



# Pangasinan State University

**Client Satisfaction Measurement Report**  
**Consolidated**  
**2023 (1<sup>st</sup> Edition)**



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## I. Overview

Pangasinan State University (PSU) is a prominent institution of higher education located in the province of Pangasinan, Philippines. Established in 1979, PSU has evolved into a multi-campus university system, spanning Alaminos City, Asingan, Bayambang, Binmaley, Infanta, Lingayen, San Carlos City, Sta. Maria, and Urdaneta City, with a commitment to providing quality education, research, and community service.

The university is dedicated to the holistic development of its students, offering a diverse range of academic programs across various disciplines, including agriculture, engineering, business, education, health sciences, and the arts. With multiple campuses strategically located throughout the province, PSU aims to make education accessible to a broad spectrum of learners.

Quality assurance mechanisms play a crucial role in ensuring high standards of education at Pangasinan State University. The institution employs a comprehensive approach to quality assurance, encompassing accreditation processes, continuous improvement initiatives, and adherence to national and international standards. Accreditation bodies evaluate the curriculum, faculty qualifications, facilities, and overall institutional performance to ensure that PSU meets or exceeds established benchmarks. Part of this mechanism is the Customer Satisfaction Measurement Report, designed to evaluate and gather comprehensive insights into our customers' experiences, preferences and areas for improvement.

The Customer Satisfaction Measurement for the fiscal year 2023 at Pangasinan State University garnered an overall score of 90.66%, indicating a very highly satisfactory rating for the services provided by all the offices. Moreover, external services received a total score of 93.39%, while internal services received a score of 90.49%. This demonstrates that the majority of the clients were very satisfied with the services provided by the offices.

## II. Scope:

The scope of customer satisfaction measurement revolves around the different services offered by the main office and its campuses. The survey results were gathered from January to December 2023 data provided by clients of Pangasinan State University and its nine campuses – Alaminos City, Asingan, Bayambang, Binmaley, Infanta, Lingayen, San Carlos City, Sta. Maria, and Urdaneta City. The survey was administered through both online links and hard copies.

As shown in the following table, the provided data offers insights into the responses received by various offices or departments within the organization, classified into external and internal services. Offices that provided external services garnered a total of 1292 responses. On the internal services front, a substantial total of 25,576 responses were recorded.

The Pangasinan State University has updated its customer satisfaction survey in adherence to the ARTA Memorandum Circular No. 2022-005 or The Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement. Based on the services provided in 2023 and communicated to our customers, not all PSU offices offering services have managed to document their transactions. Consequently, we lack the total number of transactions for the 2023 period, as well as the count of unsurveyed clients. Thus, the reflected customer satisfaction survey is based solely on responses received. The limited number of responses does not accurately represent the university's total transactions in 2023. Despite the absence of records in 2023, steps were taken to improve reporting by initiating transaction documentation in 2024.



External Services Provider	Responses
Accounting Services	64
Admission, Guidance and Testing	200
Bookstore	105
Budget Management	1
Campus Executive Director	26
Cashier	96
Center for Foreign Language	2
College/Department	76
Culture and Arts	2
Expanded Tertiary Education Equivalency and Accreditation Program	1
Extension	14
Gender and Development	11
Human Resource Management and Development	11
Income Generating Project	38
Internship Services	9
Laboratory Services	6
Library and Audio-Visual Services	120
Medical and Dental Services	2
National Service Training Program	3
Administrative Officer	7
Practice Teaching	17
Procurement	5
Public Relations, Publication and Information	65
Records Management	1
Registrar	264
Research	7
Statistics Center and Computing Sciences	1
Student Services and Alumni Affairs	113
Supply	25
<b>External Service Total</b>	<b>1,292</b>
Internal Services Provider	Responses
Accounting Services	493
Admission, Guidance and Testing	4793
Bookstore	541
Budget Management	3
Campus Executive Director	102
Cashier	3674
Center for Foreign Language	18
College/Department	2547
Culture and Arts	151
Expanded Tertiary Education Equivalency and Accreditation Program	107
Extension	138
Gender and Development	149
General Services	6
Human Resource Management and Development	254
Income Generating Project	73
Institutional Assessment and Accreditation	3



Internship Services	420
Laboratory Services	215
Library and Audio-Visual Services	1875
Medical and Dental Services	1548
MIS/ICTMO	446
Monitoring and Evaluation	2
National Service Training Program	430
Administrative Services	188
Office of the Board Secretary	2
Office of the University President	1
Office of the Vice President for Planning and Finance Management	1
Office of the Vice President for Quality Assurance	1
Others	1
Physical Plant and Facility	31
Planning	13
Practice Teaching	736
Procurement	85
Public Relations, Publication and Information	317
Records Management	13
Registrar	4100
Research	161
Sports Development	34
Statistics Center and Computing Sciences	15
Student Services and Alumni Affairs	1055
Supply	834
<b>Internal Service Total</b>	<b>25,576</b>
<b>OVERALL TOTAL</b>	<b>26,868</b>

### III. Methodology:

In implementing the Customer Satisfaction Survey (CSS), Pangasinan State University employed both physical and digital methods. The survey was distributed through hard copy forms as well as an online link to ensure accessibility for all respondents. This multi-channel approach aimed to capture feedback from a diverse range of stakeholders, including students, faculty, staff, and other university affiliates. Additionally, the university utilized the five-point Likert scale shown below as the survey's scoring system, providing respondents with options ranging from "Very Highly Satisfied" to "Not Satisfied." This scale allowed for nuanced feedback, enabling the university to better understand the varying degrees of satisfaction across different aspects of its services.

