quality				<input checked="" type="checkbox"/>	
5. My overall rating of the services provided by the Socio-Cultural staff				<input checked="" type="checkbox"/>	

Comments/Suggestions:

X. SPORTS SERVICES

Have you availed of the services of the Guidance Office? yes no

If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Staff in the Sports Services Office are skilled at what they are doing					<input checked="" type="checkbox"/>
2. Students are given proper and appropriate sports services				<input checked="" type="checkbox"/>	
3. Requests for sports services are provided promptly				<input checked="" type="checkbox"/>	
4. Sports projects, events and activities are available and appropriate				<input checked="" type="checkbox"/>	
5. My overall rating of the services provided by the Sports Services staff				<input checked="" type="checkbox"/>	

Comments/Suggestions:

XI. INSTRUCTIONAL MEDIA SERVICES (Andrews and Carig Campuses only)

Have you availed of the services of the Guidance Office? yes no

If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. The staff in the IMC are skilled at what they are doing				<input checked="" type="checkbox"/>	
2. Students are provided with appropriate IMC materials				<input checked="" type="checkbox"/>	
3. The provision of the service is provided on time by IMC staff				<input checked="" type="checkbox"/>	
4. Appropriate IMC supplies, materials and equipment are available when needed				<input checked="" type="checkbox"/>	
5. My overall rating of the services provided by the IMC staff				<input checked="" type="checkbox"/>	

Comments/Suggestions:



CAGAYAN STATE UNIVERSITY

Student Satisfaction Survey

Dear Student,

As a valuable member of the University, we would like to ask your assessment about the frontline services that you have received and experienced here on campus during the Year 2016. Your answers will provide us valuable inputs to serve you better and to make sure we meet your expectations.

Thank you so much for your time.

GENERAL INFORMATION

Name (optional): _____ Sex: () Male Female
 Campus: Andromeda Year Level: IV
 Course: BCED College: EDUCATION

Instruction: Please check the number that corresponds to your level of assessment to each frontline service provider using the following rating scale:

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

I. REGISTRAR SERVICES

Have you availed of the services of the Guidance Office? yes ___ no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. The staff in the Registrar's Office are skilled at what they are doing				<input checked="" type="checkbox"/>	
2. Students are given proper and appropriate attention and accurate results					<input checked="" type="checkbox"/>
3. Students are served promptly upon receipt of request for service					<input checked="" type="checkbox"/>
4. Student records and other related documents are available and accurate				<input checked="" type="checkbox"/>	
5. My overall rating of the services provided by the Registrar's office staff				<input checked="" type="checkbox"/>	

Comments/Suggestions: _____

II. LIBRARY SERVICES

Have you availed of these services? yes ___ no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. The staff in the library are skilled at what they are doing				<input checked="" type="checkbox"/>	
2. Students are given proper and appropriate attention				<input checked="" type="checkbox"/>	
3. Service is prompt, there are no long waits				<input checked="" type="checkbox"/>	
4. The books, magazines, periodicals, journals and other resources that we need from the library are to be found.					<input checked="" type="checkbox"/>
5. My general rating of the library services					<input checked="" type="checkbox"/>

Comments/Suggestions: _____

III. STUDENT SERVICES (Office Student Services and Welfare)

Have you availed of the services of the OSSW? yes ___ no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. The staff in the OSSW are skilled of what they are doing					<input checked="" type="checkbox"/>
2. Students are given quality and appropriate service from the OSSW staff					<input checked="" type="checkbox"/>
3. Student's requests are acted upon promptly					<input checked="" type="checkbox"/>
4. Student support services are available and of standard					<input checked="" type="checkbox"/>
5. My general assessment of the services provided by the OSSW staff					<input checked="" type="checkbox"/>

Comments/Suggestions: _____

IV. GUIDANCE SERVICES

Have you availed of the services of the Guidance Office? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Guidance Counsellors/Director and staff are skilled in what they are doing				✓	
2. Proper and appropriate service from the guidance director, counsellors and staff are provided					✓
3. Services to and requests of students are provided on time				✓	
4. Availability and quality of growth sessions conducted				✓	
5. My overall rating of the services provided by the Guidance Office staff					✓

Comments/Suggestions:

V. ACCOUNTING SERVICES (Assessment services, issuance of examination permit)

Have you availed of the services of the Guidance Office? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Staff from the Accounting Office are skilled in what they are doing				✓	
2. Students are given proper and appropriate attention				✓	
3. Request are acted upon on time, there is no long waiting period				✓	
4. Test permits and accuracy of statement of accounts and other pertinent documents are available when needed				✓	
5. My overall rating of the services provided Accounting staff				✓	

Comments/Suggestions:

VI. CASHIERING SERVICES (payment and claims of checks)

Have you availed of the services of the Guidance Office? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Staff from the Cashier's Office are skilled at what they are doing				✓	
2. Students are given correct, proper and appropriate attention				✓	
3. Prompt response to service requests of students				✓	
4. Official receipts and other related documents available and accurate				✓	
5. My overall rating of the services provided by the Cashier's Office staff				✓	

Comments/Suggestions:

VII. MEDICAL AND DENTAL SERVICES

Have you availed of the services of the Guidance Office? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Medical and dental staff are expert/skilled in providing their services to students				✓	
2. Students are provided with appropriate medical and dental service properly					✓
3. Medical and dental service is prompt (no long waits for request to be acted upon)				✓	
4. Availability and quality of medical and dental supplies and materials					✓
5. My overall rating of the services provided by the medical and dental office staff				✓	

Comments/Suggestions:

III. BUSINESS SERVICES

Have you availed of these services? yes no

If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. The staff in the Business office are skilled in what they are doing				✓	
2. Appropriate and proper service from the Business office is given to students				✓	
3. Business office staff respond promptly to students' request				✓	
4. The appropriate items and products are available from the Business office				✓	
5. My general rating of the services provided by the Business Office staff				✓	

Comments/Suggestions: _____

IX. SOCIO-CULTURAL SERVICES

Have you availed of the services of the Guidance Office? yes no

If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Staff in the Socio-Cultural Office are skilled at what they are doing				✓	
2. Proper and appropriate of service are provided					✓
3. Timeliness of response to service requests from the Socio-Cultural Office staff					✓
4. Socio-cultural projects, events and activities are available and of quality					✓
5. My overall rating of the services provided by the Socio-Cultural staff					✓

Comments/Suggestions: _____

X. SPORTS SERVICES

Have you availed of the services of the Guidance Office? yes no

If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Staff in the Sports Services Office are skilled at what they are doing					✓
2. Students are given proper and appropriate sports services					✓
3. Requests for sports services are provided promptly					✓
4. Sports projects, events and activities are available and appropriate					✓
5. My overall rating of the services provided by the Sports Services staff					✓

Comments/Suggestions: _____

XI. INSTRUCTIONAL MEDIA SERVICES (Andrews and Carig Campuses only)

Have you availed of the services of the Guidance Office? yes no

If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. The staff in the IMC are skilled at what they are doing					✓
2. Students are provided with appropriate IMC materials					✓
3. The provision of the service is provided on time by IMC staff					✓
4. Appropriate IMC supplies, materials and equipment are available when needed					✓
5. My overall rating of the services provided by the IMC staff					✓

Comments/Suggestions: _____



CAGAYAN STATE UNIVERSITY

Faculty and Personnel Satisfaction Survey

Dear Member of the Faculty/Administrative Staff,

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 during the year 2016. Your answers will provide us valuable inputs to serve you better and to make sure we meet your expectations.

Thank you so much for your time.

GENERAL INFORMATION

Name (optional): _____ Sex: () Male () Female
 Campus Assignment: _____ Position: _____
 Length of Service: _____ College: _____

DIRECTION: Please check the number that corresponds to your level of assessment using the following rating scale.

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

I. REGISTRAR SERVICES

Have you availed of these services? yes ___ no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the Registrar's Office				/	
2. Quality of customer service from the Registrar and his/her staff				/	
3. Timeliness of response to service requests from the Registrar staff				/	
4. Availability of accurate student and faculty records and other related documents				/	
5. Overall perception of services provided by the Registrar staff				/	

II. LIBRARY SERVICES

Have you availed of these services? ___ yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the library					
2. Quality of customer service from the librarian and his/her staff					
3. Timeliness of response to service requests from the library staff					
4. Availability of updated and quality library resources such as books, periodicals and general references					
5. Overall perception of services provided by the library staff					

III. ACCOUNTING SERVICES

Have you availed of these services? yes ___ no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the Accounting Office				/	
2. Quality of customer service from the Accountant and his/her staff				/	
3. Timeliness of response to service requests from the Accounting staff				/	
4. Availability of accurate net-take home pay, BIR forms, and other pertinent documents				/	
5. Overall perception of services provided by the Accounting staff				/	

