



## OFFICE OF ADMISSIONS, SCHOLARSHIP AND GRANTS CLIENT SATISFACTION SURVEY RESULTS

Frontline Services  
For the Period December 2023 to May 2024

### SUMMARY OF RATINGS

Coverage (Period)	Average Mean (Rating)	Adjectival Rating
1 <sup>st</sup> Phase (December 2023 to May 2024)	4.69	Very Satisfactory

### Average Rating Per Service Quality Dimension Indicator

#### OVERALL (ALL CLIENTS)

(1<sup>st</sup> Phase- December 2023 to May 2024)

SQD Indicator	Average Rating Per SQD	Adjectival Rating Per SQD
Tangibility	4.67	Very Satisfactory
Responsiveness	4.68	Very Satisfactory
Reliability	4.68	Very Satisfactory
Empathy	4.70	Very Satisfactory
Assurance	4.72	Very Satisfactory
Overall Experience	4.68	Very Satisfactory
<b>Overall Average Rating:</b>	<b>4.69</b>	<b>Very Satisfactory</b>

### Average Rating Per Service Quality Dimension Indicator

#### STUDENTS

(1<sup>st</sup> Phase- December 2023 to May 2024)

SQD Indicator	Average Rating Per SQD	Adjectival Rating Per SQD
Tangibility	4.68	Very Satisfactory
Responsiveness	4.68	Very Satisfactory
Reliability	4.69	Very Satisfactory
Empathy	4.7	Very Satisfactory
Assurance	4.72	Very Satisfactory
Overall Experience	4.69	Very Satisfactory
<b>Overall Average Rating:</b>	<b>4.70</b>	<b>Very Satisfactory</b>



## Raw Comments

Sana maging approachable yung mga staff , at huwag masyadong strict. Salamat
All services that they provide are outstanding, very approachable.
So far there is none, they give us the excellent service about our concern.
Very good approachable person.
The process was very quick no need to struggle.
The staff is very welcoming and accommodates questions with patience.
Service was outstanding and the staff are professional
I appreciate the warm welcome of the staff towards us students and other clients, the peacefulness is admirable
It's better already.
their service is perfect, nothing to change
The staff's are very approachable and nice
I think they're service is enough already because it is good.
The service was good and they are very accommodating
I am satisfied of the service provided
They communicate well
I hope that they will continue in rendering their good service and assistance to our inquiries.
Staff is very approachable.
So far, they have a great service.
No need, the staffs are very approachable
No comment because the staff in oasg are approachable
It was very efficient.
Thank you for accomodating us and giving us assistance
My first visit was not able to complete due to the unavailability of the personnel because they have a meeting accordingly. There should be a staff who will assist.
Approachable ug knowledgable si maam sa iyang work
thank you for your outstanding work
the admission staff/employees are very accommodating.





Basta si MAAM VILELA nice jud kaayo
The transactions were good
Thank you so much for entertaining us professionally! We appreciate it a lot.
Very accommodating
Very approachable
service is great
Alway be accomodating and kind

## Recommendations

Issues/Concerns	Raw Comments	Recommendations
<b>Criterion: Empathy</b> <ul style="list-style-type: none"> <li>Staff professionalism, politeness and willingness to help.</li> <li>Individual attention given by the staff to address issue or concern.</li> </ul>	<i>Sana maging approachable yung mga staff , at huwag masyadong strict. Salamat.</i>	Personnel are expected to deliver services with the highest level of respect, politeness, and enthusiasm. If deemed necessary by the Head, frontline personnel may be recommended for Basic Customer Service training or any relevant training to enhance their interpersonal skills.
<b>Criterion: Responsiveness</b> <ul style="list-style-type: none"> <li>Fastness and efficiency of service rendered.</li> <li>Waiting/lead time of the transaction/s.</li> </ul>	<i>My first visit was not able to complete due to the unavailability of the personnel because they have a meeting accordingly. There should be a staff who will assist. However, my 2nd visit assisted me well. Thanks.</i>	To enhance the efficiency of service delivery, the office may implement a queuing or numbering system. Each service window can handle multiple transactions, depending on the personnel's expertise and ability to manage them effectively.



Issues/Concerns	Raw Comments	Recommendations
<ul style="list-style-type: none"> <li>Updating of Citizen's Charter and Documented Procedure Manual</li> </ul>		<p>The Citizen's Charter and the Documented Procedure Manual of the OASG shall be continuously maintained and updated. The processes outlined in both documents must be consistent with one another.</p> <p>It is essential to update the Citizen's Charter, as the Client Satisfaction Measurement questionnaire from the Anti-Red Tape Authority evaluates the office's compliance with it. The revised Citizen's Charter should be submitted to the Office of the Vice Chancellor for Administration and Finance, while the updated Documented Procedure Manual must be submitted to the Office of Quality Assurance and Management Services. Additionally, the OASG should coordinate with the Office of Monitoring and Evaluation to facilitate these updates.</p>

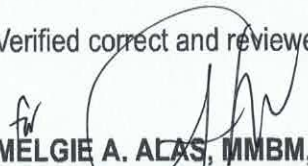
*Note: The raw comments gathered from the survey respondents can be viewed through the google sheet link provided and shared by the Office of Monitoring to the Head of Office concerned.*

Prepared by:

  
**ARLENE B. GIL**  
Planning Officer III

  
**MARK JUNE L. APORADOR, LPT, MBA**  
Project Development Officer III

Verified correct and reviewed by:

  
**MELGIE A. ALAS, MMBM, PGSDSDS**  
Director, Office of Monitoring and Evaluation

Date Prepared: June 10, 2024