Scale	Rating
5	Very Highly Satisfied
4	Highly Satisfied
3	Somewhat Satisfied
2	Slightly Satisfied
1	Not Satisfied

The overall score for the 8 SQDs is computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Very Highly Satisfied' answers} + \text{Number of 'Highly Satisfied' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' Answers}}$$



The interpretation of the results are as follows:

Percentage	Rating
Below 60.0%	Poor
60.0%-79.9%	Fair
80.0%-89.9%	Satisfactory
90.0%-94.9%	Very Satisfactory
95.0%-100%	Outstanding

#### IV. Data and Interpretation

##### Client Demographic

The demographic profile of the customer satisfaction survey respondents provides valuable insights into the composition of the clientele and their respective satisfaction levels across different age groups and client categories.

In terms of age distribution presented in table D1, the data indicates a significant majority of respondents, encompassing 88.71% of all responses, fall within the age bracket of 24 and below. This suggests that the younger demographic, likely composed of students, constitutes the largest segment of respondents. Conversely, the remaining age groups, ranging from 25 to 65 and above, collectively represent only a small percentage of responses, indicating a lower representation of older individuals in the survey.

D1. Age	External	Internal	Overall
24 below	2.86%	85.85%	88.71%
25-32	0.92%	5.11%	6.03%
33-40	0.34%	1.95%	2.29%
41-48	0.39%	1.28%	1.67%
49-56	0.20%	0.67%	0.87%
57-64	0.08%	0.32%	0.40%
65 above	0.01%	0.02%	0.04%
<b>Grand Total</b>	<b>4.81%</b>	<b>95.19%</b>	<b>100.00%</b>

In 2023, the University collected a total of 26,868 customers who responded in the customer satisfaction survey. Almost all (95.19% or 25,575 individuals), were internal clients, while very few (4.81% or 1,292 individuals) were external clients. This finding suggests that students make up the majority of respondents, highlighting their role as primary clients within the university context. Additionally, it's plausible that internal stakeholders were more participative in the activities of the university, potentially influencing the distribution of respondents.

The data presented in table D2 shows the distribution of respondents based on sex and their utilization of University services, categorized into external, internal, and overall usage. Males constituted 33.90% of the total respondents who utilized University services, with 1.94% utilizing external services and 31.96% utilizing internal services. Conversely, females dominated the respondent pool, constituting 66.10% of overall service utilization. Of these, 2.87% utilized external services, and a significant 63.23% utilized internal services. Notably, there were no respondents who did not specify their gender or usage of University services. Interpreting the data reveals that females significantly outnumber males in utilizing both external and internal University services, indicating a higher propensity among females to engage with University services compared to males.



D2. Sex	External	Internal	Overall
Male	1.94%	31.96%	33.90%
Female	2.87%	63.23%	66.10%
Did not specify	0	0	0

As per type of customer, the table in the succeeding page shows that among the internal clients, the largest proportion were students, accounting for 88.33% or 23,732 individuals, followed by faculty members at 4.92% or 1,322 individuals, and non-teaching personnel at 1.94% or 521 individuals. External clients primarily consisted of alumni, constituting 3.22% or 865 individuals of the total respondents. Additionally, other categories of external clients included others at 1.28% or 344 individuals, community members at 1.46% or 39 individuals, suppliers at 0.13% or 36 individuals, and industry partners at 0.03% or 7 individuals.

Customer Type	Client Category	External	Internal	Overall
Internal	Student	-	88.33%	88.33%
	Faculty	-	4.92%	4.92%
	Non-Teaching	-	1.94%	1.94%
External	Alumni	3.22%	-	3.22%
	Parents and Families	-	-	-
	Community Member	0.15%		0.15%
	Industry Partner	0.03%		0.03%
	Supplier	0.13%		0.13%
	Regulatory and Accreditation body	0.00%		0.00%
	Others	1.28%		1.28%
	Did not Specify	0	0	0

### Count of Citizen's Charter Results

The Customer Satisfaction Survey implemented by Pangasinan State University in 2023 comprised three sections. The initial section gathered demographic information such as the office/department visited, nature of service availed, age, and client category. The second part assessed various service quality dimensions, including responsiveness, reliability (quality), access and facilities, communication, costs, integrity, assurance, and outcome timeliness. The final part asked for comments/suggestions from the customers.

Notably, the Customer Satisfaction Survey (CSS) used by Pangasinan State University in 2023 did not include questions regarding the citizen's charter or the overall satisfaction of clients with the service. Consequently, the CSS results of PSU were limited solely to the outcomes related to service quality dimensions, without providing any information on the citizen's charter or the overall satisfaction of clients with the service.

To ensure compliance with the mandated CSM questions and report template outlined in ARTA Memorandum Circular No. 2022-005, also known as 'The Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement,' Pangasinan State



University has revised its CSS process. This revision aims to harmonize the CSS tool and report with the requirements of ARTA Memorandum Circular No. 2022-005.

