



August 12, 2024

**PHYLLIS MARIE S. TEANCO**

Director

Office of Student Development Services

This University

Dear **Ma'am Teanco**,

*Greetings of peace and joy from the Office of Monitoring and Evaluation!*

This letter pertains to your request dated August 09, 2024, requesting for the results of (1) Student Satisfaction Index for the 2<sup>nd</sup> Semester, AY 2023-2024 and (2) Students who have answered the Client Satisfaction Survey for the 2<sup>nd</sup> Semester, AY 2023-2024.

In response, we are pleased to provide the **Report on the Client Satisfaction Survey Results** for the **1st Phase of FY 2024**, covering **December 2023 to May 2024**. This report, facilitated by the Office of Monitoring and Evaluation under the Office of the Vice-Chancellor for Strategic Initiatives, **includes results based on data gathered from general clients and students.**

Attached is a copy of the report for your reference. For any clarifications regarding this report, please contact **Mr. Mark June L. Aporador**, Project Development Officer III of the Office of Monitoring and Evaluation, at (063) 222-5853 local 4159 or [markjune.aporador@g.msuiit.edu.ph](mailto:markjune.aporador@g.msuiit.edu.ph) for further assistance.

We hope this meets your request. Thank you very much and God bless!

Sincerely yours,

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

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**OFFICE OF STUDENT DEVELOPMENT SERVICES  
CLIENT SATISFACTION SURVEY RESULTS**

**Frontline Services**

For the Period December 2023 to May 2024 (1<sup>st</sup> Phase FY 2024)

**SUMMARY OF RATINGS**

| Type of Respondents          | No. of Respondents                   | Average Mean (Rating) | Adjectival Rating        |
|------------------------------|--------------------------------------|-----------------------|--------------------------|
| <b>Overall (All Clients)</b> | <b>370</b>                           | <b>4.73</b>           | <b>Very Satisfactory</b> |
| <b>Students</b>              | <b>280</b><br><i>(disaggregated)</i> | <b>4.75</b>           | <b>Very Satisfactory</b> |

**Average Rating Per Service Quality 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                    | 4.70                   | Very Satisfactory         |
| Responsiveness                 | 4.69                   | Very Satisfactory         |
| Reliability                    | 4.73                   | Very Satisfactory         |
| Empathy                        | 4.75                   | Very Satisfactory         |
| Assurance                      | 4.75                   | Very Satisfactory         |
| Overall Experience             | 4.77                   | Very Satisfactory         |
| <b>Overall Average Rating:</b> | <b>4.73</b>            | <b>Very Satisfactory</b>  |

**Average Rating Per Service Quality Indicator**

**STUDENTS**

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

| SQD Indicator                  | Average Rating Per SQD | Adjectival Rating Per SQD |
|--------------------------------|------------------------|---------------------------|
| Tangibility                    | 4.72                   | Very Satisfactory         |
| Responsiveness                 | 4.72                   | Very Satisfactory         |
| Reliability                    | 4.75                   | Very Satisfactory         |
| Empathy                        | 4.76                   | Very Satisfactory         |
| Assurance                      | 4.78                   | Very Satisfactory         |
| Overall Experience             | 4.79                   | Very Satisfactory         |
| <b>Overall Average Rating:</b> | <b>4.75</b>            | <b>Very Satisfactory</b>  |





