

STUDENT’S SATISFACTION SURVEY ON SACLI GUIDANCE SERVICES

S.Y. \_\_\_\_\_\_\_\_\_\_

We would like to improve the Guidance Program by determining its ability to meet the needs of the clientele. May we ask you to honestly rate the personnel, facilities and the delivery of services by responding to this instrument?

**Part I.**

Course\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Year: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Gender: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Part II**

1. Years of stay in SACLI? \_\_\_\_\_\_\_\_\_
2. Have you been to Guidance Office?

Yes \_\_\_\_ No \_\_\_\_

1. Have you ever talked to the Guidance Counselor?

Yes \_\_\_\_ No \_\_\_\_

* Referred or walk-in? (*Please underline*)
* ­For what reason/s? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Have you ever attended activities organized by the Guidance Office?

Yes \_\_\_\_ No \_\_\_\_

* Number of activities attended: \_\_\_\_\_\_\_\_\_
* If yes, name the activity/s: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* If no, state the reason for not attending \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Part III.**

Kindly rate your satisfaction on the following services provided by the Guidance Office.

Use the scale below.

**Very Satisfied (VS) 4**

**Satisfied (S) 3**

**Less Satisfied (LS) 2**

**Dissatisfied (D) 1**

1. **Testing Service**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| This service employs/uses psychological test as tool in guiding the students attain fuller self-awareness. | **4**  **(VS)** | **3**  **(S)** | **2**  **(LS)** | **1**  **(D)** |
| 1. Psychological test interpretation positively affects my daily living. |  |  |  |  |
| 1. Schedule of psychological test does not interfere my academic schedules. |  |  |  |  |
| 1. The results of the test are properly discussed to me by the guidance counselor. |  |  |  |  |
| 1. The psychological test results answer/address my needs as individual. |  |  |  |  |
| 1. The testing materials utilized in the Guidance Office match/fit the needs of every student in attaining self-awareness/ self- discoveries. |  |  |  |  |
| 1. Results of the tests held strictly confidential. |  |  |  |  |
| 1. I experienced taking psychological test at least once in my entire stay at SACLI. |  |  |  |  |
| 1. It is administered by a qualified staff. |  |  |  |  |

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Counseling Service/ Individual Consultation**

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| A face-to-face encounter with the guidance counselor where personal concerns are discussed thru counseling. This is a healthy relationship between a client and counselor to achieve personal growth. Also happens when discussing test results. | **4**  **(VS)** | **3**  **(S)** | **2**  **(LS)** | **1**  **(D)** |
| 1. The counselor is qualified in administering counseling. |  |  |  |  |
| 1. Counseling is done in a private area of the office where confidentiality of the conversation is maintained. |  |  |  |  |
| 1. I feel safe, comfortable and accepted in counseling. |  |  |  |  |
| 1. Counseling helps me to become the person I am capable of becoming. |  |  |  |  |
| 1. I grew as a more matured and independent individual through counseling. |  |  |  |  |
| 1. It helps me voice out my thought, emotions and concerns freely without any judgment. |  |  |  |  |
| 1. The Guidance Office maintained the confidentiality of my identity that makes it more comfortable for me to revisit the guidance office. |  |  |  |  |
| 1. I learned that consulting a guidance counselor does not make me less of a person. |  |  |  |  |

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Information Service/Activities/Placement**

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| This is a service that provides needed information to students like the seminars and interactive group guidance. Example, Guidance Lecture Series, Jobs Fair and Pre- employment seminar. It can also be information through announcements posted on boards and the like. | **4**  **(VS)** | **3**  **(S)** | **2**  **(LS)** | **1**  **(D)** |
| 1. Schedule of activities does not affect my academic encounter (classes). |  |  |  |  |
| 1. Activities provide reliable information that are beneficial to my growth as student. |  |  |  |  |
| 1. The activities organized by Guidance Office is worthy of my time because I acquire new learnings from it. |  |  |  |  |
| 1. The announcements and information like job vacancies posted on bulletin boards update me with inside and outside school happenings. |  |  |  |  |
| 1. Topics of the seminar/group guidance activities match my needs/concerns as individual. |  |  |  |  |
| 1. There are enough number of activities organized by the Guidance Office − not affecting my academic schedule. |  |  |  |  |
| 1. The activities are properly organized and well-coordinated with different departments. |  |  |  |  |
| 1. There are enough needed information posted on the Guidance Office bulletin board. |  |  |  |  |