### Count of Service Quality Dimension (SQD) results

The survey findings reveal a widespread sense of satisfaction among respondents across all measured dimensions. "Reliability" emerge as the top-performing dimension with an impressive satisfaction rate of 91.58%, indicative of consistent delivery on promises and commitments. Following closely is "Responsiveness" at 91.51%, underscoring the service's adeptness in promptly addressing user needs or concerns. "Communication" follows suit with a commendable rating of 91.12%, highlighting effective communication crucial for fostering transparency and clarity in interactions, closely trailed by "Integrity" at 91.36%, suggesting a high level of trustworthiness and ethical conduct in the service's dealings.

Assessing the averages and lows:

- "Access and Facilities" achieved a respectable score of 90.34%, indicating generally positive perceptions regarding accessibility and the quality of facilities and resources.
- "Assurance" garnered a satisfactory rating of 90.42%, reflecting confidence in the service's competence and reliability.
- However, "Outcome" emerged as the lowest-scoring dimension, with a satisfaction rate of 89.34%, signaling potential for improvement in the actual results or outcomes delivered by the service.
- Similarly, "Costs" obtained a satisfaction rate of 89.45%, suggesting that while the majority are content, a notable percentage may perceive the costs less favorably compared to other dimensions.

Service Quality Dimensions	Very Highly Satisfactory	Highly Satisfactory	Somewhat	Slightly	Not Satisfied	N/A	Total Responses	Overall
Responsiveness	19742	4845	1373	453	455	0	26868	91.51%
Reliability	19363	5242	1370	458	435	0	26868	91.58%
Access and Facilities	18927	5346	1691	465	439	0	26868	90.34%
Communication	19570	4911	1489	416	482	0	26868	91.12%
Costs	16486	4965	1614	474	441	2888	26868	89.45%
Integrity	19934	4612	1435	410	477	0	26868	91.36%
Assurance	19513	4782	1617	484	472	0	26868	90.42%
Outcome	19117	4888	1858	533	472	0	26868	89.34%
<b>Overall</b>	<b>152652</b>	<b>39591</b>	<b>12447</b>	<b>3693</b>	<b>3673</b>	<b>2888</b>	<b>214944</b>	<b>90.66%</b>

In summary, while the service demonstrates commendable performance across various quality dimensions, there are discernible areas such as costs and outcomes that could benefit from targeted enhancements to further elevate overall satisfaction levels.

### Overall Score Per Office

Each service is rated based on provided percentage scores, with categories ranging from "Poor" for scores below 60.0%, to "Outstanding" for scores between 95.0% and 100%. The scores per office as shown in the table highlight differing levels of satisfaction as assessed by respondents and categorized by defined percentage-based ratings. Most offices achieved high ratings, with many falling into the "Very Satisfactory" or "Outstanding" categories. For example,





the Cashier scored 92.43%, earning a "Very Satisfactory" rating, while the Supply scored 99.71%, also reaching the "Very Satisfactory" level. However, some offices, like the Records Management with a score of 50.89%, received lower ratings, categorized as "Poor." Overall, the average score across all offices was 90.66%, indicating predominantly high satisfaction levels. This underscores the importance of continuous assessment and feedback utilization to enhance service quality where necessary.

External Services Provider	Overall Rating
Accounting (Request for order of payment)	92.50%
Admission, Guidance and Testing (Application for admission exam for Filipino and Foreign students)	86.76%
Bookstore	96.78%
Budget Management	100%
Campus Executive Director	92.31%
Cashier	92.69%
Center for Foreign Language	100%
College/Department	90.65%
Culture and Arts	93.75%
Expanded Tertiary Education Equivalency and Accreditation Program	100%
Extension (MOA Signing, Inquiry about adapted barangay)	88.79%
Gender and Development	100%
Human Resource Management and Development (Issuance of certificate of employment, service record and other employee's official data/document)	100%
Income Generating Project (Product and Rental Inquiry)	99.66%
Internship	98.61%
Laboratory	42.55%
Library and Audio-Visual	95.69%
Medical and Dental	93.75%
National Service Training Program	100%
Administrative Officer	100%
Practice Teaching	100%
Procurement	100%
Public Relations, Publication and Information	100%
Records Management	0%
Registrar (Issuance of transfer credentials for graduates-honorable dismissal, issuance of official certification- certificate of registration, issuance of certification/authentication/verification of OTR and diploma, issuance of official transcript of records, application for transfer credential, certification, diploma, and OTR)	92.68%
Research	100%
Statistics Center and Computing Sciences	80%
Student Services and Alumni Affairs (Alumni Consultation)	97.44%
Supply	99.48%
<b>External Service Total</b>	<b>93.39%</b>
Internal Services Provider	
Accounting (Request for order of payment, issuance of pay slip/certification of benefits received, issuance of clearance for financial accountability, issuance of tax certificates, request for payment of cash advance/reimbursement/procurement/payroll and other claims, refund of fees)	90.88%
Admission, Guidance and Testing (Apply for certificates of good moral character, admission exams, and psychological assessments, validation of entrance exam results, counseling, job application assistance, and organizing events like job fairs, placement seminars, and symposiums, counseling services and exit interviews)	84.11%
Bookstore (Purchase of books/ID lace/school uniform and P.E. uniform)	92.03%
Budget Management	66.67%
Campus Executive Director (Signing of documents)	93.21%
Cashier (Psychological Test Fee, issuance of official receipt: ID fee/ID lace/books/school uniform/PE uniform, OTR, diploma, transfer credential, certification, payment for dorm fee, payment for fs1 and fs2, payment for internship, payment for tuition, stipend claiming/release, query of balance)	92.42%
Center for Foreign Language	99.30%