## Recommendations

| Criterion  | Raw Comments<br>(Issues/Concerns)   | Recommendations   |
|--|---|---|
| <b>Criterion: Tangibility</b> <ul style="list-style-type: none"> <li>Visual appeal and comfiness of facilities of the office (receiving/waiting/processing/working area, etc.).</li> <li>The order/organization of the services availed in the office (documents and processes of the transaction).</li> </ul> | <p><i>More chairs so that the students will have an area if they are waiting.</i></p> <p><i>Create website for online inquiries and transactions.</i></p>   | <p>Provision of a waiting space or area for clients should be considered and provided. The division of office space must be strategically planned to ensure ergonomic efficiency.</p> <p>The OSDS should offer clients multiple channels for requesting services, such as a Facebook Page or Google Forms, to facilitate virtual service requests.</p> <p>Establishing an online service request system enhances convenience by allowing users to submit requests anytime and from anywhere. It increases efficiency by automating the process, reduces errors from manual handling, and improves transparency with clear tracking of request statuses. Additionally, it centralizes data for better management, reduces administrative costs, and enhances accountability, ultimately leading to higher user satisfaction.</p> |
| <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>   | <p><i>Please make instructions clear and treat students with respect. Specially if the students needs clarification. Dont just answer "ga officer2 paka og di ka kabalo sa requirements" since I dont remember that we were given orientation with regards to this.</i></p> | <p>Personnel shall deliver the service with utmost respect, politeness, and enthusiasm. If needed, upon the determination of the Head, frontline personnel may be recommended for a Basic Customer Service training, or any related trainings that will improve their interpersonal skills.</p>   |
| <b>Overall experience with the transaction availed</b>   | <p><i>lesser price on GMC</i></p> <p><i>Lesser price</i></p> <p><i>If it could be possible to lessen the payment</i></p>  | <p>The OSDS is advised to review the fees for the services they offer, particularly for requests such as certificates of good moral character. This review will help determine if the fees are reasonable and affordable for students and other clients.</p>  |



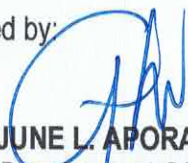


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|   |   |
|---|---|
| <p><b>Updating of Citizen's Charter and Documented Procedure Manual</b></p> | <p>The fees should be set to be favorable for both the OSDS and the clients.</p> <p>The Citizen's Charter and Documented Procedure Manual of the OSDS should be continuously maintained and updated, ensuring that the processes outlined in both documents are consistent with each other.</p> <p>It is high time to update the Citizen's Charter, as the Client Satisfaction Measurement questionnaire by the Anti-Red Tape Authority assesses the office's compliance with it. The revised Citizen's Charter should be submitted to the Office of the Vice-Chancellor for Administrative and Finance, while the updated Documented Procedure Manual must be submitted to the Office of Quality Assurance and Management Services. Additionally, OSDS 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:

  
**MARK JUNE L. APORADOR, MBA, CHRA**  
Project Development Officer III  
Office of Monitoring and Evaluation

  
**ARLENE B. GIL**  
Planning Officer III  
Office of Monitoring and Evaluation

Verified correct and reviewed by:

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



## 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        |
|--|-----------------------|--------------------------|
| <b>1<sup>st</sup> Phase</b><br>(December 2023 to May 2024) | <b>4.69</b>           | <b>Very Satisfactory</b> |

### 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> |

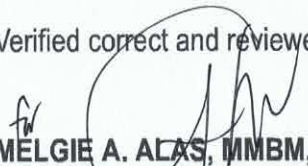
*Note: The raw comments gathered from the survey respondents can be viewed through the google sheet link provided and shared by the Office of Monitoring to the Head of Office concerned.*

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



**OFFICE OF GUIDANCE COUNSELING  
CLIENT SATISFACTION SURVEY RESULTS**

Frontline Services  
For the Period December 2023 to May 2024

**SUMMARY OF RATINGS**

| Coverage (Period)                                    | Average Mean<br>(Rating) | Adjectival<br>Rating |
|--|--------------------------|----------------------|
| 1 <sup>st</sup> Phase<br>(December 2023 to May 2024) | 4.77                     | Very Satisfactory    |

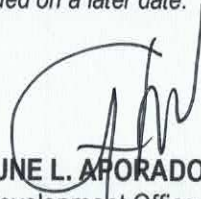
**Average Rating Per Service Quality Dimension Indicator**  
(1<sup>st</sup> Phase- December 2023 to May 2024)

| SQD Indicator           | Average Rating<br>Per SQD | Adjectival Rating<br>Per SQD |
|-------------------------|---------------------------|------------------------------|
| Tangibility             | 4.71                      | Very Satisfactory            |
| Responsiveness          | 4.73                      | Very Satisfactory            |
| Reliability             | 4.77                      | Very Satisfactory            |
| Empathy                 | 4.85                      | Very Satisfactory            |
| Assurance               | 4.80                      | Very Satisfactory            |
| Overall Experience      | 4.81                      | Very Satisfactory            |
| Overall Average Rating: | 4.77                      | Very Satisfactory            |

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. The recommendation is currently being processed thus, will be provided on a later date.

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,**  
Director, Office of Monitoring and Evaluation

Date Prepared: July 17, 2024

received by: Don  
PMEBA Spini  
7/17/2024