



No.: _____

OFFICE OF THE UNIVERSITY PRESIDENT

FEEDBACK FORM

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: Citizen Business Government: _____
 Date: _____ Sex: Male Female Age: _____
 Region of Residence: _____ Service Availed: _____
 Name of Office: _____
 Name of Service Provider: _____ Position of Service Provider: _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees and processing times among others.

- CC1 Which of the following best describes your awareness of a CC?**
 1. I know what a CC is and I saw this office's CC.
 2. I know what a CC is but I did NOT see this office's CC.
 3. I learned of the CC only when I saw this office's CC.
 4. I do not know what a CC is and I did NOT see one in this office's CC. (Answer 'N/A' on CC2 and CC3)
- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC on this office was...?**
 1. Easy to see 4. Not visible at all
 2. Somewhat easy to see 5. N/A
 3. Difficult to see
- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?**
 1. Helped very much 3. Did not help
 2. Somewhat helped 4. N/A

INSTRUCTIONS:

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirement from the office or its website.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or "walang palakasan" during my transaction.						
SQD7. I was treated courteously by the staff, and (I asked for help) the staff was helpful						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						
Overall, how would you rate your entire educational experience at CLSU? (1 as the lowest and 5 as the highest)	1	2	3	4	5	N/A

Overall, I would recommend CLSU to my peers. YES NO

Suggestions on how we can further improve our services (optional):

Email address (optional): _____

THANK YOU!

**Adopted from ARTA as per MC 2022-05