(Grammarly/Plagiarism check and request)	
College/Department (Curriculum Development, Syllabi Development, Instructional Materials Development, Instructional Planning and Delivery, Student Performance Evaluation, utilizing department equipment, providing tutorials, assisting with manuscript and thesis submissions, facilitating clearance processes, managing document submissions, coordinating facility usage, offering consultations to faculty members, fulfilling requests for workload information, conducting remedial sessions, attending faculty meetings, and providing guidelines for module preparation)	87.11%
Culture and Arts (Culture and Arts, borrowing of costumes, cultural and arts equipment, and props for various cultural and arts activities, facilitates auditions, including Auditions for aspiring members, singing competitions, and screenings for power dance and performing arts)	92.31%
Expanded Tertiary Education Equivalency and Accreditation Program (ETEAAP, Inquiry on Accreditation, program/application for ETEEAP, submission of application form, enrolment of supplementary course)	88.22%
Extension (Extension Services, Extension Forms, Extension Training, Extension Consultation, MOA Signing, Inquiry about adapted barangay)	92.36%
Gender and Development (GAD Activity, GAD Orientation, Women's Month Celebration)	90.38%
General Services (General Services)	83.33%
Human Resource Management and Development (Employee Performance Management, Issuance of certificate of employment, service record and other employee's official data/document, Update on HRIS portal, submission of DTR, IPCR, signing of clearance for End of Contract, signing of Renewal Contract, retrieval of NBC documents, salary concerns, clearance for travel abroad, inquiry on employment requirements, filing of leave)	88.30%
Income Generating Project (Production Services, Inquiry for the rental of costumes, props)	88.44%
Institutional Assessment and Accreditation (Internal Audit, Legal Compliance, Accreditation and Monitoring, Control of Nonconformity and Corrective Action)	100%
Internship Services (Internship, Certificate for Internship, Internship form, Internship Orientation, Internship Conference, Internship Inquiries, Career placement symposium and job fair, consultation (OJT), deployment)	91.95%
Laboratory Services (Borrowing of laboratory instruments, use of laboratory equipment, microscope, compound light microscope & prepared slides, glassware, crystal violet stain, evaporating dish, droppers, Use of computer laboratory, Use of BTLED Laboratory, Use of Laboratory, Skille Lab -use of mannequin for return demonstration, laboratory services, warehousing/solar drying, programming laboratory.)	89.04%
Library and Audio-Visual Services (Library Management, signing of library clearance, answering of reference questions, borrowing of library books, returning of library books, internet access in the e-library, audio-visual room services, library orientation, vital source account creation, borrowed book bind thesis, newspaper, e-library access, use of library for meeting, use library for research)	89.89%
Medical and Dental Services (Medical and Dental Services, Medical Consultation (headache, cleaning of wound, colds, cough, lbm, rbs, stomachache, muscle pain), Dental consultation, BMI, Measure or get the blood pressure, medical assessment, medical certification, medical check-up for OJT, medical clearance, medical consultation for practice teaching, weight in, medicine administration, medical equipment, physical test, vaccination, heap-b-booster,	97.09%
MIS/ICTMO (Technical Support for portal access, Internet connectivity assistance, App installation support, Assistance in Sound System Set Up, Enrollment support, MS Teams assistance, Management of internet and network services, Management of quick campus system, Portal reset services, ID request and claim services, Creation of portal accounts for faculty)	90.49%
Monitoring and Evaluation (Monitoring and Evaluation, Risk Assessment, Interested Parties Feedback Handling)	100%
NSTP (National Service Training Program, Coastal Clean-Up Drive, Blood Letting Activity, Recycling Program, Safety Drills (Fire and Earthquake Drill), Campus-wide clean up drive, Tree Planting)	84.24%
Administrative Officer (Administration Services)	98.86%
Office of the Board Secretary	100%
Office of the University President	100%
Office of the Vice President for Planning and Finance Management (Finance Services)	100%
Office of the Vice President for Quality Assurance (Management Review)	0%



Others	100%
Physical Plant and Facility (Aircon cleaning, Borrowing monobloc chair, Checking on water leaks in the BA Faculty CR (Comfort Room), Construction of Garage, Fixture of CR (Comfort Room), Inquiry for facilities, Request for the use of facilities, Installation of aircon outlet, Installation of wall click, Placement of fluorescent, Plastering of stock room, Plumbing, Reinstallation of waterline, Repair and printer maintenance, Repair of aircon and electric fan, Repair pipeline, Replacement of doorknob, Request for aircon inspection, Request for repair, Request for the repair of glass door handle, Transfer of supply of 3 toner aircon, Request for use of equipment, Tiling of supply office (store room))	98.34%
Planning (Planning, Campus Operational Plan)	92%
Practice Teaching (Practice Teaching, Certificate for Teaching Internship, Teaching Internship Conference, Teaching Internship Orientation, Induction of Officers, and Send-Off Program, Practice Teaching Forms, Orientation for field study students, Mid-Conference for Practice Teaching, Demonstration Teaching)	92.07%
Procurement (Procurement)	98.81%
Public Relations, Publication and Information (Publication, PSU FB Page Publication, Publication Request, TUR broadcasting, special broadcast, request for news publication – news article, news write-up, feature/ news article/ PSU page publicity)	97.34%
Records Management (Communication, releasing of communications, issuance of certification/ authentication of documents, issuance of requested documents, records management system)	54.81%
Registrar (Enrolment, issuance of evaluation record, issuance of transfer credentials for graduates-honorable dismissal, issuance of official certification- certificate of registration, issuance of certification/authentication/verification of OTR and diploma, issuance of official transcript of records, application for transfer credential, certification, diploma, and OTR, application for grade evaluation, adding/dropping/changing of subjects, completion/removal, application for graduation, Official transcript of records for board examination and employment, updating of records)	93.43%
Research (Research Services, Thesis consultation, signing of request letter for research, Consultation with Research/Capstone Adviser, Research Colloquium, request for copy of BOR approved research)	90.17%
Sports Development (Sports Development, borrowed sports equipment: volleyball, set-up, Softball equipment Consultation)	77.15%
Statistics Center and Computing Sciences (Statistical Consultation)	100%
Student Services and Alumni Affairs (Marketing, Scholarship, filing a complaint against a student, request for temporary exemption from wearing school uniform, processing of application to avail scholarship/grants, Application for Dean's Lister/President's Lister, Application for Student Assistant, Application for Provincial Scholarship, Student Assistant briefing and deployment, processing of application to avail stipend, alumni consultation)	91.53%
Supply Office (Supply Management, Request of supplies, Request of office supplies, signing of clearance)	99.72%
<b>Internal Service Total</b>	<b>90.49%</b>
<b>OVERALL TOTAL</b>	<b>90.66%</b>

