



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

**SUMMARY OF RESULTS**  
**2017 STUDENT AND FACULTY-PERSONNEL SATISFACTION SURVEY**

STUDENT SATISFACTION SURVEY*							
Services	A. Number of Persons Per Rating				B. Total Number of	C. Total Number of	D. C Over B Times 100
	Best	Better	Good	Fair/Poor			
Registrar Services	4396	6558	5243	1906	18,103	16,197	89.47
Library Services	5354	6915	4526	1051	17,846	16,795	94.11
Student Services	4915	6468	5127	980	17,490	16,510	94.40
Guidance Services	7251	6098	3675	578	17,602	17,024	96.72
Accounting Services	4692	6142	4845	1740	17,419	15,679	90.01
Cashiering Services	5043	6993	4620	1443	18,099	16,656	92.03
Medical/Dental Services	5393	6226	4488	1438	17,545	16,107	91.80
Business Services	4942	6269	4989	1200	17,400	16,200	93.10
Socio-Cultural Services	4789	5881	4599	963	16,232	15,269	94.07
Sports Services	5043	5566	4628	932	16,169	15,237	94.24
Instructional Media Services (Available in Andrews & Carig only)	1878	2569	3837	1007	9,291	8,284	89.16
<b>Total (Students)</b>					<b>183,196</b>	<b>169,958</b>	<b>93</b>

FACULTY-PERSONNEL SATISFACTION SURVEY**							
Services	A. Number of Persons Per Rating				B. Total Number of	C. Total Number of	D. C Over B Times 100
	Best	Better	Good	Fair/Poor			
Registrar Services	66	47			113	113	100%
Library Services	81	31	1		113	113	100%
Accounting Services	69	40	4		113	113	100%
Cashiering Services	82	30	1		113	113	100%
Medical & Dental Services	77	32	4		113	113	100%
Human Resource Services	64	45	1	3	113	110	97%
Records Services	63	45	4	1	113	112	99%
Supply Services	57	51	5		113	113	100%
<b>Total (FP)</b>					<b>904</b>	<b>900</b>	<b>100%</b>

Total Number of Respondents who availed of the service	Total number of Persons who rated the Service as Good/Better/Best	Percentage of students and personnel who rate
184,100	170,858.00	92.81%

Prepared by:

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 ISA II