IV. CASHIERING SERVICES

Have you availed of these services? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the Cashier's Office				/	
2. Quality of customer service from the cashier and his/her staff					/
3. Timeliness of response to service requests from the Cashier's Office staff				/	
4. Availability of accurate official receipts and other related documents					/
5. Overall perception of services provided by the Cashier's Office staff				/	

V. MEDICAL AND DENTAL SERVICES

Have you availed of these services? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the Campus Clinic					
2. Quality of customer service from the campus physician and his/her staff					
3. Timeliness of response to service requests from the Campus Clinic staff					
4. Availability of updated and quality of medical and dental supplies and materials					
5. Overall perception of services provided by the Campus Clinic staff					

VI. HUMAN RESOURCES SERVICES

Have you availed of these services? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the human resource management office (HRMO)				/	
2. Quality of customer service from the HRM Officer and his/her staff				/	/
3. Timeliness of response to service requests from the HRMO staff					/
4. Availability of accurate faculty and personnel data profile, inventory, employment record, salary schedule and other related documents				/	
5. Overall perception of services provided by the HRMO staff				/	

VII. RECORDS SERVICES

Have you availed of these services? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the Records Office				/	
2. Quality of customer service from the records officer and his/her staff					/
3. Timeliness of response to service requests from the records office staff				/	
4. Availability of accurate official records and other related documents					/
5. Overall perception of services provided by the Records Office staff				/	

VIII. SUPPLY SERVICES

Have you availed of these services? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the Supply Office				/	
2. Quality of customer service from the Supply Officer and his/her staff				/	
3. Timeliness of response to service requests from the Supply Office staff					/
4. Availability of common office supplies and other materials.					/
5. Overall perception of services provided by the Supply Office staff				/	

CAGAYAN STATE UNIVERSITY

Faculty and Personnel Satisfaction Survey

Dear Member of the Faculty/Administrative Staff,

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 during the year 2016. Your answers will provide us valuable inputs to serve you better and to make sure we meet your expectations.

Thank you so much for your time.

GENERAL INFORMATION

Name (optional): _____ Sex: Male Female
 Campus Assignment: _____ Position: **FACULTY**
 Length of Service: **40** _____ College: **CTED** _____

DIRECTION: Please check the number that corresponds to your level of assessment using the following rating scale.

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

I. REGISTRAR SERVICES

Have you availed of these services? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the Registrar's Office				/	
2. Quality of customer service from the Registrar and his/her staff				/	
3. Timeliness of response to service requests from the Registrar staff				/	
4. Availability of accurate student and faculty records and other related documents				/	
5. Overall perception of services provided by the Registrar staff				/	

II. LIBRARY SERVICES

Have you availed of these services? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the library				/	
2. Quality of customer service from the librarian and his/her staff				/	
3. Timeliness of response to service requests from the library staff				/	
4. Availability of updated and quality library resources such as books, periodicals and general references				/	
5. Overall perception of services provided by the library staff				/	

III. ACCOUNTING SERVICES

Have you availed of these services? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the Accounting Office				/	
2. Quality of customer service from the Accountant and his/her staff				/	
3. Timeliness of response to service requests from the Accounting staff				/	
4. Availability of accurate net-take home pay, BIR forms, and other pertinent documents				/	
5. Overall perception of services provided by the Accounting staff				/	

IV. CASHIERING SERVICES

Have you availed of these services? ___ yes ___ no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the Cashier's Office					/
2. Quality of customer service from the cashier and his/her staff					/
3. Timeliness of response to service requests from the Cashier's Office staff					/
4. Availability of accurate official receipts and other related documents					/
5. Overall perception of services provided by the Cashier's Office staff					/

V. MEDICAL AND DENTAL SERVICES

Have you availed of these services? ___ yes ___ no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the Campus Clinic		/			
2. Quality of customer service from the campus physician and his/her staff		/			
3. Timeliness of response to service requests from the Campus Clinic staff		/			
4. Availability of updated and quality of medical and dental supplies and materials		/			
5. Overall perception of services provided by the Campus Clinic staff		/			