#### Average Score per Office/Unit/Department

Office/Unit/Department	Ave of SQD1	Ave of SQD2	Ave of SQD3	Ave of SQD4	Ave of SQD5	Ave of SQD6	Ave of SQD7	Ave of SQD8	Ave. of SQDs	Overall Score	Descriptive Rating	Total Respondents
Accounting Services	4.66	4.64	4.59	4.61	4.60	4.64	4.61	4.59	4.63	91.07%	VS	557
Admission, Guidance and Testing	4.32	4.29	4.25	4.31	4.20	4.33	4.28	4.23	4.27	84.21%	S	4993
Bookstore	4.64	4.56	4.24	4.59	4.34	4.65	4.62	4.64	4.53	92.81%	VS	646
Budget Management	4.50	4.50	4.50	4.50	4.50	4.50	4.50	4.50	4.50	75%	F	4
Campus Executive Director	4.66	4.70	4.71	4.69	4.70	4.71	4.72	4.69	4.69	93.03%	VS	128
Cashier	4.54	4.55	4.55	4.54	4.56	4.60	4.58	4.57	4.56	92.43%	VS	3770
Center for Foreign Language	4.83	4.83	4.80	4.73	4.75	4.85	4.78	4.83	4.79	99.37%	O	20



College/ Department	4.44	4.42	4.38	4.42	4.35	4.44	4.41	4.38	4.41	87.22%	S	2623
Culture and Arts	4.62	4.56	4.46	4.48	4.21	4.63	4.58	4.54	4.42	92.33%	VS	153
ETEEAP	4.46	4.41	4.29	4.45	4.45	4.43	4.45	4.41	4.42	88.33%	S	108
Extension	4.49	4.46	4.45	4.51	4.41	4.54	4.47	4.44	4.46	92.04%	VS	152
Gender and Development	4.53	4.53	4.35	4.50	4.34	4.54	4.45	4.41	4.43	91.05%	VS	160
General Services	4.00	3.75	3.50	3.75	3.58	3.67	3.75	3.67	3.71	83.33%	S	6
Human Resource Management and Development	4.61	4.57	4.56	4.60	4.53	4.58	4.58	4.54	4.57	88.77%	S	265
Income Generating Project	4.55	4.50	4.36	4.55	4.52	4.61	4.57	4.49	4.56	92.26%	VS	111
Institutional Assessment and Accreditation	4.67	4.67	4.33	4.67	4.33	4.67	4.67	4.50	4.56	100%	O	3
Internship Services	4.58	4.51	4.47	4.55	4.44	4.57	4.51	4.46	4.51	92.09%	VS	429
Laboratory Services	4.52	4.45	4.36	4.48	4.36	4.55	4.48	4.44	4.44	87.78%	S	221
Library and Audio-Visual Services	4.54	4.52	4.50	4.54	4.42	4.55	4.52	4.48	4.50	90.23%	VS	1995
Medical and Dental Services Office	4.85	4.85	4.81	4.85	4.77	4.85	4.83	4.81	4.83	97.09%	O	1550
MIS/ICTMO	4.52	4.46	4.44	4.52	4.43	4.51	4.49	4.42	4.47	90.49%	VS	446
Monitoring and Evaluation	5.00	5.00	4.00	5.00	5.00	5.00	5.00	5.00	4.88	100%	O	2
NSTP	4.33	4.29	4.23	4.30	4.22	4.32	4.29	4.23	4.28	84.35%	S	433
Office of the Administrative Officer	4.94	4.93	4.94	4.92	4.91	4.93	4.92	4.92	4.93	98.90%	O	195
Office of the Board Secretary	4.50	4.50	4.50	4.50	4.50	4.50	4.50	4.50	4.50	100%	O	2
Office of the University President	4.00	4.00	4.00	5.00	4.00	4.00	4.00	4.00	4.13	100%	O	1
Office of the Vice President for Planning and Finance Management	5.00	5.00	4.50	4.00	4.00	4.00	5.00	5.00	4.56	100%	O	1
Office of the Vice President for Quality Assurance	2.00	2.00	1.00	1.00	2.00	2.00	2.00	2.00	1.75	0%	P	1
Others	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	100%	O	1
Physical Plant and Facility	4.84	4.85	4.89	4.84	4.83	4.87	4.82	4.79	4.87	98.34%	O	31
Planning	4.65	4.62	4.46	4.58	4.33	4.46	4.42	4.58	4.51	92%	VS	13
Practice Teaching	4.54	4.52	4.47	4.57	4.47	4.56	4.54	4.52	4.52	92.05%	VS	753
Procurement	4.90	4.77	4.81	4.87	4.88	4.91	4.91	4.87	4.87	98.88%	O	90
Public Relations, Publication and Information	4.89	4.86	4.88	4.90	4.91	4.84	4.82	4.83	4.86	97.80%	O	382
Records Management	3.29	3.25	3.14	3.29	3.07	3.25	3.04	3.21	3.19	50.89%	P	14
Registrar	4.68	4.68	4.67	4.68	4.68	4.70	4.68	4.65	4.68	93.39%	VS	4364
Research	4.61	4.47	4.48	4.53	4.45	4.53	4.47	4.51	4.50	90.57%	VS	168
Sports Development	4.21	4.19	3.94	4.28	3.86	4.28	4.07	4.07	4.13	77.15%	F	34
Statistics Center and Computing Sciences	4.19	4.22	4.06	4.16	4.19	4.06	4.03	4.09	4.13	81.25%	S	16
Student Services and Alumni Affairs	4.61	4.57	4.53	4.58	4.55	4.58	4.55	4.52	4.56	92.11%	VS	1168
Supply	4.91	4.90	4.91	4.92	4.93	4.93	4.93	4.93	4.92	99.71%	VS	859
<b>Grand Total</b>	<b>4.56</b>	<b>4.54</b>	<b>4.50</b>	<b>4.55</b>	<b>4.48</b>	<b>4.57</b>	<b>4.54</b>	<b>4.51</b>	<b>4.53</b>	<b>90.66%</b>	<b>VS</b>	<b>26868</b>



