

## SECURITY AND INVESTIGATION DIVISION- Client Satisfaction Measurement Survey

As we journey towards influencing the future, the Office of the Vice-Chancellor for Strategic Initiatives (OVCSI), through the Office of Monitoring and Evaluation (OME), conducts a semestral performance evaluation of internal and external services of the offices in the University. This survey will definitely help the management improve the delivery of its services to the clientele.

In view of this, we would like to know and gather your thoughts on how a particular office have served your needs and meet your satisfaction in terms of the services you have availed by taking time in answering this survey. Your objective and honest answer in this survey will be highly appreciated.

This **Client Satisfaction Measurement (CSM)** tracks the customer experience of government offices. Your feedback on your **recently concluded transaction** will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Let us journey together to a greater MSU-ITI!

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Not shared

\* Indicates required question

Client Type \*

- ☐ Citizen
- ☐ Business
- ☐ Government (Employee or another agency)

I am a/an \*