VI. HUMAN RESOURCES SERVICES

Have you availed of these services? ___ yes ___ no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the human resource management office (HRMO)				/	
2. Quality of customer service from the HRM Officer and his/her staff			/		
3. Timeliness of response to service requests from the HRMO staff			/		
4. Availability of accurate faculty and personnel data profile, inventory, employment record, salary schedule and other related documents			/		
5. Overall perception of services provided by the HRMO staff				/	

VII. RECORDS SERVICES

Have you availed of these services? ___ yes ___ no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the Records Office				/	
2. Quality of customer service from the records officer and his/her staff				/	
3. Timeliness of response to service requests from the records office staff				/	
4. Availability of accurate official records and other related documents				/	
5. Overall perception of services provided by the Records Office staff				/	

VIII. SUPPLY SERVICES

Have you availed of these services? ___ yes ___ no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the Supply Office				/	
2. Quality of customer service from the Supply Officer and his/her staff				/	
3. Timeliness of response to service requests from the Supply Office staff				/	
4. Availability of common office supplies and other materials.				/	
5. Overall perception of services provided by the Supply Office staff				/	



CAGAYAN STATE UNIVERSITY

Faculty and Personnel Satisfaction Survey

Dear Member of the Faculty/Administrative Staff,

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 during the year 2016. Your answers will provide us valuable inputs to serve you better and to make sure we meet your expectations.

Thank you so much for your time.

GENERAL INFORMATION

Name (optional): _____ Sex: () Male () Female
 Campus Assignment: _____ Position: _____
 Length of Service: _____ College: _____

DIRECTION: Please check the number that corresponds to your level of assessment using the following rating scale.

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

I. REGISTRAR SERVICES

Have you availed of these services? yes no

If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the Registrar's Office		✓			
2. Quality of customer service from the Registrar and his/her staff		✓			
3. Timeliness of response to service requests from the Registrar staff		✓			
4. Availability of accurate student and faculty records and other related documents		✓			
5. Overall perception of services provided by the Registrar staff		✓			

II. LIBRARY SERVICES

Have you availed of these services? yes no

If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the library			✓		
2. Quality of customer service from the librarian and his/her staff			✓		
3. Timeliness of response to service requests from the library staff			✓		
4. Availability of updated and quality library resources such as books, periodicals and general references			✓		
5. Overall perception of services provided by the library staff			✓		

III. ACCOUNTING SERVICES

Have you availed of these services? yes no

If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the Accounting Office	✓				
2. Quality of customer service from the Accountant and his/her staff		✓			
3. Timeliness of response to service requests from the Accounting staff	✓				
4. Availability of accurate net-take home pay, BIR forms, and other pertinent documents		✓			
5. Overall perception of services provided by the Accounting staff	✓				

IV. CASHIERING SERVICES

Have you availed of these services? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the Cashier's Office		✓			
2. Quality of customer service from the cashier and his/her staff		✓			
3. Timeliness of response to service requests from the Cashier's Office staff		✓			
4. Availability of accurate official receipts and other related documents		✓			
5. Overall perception of services provided by the Cashier's Office staff		✓			

V. MEDICAL AND DENTAL SERVICES

Have you availed of these services? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the Campus Clinic		✓			
2. Quality of customer service from the campus physician and his/her staff	✓				
3. Timeliness of response to service requests from the Campus Clinic staff		✓			
4. Availability of updated and quality of medical and dental supplies and materials	✓				
5. Overall perception of services provided by the Campus Clinic staff	✓				

VI. HUMAN RESOURCES SERVICES

Have you availed of these services? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the human resource management office (HRMO)				✓	✓
2. Quality of customer service from the HRM Officer and his/her staff				✓	✓
3. Timeliness of response to service requests from the HRMO staff				✓	
4. Availability of accurate faculty and personnel data profile, inventory, employment record, salary schedule and other related documents					✓
5. Overall perception of services provided by the HRMO staff				✓	✓

VII. RECORDS SERVICES

Have you availed of these services? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the Records Office			✓		
2. Quality of customer service from the records officer and his/her staff				✓	
3. Timeliness of response to service requests from the records office staff			✓		
4. Availability of accurate official records and other related documents				✓	
5. Overall perception of services provided by the Records Office staff			✓		

VIII. SUPPLY SERVICES

Have you availed of these services? yes no
 If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the Supply Office				✓	
2. Quality of customer service from the Supply Officer and his/her staff					✓
3. Timeliness of response to service requests from the Supply Office staff				✓	
4. Availability of common office supplies and other materials.				✓	
5. Overall perception of services provided by the Supply Office staff				✓	