**V. Results of the Pangasinan State University Action Plan for FY 2022.**


In light of the preceding actions at Pangasinan State University, it's worth noting that despite the exemption from submitting the 2022 Customer Satisfaction Survey results mandated by AO25 for SUCs, the University, in adherence to its commitment to quality management, diligently processed the 2022 Customer Satisfaction Survey.

Outlined below are the specific outcomes resulting from these initiatives:

1. Initiated the application for CHED Certificate of Program Compliance (COPC) and accreditation for all relevant programs at the Urdaneta City Campus.
2. Organized motivational seminars and skills training sessions.
3. Issued memoranda to ensure the submission of accomplishments on a quarterly basis.
4. Implemented the digitization of Faculty Performance Evaluation processes.
5. Implemented targeted intervention measures to support struggling students.
6. Uploaded the Tracer study on the PSU website to enhance accessibility and transparency.
7. Executed innovative plans to streamline the production of instructional materials.
8. Assigned additional personnel in the cashier's office and opened another window to accommodate more clients at a time.

These actions underscore the University's dedication to continuous improvement and excellence in its educational endeavors.

**VI. Continuous Pangasinan State University Improvement Plan FY 2024**

 <p style="text-align: center;"><b>CONTINUOUS IMPROVEMENT PLAN</b> Pangasinan State University</p>					
Office	Issues/ Concerns to be addressed	Actions to be taken	Responsible Units/ Individuals	Timeline	Budget (If applicable)
Accounting Services	1. Enhance team responsiveness and efficiency to improve overall service delivery.	Conduct regular performance evaluation to identify areas for improvement and encourage a culture of continuous improvement by soliciting feedback and suggestions from team members for enhancing efficiency.	HRMDO, Accounting	January - March 2024	Not Applicable
	2. Enhance communication and announcements for students to ensure clarity and advanced notice.	Optimize the use of PSU social media platforms through the PRPIO Office and bulletin boards for announcements, information dissemination, deadlines, and updates to students and other customers.	PRPIO, Accounting Office	January - March 2024	Not Applicable
	3. Increase efficiency in document processing to meet acceptable time	Reiterate the guidelines and requirements for document	Accounting Office	January - March 2024	Not Applicable



