**CHEDRO Client Survey 2015**

**(Please email to** [**checaraga@gmail.com**](mailto:checaraga@gmail.com) **with above Subject)**

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School: **Andres Soriano Colleges of Bislig**

Please rate the various CHED policies under each specific Key Result Area (KRA) using the scale below:

**Numerical Rating Adjectival Rating**

5 - Excellent

4 - Very Good

3 - Good

2 - Moderately Good

1 - Poor/Needs Improvement

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| CHED POLICIES ON RATIONALIZATION | 5 | 4 | 3 | 2 | 1 |
| PART 1 – POLICY AREAS |  |  |  |  |  |
| 1. Identification of priority courses to serve as guide for students and parents in choosing courses or files of study |  | C:\Users\Lab2PC10\Desktop\download.png |  |  |  |
| 1. Campaign to provide information on oversubscribed and undersubscribed programs |  | C:\Users\Lab2PC10\Desktop\download.png |  |  |  |
| PART 2 –SERVICES |  |  |  |  |  |
| 1. CAV |  | C:\Users\Lab2PC10\Desktop\download.png |  |  |  |
| 1. Application for S. O. for graduation |  | C:\Users\Lab2PC10\Desktop\download.png |  |  |  |
| 1. Application to operate programs |  | C:\Users\Lab2PC10\Desktop\download.png |  |  |  |

**QUALITY & EFFICIENCY OF SERVICE**

1. How well are you aware of the mandate and functions of CHED?

Fully aware

Moderately aware

Aware

A bit aware

No Idea

1. How often have you dealt with CHED?

Always

Often

Sometimes

Rarely

Never

1. How did you contact the CHED office that you transacted business with?

In person

By telephone

Through Internet

In writing (letter)

others, specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Sufficient Information was available on the CHED guidelines to answer your queries?

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

1. About how long did you have to wait before a CHED staff/representative was able to attend to your queries?

I was attended to immediately

Within 5 minutes

10 minutes

15 minutes

More than 15 minutes

1. Did the CHED staff/representative provide you with relevant information?

Information provided fully addressed my query/ies

Knowledgeable and competent in answering my queries and concerns

Helped me understand the cause and possible solution/s to my query/concern

Handled issues with courtesy and professionalism

Information provided is not very helpful

1. Overall, how satisfied are you with the information that was given by the CHED staff/representative?

Very Satisfied

Somewhat Satisfied

Satisfied

Somewhat Dissatisfied

Very Dissatisfied

**Give your brief comments and suggestions:**

Thanks for being compassionate to minor deficiencies committed in Teacher Education department due to the oversight of the dean.

THANK YOU.