



# 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 during the School Year 2015-2016

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

Have you availed of these services? 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 and quality of library resources such as books, periodicals and general references					
5. Overall perception of services provided by the Library staff					

### II. BUSINESS SERVICES

Have you availed of these services? 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 Business office					
2. Quality of customer service from the Business director/coordinator and his/her staff					
3. Timeliness of response to service requests from the Business office staff					
4. Availability and quality of business items and products sold at the Business office					
5. Overall perception of services provided by the Business staff					

### III. STUDENT SERVICES

Have you availed of these services? 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 Office Student Services and Welfare (OSSW)					
2. Quality of customer service from the OSSW director/coordinator and his/her staff					
3. Timeliness of response to service requests from the OSSW staff					
4. Availability and quality of student projects, events and activities					
5. Overall perception of services provided by the OSSW staff					

#### IV. GUIDANCE SERVICES

Have you availed of these services? 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 Guidance Office					
2. Quality of customer service from the guidance director/coordinator and his/her staff					
3. Timeliness of response to service requests from the guidance office staff					
4. Availability and quality of growth sessions conducted					
5. Overall perception of services provided by the Guidance staff					

#### V. MEDICAL AND DENTAL SERVICES

Have you availed of these services? 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 and quality of medical and dental supplies and materials					
5. Overall perception of services provided by the Campus Clinic staff					

#### VI. REGISTRAR SERVICES

Have you availed of these services? 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 and quality of student records and other related documents					
5. Overall perception of services provided by the Registrar staff					

#### VII. ACCOUNTING SERVICES

Have you availed of these services? 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 test permits and accuracy of statement of accounts and other pertinent documents					
5. Overall perception of services provided by the Accounting staff					

**VIII. CASHIERING SERVICES**

Have you availed of these services? 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 and accuracy of official receipts and other related documents					
5. Overall perception of services provided by the Cashier's Office staff					

**IX. SOCIO-CULTURAL SERVICES**

Have you availed of these services? 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 Socio-Cultural Office					
2. Quality of customer service from the socio-cultural director/coordinator and his/her staff					
3. Timeliness of response to service requests from the Socio-Cultural Office staff					
4. Availability and quality of socio-cultural projects, events and activities					
5. Overall perception of services provided by the Socio-Cultural staff					

**X. SPORTS SERVICES**

Have you availed of these services? 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 Sports Services Office					
2. Quality of customer service from the sport director/coordinator and his/her staff					
3. Timeliness of response to service requests from the Sports Services Office staff					
4. Availability and quality of sports projects, events and activities					
5. Overall perception of services provided by the Sports Services staff					

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

Have you availed of these services? 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 Instructional Media Center (IMC)					
2. Quality of customer service from the IMC director and his/her staff					
3. Timeliness of response to service requests from the IMC staff					
4. Availability and quality of supplies, materials and equipment					
5. Overall perception of services provided by the IMC staff					

Sex: ( ) Male ( ) Female

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

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

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

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