	frames and avoid delays in payments.	processing to minimize errors and ensure timely completion.			
	4. Expand bench availability and offer more flexible time options for clients.	Provide additional chairs in the client waiting area and Implementation of scheduled breaks while ensuring continuous client service with a "No Noon Break Policy" is strictly observed, guaranteeing availability and support even during the hours of 12-1 pm.	Administrative Officer	January - March 2024	Not Applicable
<b>Admission, Guidance and Testing</b>	1. Improve communication regarding entrance exams, admissions, examination venues, and schedules to ensure clarity, prompt updates, and accessibility for all stakeholders.	Ensure the visibility of the Citizen's Charter to provide students with clear explanations of processes and timelines. Utilize multiple channels, such as PSU social media, website announcements, email, and messenger, for timely updates and clear instructions regarding examination venue queries. Optimize the use of PSU social media platforms, managed by the PRPIO Office and bulletin boards, for announcements, information dissemination, deadlines, and exam schedules.	PRPIO, Admission Guidance and Testing Office	April - June 2024	Not Applicable
	2. Enable applicants to personalize portal security with password settings.	Relay the concern to the developer to develop a feature within the applicant portal that allows users to customize their security settings, including password settings and two-factor authentication options, to enhance the security of their accounts	Information Communication Technology Management Office, Portal Developer	April - June 2024	Not Applicable
	3. Integrate state-of-the-art technology across classrooms and lecture halls.	Purchase and provision of additional interactive whiteboards and high-quality audio-visual equipment, based on approved PPAs, as per PPMP.	Administrative Office, Procurement Office, Supply Office	October-December	P 900,000.00 (Inclusion of 9 campuses)
	4. Improve Office facilities by expanding office capacity, enhancing signage for navigation of the office, improving office visibility, upgrading infrastructure including ventilation, and providing well-equipped rooms with air conditioning to meet client needs.	Enhance campus navigation with additional signage and posters. Establish a customer support center during application submissions and admission exams to handle increased inquiries. Reserve additional venues like library conference rooms for counseling sessions for larger groups. Request additional cooling equipment for customer comfort.	Admission Guidance and Testing Office	April - June 2024	Not Applicable
	5. Address equipment shortages in technical equipment	Reserve other available venues in the university such as a Conference room in the library, Audio Visual Room, Gym, and Convention Hall with dedicated technical support available upon request.	Admission Guidance and Testing Office	January - March 2024	Not Applicable



Bookstore	1. Expand the selection of books for subject courses and enhance the collection of Filipino reference books.	Collaborate with faculty to identify required textbooks and recommended reading materials for courses, provide the list to suppliers/publishers, and allocate a budget specifically for purchasing and expanding the Filipino reference section based on student demand and curriculum requirements.	Bookstore Office, Faculty, Department Heads, College Deans	April - June 2024	P 900,000.00 (Inclusion of 9 campuses)
	2. Notify students about uniform availability at the counter.	Display announcement throughout the bookstore to inform students about the availability of uniforms at the counter. Include the information on availability in announcements and student group chats to ensure all students are aware.	Bookstore Office	April - June 2024	Not Applicable
	3. Increase uniform stock.	Follow up with suppliers to ensure a steady inventory of uniforms and Adjust stock levels in the campuses accordingly.	IGP/Supply Office	April - June 2024	Not Applicable
	4. Address tile issues in the new building.	Request to Administrative Office for the assessment and repair of any tile issues in the new building.	Administrative Officer	July-September 2024	Not Applicable
	5. Enhance campus-wide WiFi connectivity.	Relay concern to ICTMO to conduct assessment of WiFi infrastructure to identify weak spots and areas with poor connectivity.	Information Communication Technology Management Office	January - March 2024	Not Applicable
Cashier	1. Improve overall service efficiency through consistent quality management, technology integration, and fair queuing systems.	Allocate staff resources based on transaction volume and peak hours. Implementation of scheduled breaks while ensuring continuous client service with a "No Noon Break Policy" is strictly observed, guaranteeing availability and support even during the hours of 12-1 pm.	Administrative Office, Cashier, Staff	January - March 2024	Not Applicable
		Use of Customer Feedback Surveys to identify areas for improvement and implement necessary changes.	Quality Assurance Office, Cashier, Staff	January - March 2024	Not Applicable
		Explore the proposal for online payment options to reduce in-person transaction volume.	Cashier, Administrative Office	April - June 2024	Not Applicable
		Reengineer the systems and procedures based on the WOG approach.	Cashier, Staff	April - June 2024	Not Applicable
		Conduct regular meetings on service standards and expectations.	Cashier, Staff	January - March 2024	Not Applicable
		Implement a monitoring system/regular conduct of audits to determine whether the	Quality Assurance Office	October-December 2024	Not Applicable



		standardized procedures are being followed.			
	2. Enhance support services to cater to the specific needs of irregular students, while also improving communication by providing clearer and more accurate information to all students.	Display of Citizen's Charter/ informational materials in visible areas for the guidance of irregular students to facilitate smoother transactions.	Cashier	April - June 2024	Not Applicable
		Review and update informational materials, signage, and online resources to ensure clarity and accuracy.	Cashier, Administrative Officer	January - March 2024	Not Applicable
	3. Consider infrastructure upgrades and additional facilities such as signage, personnel, windows, electric fans, and internet connections.	Coordinate with the Administrative Office to assess current facilities and identify areas for improvement. Request improved signage, additional windows, and better ventilation to enhance the customer experience.	Administrative Officer, General Services Office	July - September 2024	P 2,000,000.00 <i>(Inclusion of main, 9 campuses &amp; units for the purchase of additional signage &amp; better ventilation)</i>
College/Department	1. Enhance internet connectivity throughout the classrooms and campus.	Relay concern to ICTMO to conduct an assessment of WiFi infrastructure to identify weak spots and areas with poor connectivity. So, the ICTMO will assess possible infrastructure upgrades and options for multiple internet service providers to ensure consistent and reliable connectivity throughout the classrooms and campus.	Information Communication Technology Management Office	January - March 2024	Not Applicable
	2. Address specific requests, such as the need for sports facilities or additional campus amenities, while also upgrading existing facilities like electric fans and air conditioning to enhance student convenience. Additionally, address room insufficiency and overcrowding issues by adding classrooms and outdoor gathering spaces, along with increased parking availability.	Assess the feasibility of accommodating requests for sports facilities and providing additional campus amenities, aligning with the university's approved priority projects and activities. Simultaneously, request funds for facility upgrades, such as installing additional electric fans and air conditioning units.	Administrative Officer, Procurement Office, Supply Office	July - September 2024	Not Applicable <i>The request for additional fans has been incorporated into the budget for assessing the need for additional cooling materials on campus</i>
		Propose additional outdoor gathering spaces for students and provide signage for areas intended for parking	Administrative Officer, Student Services	July-September 2024	Not Applicable
		Implement a scheduling system to maximize the use of available rooms and facilities.	Administrative Officer	July – September 2024	Not Applicable
	3. Fulfill the Need for More Instructors	Coordinate with Department Chairpersons/College Deans based on their faculty needs, ensuring alignment with departmental growth projections and academic program demands.	College Deans, Department Chairpersons, Human Resource Management and Development Office	July – September 2024	Not Applicable
	4. Enhance communication with students by expediting responses to inquiries,	Optimize the use of PSU social media platforms, student group chats, and bulletin boards for	PRPIO, Department Chairperson	January – March 2024	Not Applicable





