



Laguna State Polytechnic University
Province of Laguna

OFFICE OF STUDENT AFFAIRS SERVICES

CLIENTELE SATISFACTION RATING

January-June 2021- Second Semester

CLIENTELE SATISFACTION	Quality of Service Provided	Personnel Attitude	Average	Interpretation
I) Registrar	4.8	4.8	4.8	Excellent
II) Office of Student Affairs	4.8	4.7	4.75	Excellent
III) Student Services				
A. Guidance Services				
a. Admission Services	4.3	4.2	4.25	Very Satisfactory
b. Counselling Services	3.9	3.6	3.75	Very Satisfactory
c. Testing	N/A	N/A	N/A	N/A
B. Medical Services	3.4	3.2	3.3	Satisfactory
C. Dental Services	N/A	N/A	N/A	N/A
D. Campus Publication	3.9	3.6	3.75	Very Satisfactory
E. School Canteen	N/A	N/A	N/A	N/A
IV) Scholarship Program	4.8	4.8	4.8	Excellent
V) Gender and Development (GAD)	4.5	4.5	4.5	Excellent
VI) Library Services	4.7	4.7	4.7	Excellent
VII) Research Office	4.7	4.7	4.7	Excellent
VIII) Cashiers Office	4.8	4.8	4.8	Excellent
IX) Budget and Finance/Accounting	4.7	4.7	4.7	Excellent
X) Security Services	4.6	4.7	4.65	Excellent
XI) Business Affairs Office (BAO)	3.8	3.7	3.75	Very Satisfactory

Table 1 shows the outcome of the Clientele Satisfaction online survey of 17 student services on the university campus, nine (9) units/offices got an Excellent Rating both from Quality-of-service Provider and Personnel Attitude with means ranges to 4.5 to 4.8. 4 units got Satisfactory rating of 3.75 to 4.25. Only 1 unit got a Satisfactory rating of 3.3, and there are three (3) offices/units without Clientele Satisfaction ratings because of safety protocols due to Covid 19.



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CLIENTELE SATISFACTION	Quality of Service Provided	Personnel Attitude	Average	Interpretation
COLLEGES				
A. College of Foods, Nutrition and Dietetics	4.6	4.4	4.5	Excellent
B. College of Fisheries	3.9	3.7	3.8	Very Satisfactory
C. College of Arts and Sciences	4.7	4.7	4.7	Excellent
D. College of Hospitality Management and Tourism	4.5	4.7	4.6	Excellent
E. College of Teacher Education	4.7	4.7	4.7	Excellent
F. College of Computer Studies and Technology	4	4.2	4.1	Very Satisfactory
G. College of Criminal Justice Education	4.7	4.7	4.7	Excellent
H. College of Business Management and Accountancy	4.7	4.4	4.55	Excellent

Table 2 shows the outcome of the Clientele Satisfaction online survey of 8 colleges on the university campus, the six (6) colleges got an Excellent Rating both from Quality-of-service Provider and Personnel Attitude with means ranges to 4.5 to 4.7. Two (2) colleges got Satisfactory ratings that range from 3.8 to 4.1. Students are effectively satisfied from the services provided information and knowledge they obtained were of the same high quality as what they expected.


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