



Republic of the Philippines
Laguna State Polytechnic University
Province of Laguna

EXCERPT FROM THE MINUTES OF THE EMERGENCY MEETING OF THE OFFICE OF THE STUDENT AFFIARS AND SERVICES ON OCTOBER 15, 2021 AT 2:30 IN THE AFTERNOON VIA GOOGLE MEET.

PRESENT:

JAYSON N. OLAYTA	-	Director, OSAS & Presiding Officer
EDEN C. CALLO, Ed.D.	-	VP for Academic Affairs
ALBERTO B. CASTILLO	-	Chairperson, OSAS-SPCC
FLORA H. SALANDANAN	-	Chairperson, OSAS-LBC
ROZALLE H. PALACOL	-	Chairperson, OSAS-SCC
KEVIN B. AMANTE	-	Executive Staff, OVPAA
CARYL ANGELICA B. SEGUI	-	Staff

ABSENT: NONE

AGENDUM:

1. Compliance to the OFI and Recommendation to Recalibrate the Clientele Satisfaction Survey Form.
2. Other Matters

DISCUSSION

The meeting started at 2:30PM with the formal opening by the presiding officer. The emergency meeting was called to discuss the recalibration of clientele satisfaction survey that shall be aligned to the pandemic period.

Upon consultation with the concern offices regarding the recalibration and since there is a CMO that can be adopted to assess the satisfaction of the students on the services provided by the university during the pandemic.

The OSAS Director presented the response on the OFI indicating that *“The Office of the Student Affairs conducted Clientele satisfaction survey using the controlled form however, on the analysis, data that is not aligned on the present situation was highlighted to show that there is a need to recast the instrument. With the passage and implementation of CMO 08-2021, the OSAS will adopt the satisfaction survey of SAS programs in lieu with the pandemic period for SY 2021-2022.”* He reiterated that the result of the clientele satisfaction survey conducted from January to June 2021 is the controlled forms which some data was rated as NOT APPLICABLE.

With this, the Presiding Officers asked the consensus of the Chairpersons in the adopting the SAS Clientele Satisfaction Survey. The Chairperson from other campuses affixed their approval on the adoption of the parameters indicated on the CMO 08-2021 in assessing the satisfaction on the services provided by the office. However, some part of the previous form will be retained such as frontline offices namely: Registrar, Budget, Cashier, Library, Research & Colleges where the respondent belongs.

On the other hand, the VPAA reiterates that the recalibration of the instrument is good since there is a legal basis to follow. She gave her support to the plan of OSAS Heads in the adoption of the SAS Satisfaction Survey from CMO 08-2021.

RESOLVED:

Clientele Satisfaction Survey Parameters will be adopted from CMO 08-2021 and will be implemented on the FIRST SEMESTER SY 2021-2022.

Draft/Copy of the CLIENTELE SATISFACTION SURVEY will be presented and submitted to the Document Control Officer.

Copy of the survey form will be provided to the OSAS Offices.

Certified True and Correct:


CARYL ANGELICA B. SEGUI
Acting Secretary

Noted:


J AYSON N. OLAYTA, MRD
Director, OSAS & Presiding Officer