

Republic of the Philippines

**CENTRAL LUZON STATE UNIVERSITY**

Science City of Muñoz, Nueva Ecija

OFFICE OF THE UNIVERSITY PRESIDENT

**OFFICE FEEDBACK REPORT**

**Office Rated: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Evaluation Period: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

This is the summary report on the feedback given by:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (student-raters/evaluators)

**Type of Services rendered within the evaluation period**

|  |  |  |
| --- | --- | --- |
|  | **Frequency** | **Percent** |
| **Client Type** |  |  |
| Citizen |  |  |
| Business |  |  |
| Government |  |  |
| **Sex** |  |  |
| Male |  |  |
| Female |  |  |
| **Service Availed** |  |  |
| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |  |  |
| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |  |  |

|  |  |  |
| --- | --- | --- |
| **Citizen’s Charter (CC)** | **Frequency** | **Percent** |
| **CC1** |  |  |
| I know what a CC is and I saw this office’s CC. |  |  |
| I know what a CC is but I did NOT see this office’s CC. |  |  |
| I learned of the CC only when I saw this office’s CC. |  |  |
| I do not know what a CC is and I did NOT see one in this office’s CC. |  |  |
| **CC2** |  |  |
| Easy to see |  |  |
| Somewhat easy to see |  |  |
| Difficult to see |  |  |
| Not visible at all |  |  |
| N/A |  |  |
| **CC3** |  |  |
| Helped very much |  |  |
| Somewhat helped |  |  |
| Did not help |  |  |
| N/A |  |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Service Quality Dimensions** **(SQD)** | **Frequency Ratings** | | | | | | **MEAN** | **ADJECTIVAL RATING** |
| **SD** | **D** | **N** | **A** | **SA** | **N/A** |
| **1** | **2** | **3** | **4** | **5** |  |
| **SQD0.** I am satisfied with the service that I availed |  |  |  |  |  |  |  |  |
| **SQD1.** I spent a reasonable amount of time for my transaction. |  |  |  |  |  |  |  |  |
| **SQD2.** The office followed the transaction’s requirement from the office or its website. |  |  |  |  |  |  |  |  |
| **SQD3.** The steps (including payment) I needed to do for my transaction were easy and simple |  |  |  |  |  |  |  |  |
| **SQD4.** I easily found information about my transaction from the office or its website. |  |  |  |  |  |  |  |  |
| **SQD5.** I paid a reasonable amount of fees for my transaction. |  |  |  |  |  |  |  |  |
| **SQD6.** I feel the office was fair to everyone, or “walang palakasan” during my transaction. |  |  |  |  |  |  |  |  |
| **SQD7.** I was treated courteously by the staff, and (I asked for help) the staff was helpful |  |  |  |  |  |  |  |  |
| **SQD8.** I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. |  |  |  |  |  |  |  |  |
| Overall, how would you rate your entire educational experience at CLSU? |  |  |  |  |  |  |  |  |
| **Mean Rating** | | | | | | |  |  |

|  |  |  |
| --- | --- | --- |
| **Overall, I would recommend CLSU to my peers** | **Frequency** | **Percent** |
| Yes |  |  |
| No |  |  |

|  |
| --- |
| Rating Scale:  4.21 - 5.00 - Excellent  3.41 - 4.20 - Very Good  2.61 - 3.40 - Good  1.81 - 2.60 - Fair  1.00 – 1.80 - Needs Improvement |

**Rater’s comments/ Suggestions**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Prepared by:** (Unit Head) **Attested:** Program (VP)

**Reviewed by:** (Dean/Director) (President)