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Facilities**

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| The Guidance Office is divided into specific areas suited for different guidance services like testing, counseling, receiving area.  Each area serves specific purpose to every guidance service. | **4**  **(VS)** | **3**  **(S)** | **2**  **(LS)** | **1**  **(D)** |
| 1. There is a warm, welcoming and comfortable ambiance that encourages students to freely visit the office. |  |  |  |  |
| 1. The entire office is well ventilated. |  |  |  |  |
| 1. The testing area is conducive to its purpose− forms of destruction like noise are minimized. |  |  |  |  |
| 1. Counseling area is closed, yet space is enough for a comfortable consultation. |  |  |  |  |
| 1. The space is enough to accommodate considerable number of students. |  |  |  |  |
| 1. The cleanliness and orderliness of all area are maintained. |  |  |  |  |
| 1. The Guidance Office is easily accessible for all the students. |  |  |  |  |
| 1. The location of the office is suitable to serve its purpose. |  |  |  |  |

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. **Research and Evaluation**

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| The service that employs/facilitates evaluation of the different Guidance services/activities as well as Student Evaluation of Faculty Member’s Performance. | **4**  **(VS)** | **3**  **(S)** | **2**  **(LS)** | **1**  **(D)** |
| 1. The existing evaluation of guidance program helps the improvement of service delivery to clienteles. |  |  |  |  |
| 1. Student evaluation of Faculty Member’s Performance is properly conducted every semester. |  |  |  |  |
| 1. Results of Faculty evaluations are treated with strict confidentiality. |  |  |  |  |
| 1. Result of previous evaluations (Guidance Service) used in improving its services including its new facilities, tests and other materials. |  |  |  |  |
| 1. Faculty evaluation results are utilized in addressing the concerns of the students to respective professors. |  |  |  |  |
| 1. Improvements in the Guidance Office are seen after evaluations are conducted. |  |  |  |  |
| 1. Tools/instruments used in different areas of evaluation are suited to its purpose. |  |  |  |  |
| 1. The process or system of Faculty Evaluation is convenient for students. |  |  |  |  |

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Personnel**

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| --- | --- | --- | --- | --- |
| The Guidance personnel includes the guidance counselor and student assistant assigned. They are the primary implementers of the guidance services availed by the students. | **4**  **(VS)** | **3**  **(S)** | **2**  **(LS)** | **1**  **(D)** |
| 1. There is a considerable number of staff at the Guidance Office. |  |  |  |  |
| 1. The staffs provide a welcoming appearance to clients that makes it more comfortable to visit the office. |  |  |  |  |
| 1. In times of peak season like signing of clearance, the staffs can still manage to attend the concerns of clients patiently. |  |  |  |  |
| 1. The staffs are approachable, warm, and knowledgeable in attending the concerns of every client. |  |  |  |  |
| 1. Confidentiality of every client is maintained by all the staffs. |  |  |  |  |
| 1. The staffs exhibit confidence in addressing every concerns of the student/client without offending him/her. |  |  |  |  |
| 1. There is a systematic operation of the Guidance Office employed by the staffs. |  |  |  |  |
| 1. There is an observable concern/empathy by the staff towards every client concerns. |  |  |  |  |

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**What is your perception about Guidance Office before?**

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**Was your perception changed after experiencing Guidance Office? Please explain your answer briefly.**

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---Thank you for your effort in helping us improve the Guidance Services---

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Office hours:

Monday to Saturday

8:00 am – 5:00 pm