	improving customer service, and fostering better communication channels through messaging updates and feedback mechanisms. Additionally, improve the dissemination of information regarding events, contests, schedules, and requirements for clarity and transparency.	faster responses to inquiries, providing regular updates, and sharing information about events, contests, schedules, and requirements.	Office, College Dean's Office		
	5. Optimize service delivery and administrative processes to streamline operations, minimize wait times, ensure efficient access to campus resources, maintain consistency, and enhance overall organization and accessibility.	Reengineer the systems and procedures based on the WOG approach.	Department Chairperson, College Deans, Administrative Officer	April – June 2024	Not Applicable
	6. Prioritize student well-being by expanding counseling services and academic support resources.	Coordinate with the Guidance and Admission Office and Student Services to provide seminars on stress management and mental health awareness to students.	OVPASS/Guidance Counselor	July – September 2024	Not Applicable
	7. Ensure adequate availability of teaching materials and equipment, considering student feedback for department-specific needs.	Submission of PPMP to ensure that teaching materials and equipment are adequately stocked and meet the requirements of various courses.	Faculty, Department Chairpersons, College Deans, Procurement Office, Supply Office	October – December 2024	Not Applicable
	8. Enhance faculty initiatives to address various student and department issues.	Organize a meeting with Faculty/, Department heads, and College Deans to discuss ongoing concerns and brainstorm solutions.	Faculty, Department Heads, College Deans	April – June 2024	Not Applicable
	9. Incomplete Information on Course Requirements	Orientation of students with clear guidelines and deadlines for submitting requirements.	Faculty, Department Chairpersons, College Deans	April – June 2024	Not Applicable
	10. Enhancement of Student Campus Experience	Coordinate with Student Services, Departments, and Student Organizations to organize events and tournaments to promote campus engagement.	Student Services and Alumni Affairs	July – September 2024	Not Applicable
	11. Enforce uniform or white clothing policies	Ensure student conformance to the policy of wearing uniforms.	General Services Office, Student Services and Alumni Office	January – March 2024	Not Applicable
Culture and Arts and Sports Development	1. It is recommended to prioritize trustworthiness and exercise caution in transactions, while	Ensure transparency in the results of cultural and arts activities while effectively communicating policies and regulations to all participants,	Culture and Arts Office	July – September 2024	Not Applicable



	emphasizing strict adherence to rules.	reinforcing clarity and understanding.			
	2. Enhance services during auditions in cultural and arts.	Encourage campuses to conduct a series of auditions for students interested in participating in Culture and Arts Activities.	Culture and Arts Office	April – June 2024	Not Applicable
	3. Better facilities, including more rooms, are needed to accommodate a growing number of students in Culture and Arts and alleviate student inconvenience.	Request for the expansion of existing facility and purchase of additional instruments and materials for culture and arts based on approved PPAs as per PPMP.	Administrative Officer, Culture and Arts Office, Procurement Office, Supply Office	October – December 2025	P 1,000,000.00 <i>(Inclusion of main &amp; 9 campuses)</i>
	4. Improvement in sports programs	Relay concern in the Sports Development Unit to evaluate its current sports programs to identify areas for improvement.	Sports Development Coordinator	July - September 2024	Not Applicable
ETEEAP	1. Enhance support and resources to ensure all students comprehend course materials effectively, including clarifying instructions, and employing alternative methods like recorded videos for important information dissemination.	Enhance student comprehension by offering personalized assistance, supplementary resources, and clear instructional materials, including revised course syllabi and assignment guidelines.	ETEEAP Office	April - June 2024	Not Applicable
		Utilize a variety of multimedia tools, such as recorded lectures and tutorials, to deliver instructions and important notices effectively.	ETEEAP Office	April - June 2024	Not Applicable
	2. Addition of faculty resources	Accredit additional faculty to meet student needs.	ETEEAP Office	April - June 2024	Not Applicable
	3. Increase the frequency of orientation sessions for improved student orientation.	Schedule Orientation Sessions before each semester or academic term to help new and existing students.	ETEEAP Office	July - September 2024	Not Applicable
	4. Enhance communication channels and provide regular updates.	Optimize the use of PSU social media platforms through the PRPIO Office and bulletin boards for announcements, information dissemination, deadlines, and updates to students and other customers.	PRPIO, ETEEAP Office	January - March 2024	Not Applicable
	5. Optimize online meeting efficiency and productivity.	Utilize technology tools and platforms for online meetings and record meetings for reference.	ETEEAP Office	July - September 2024	Not Applicable
	6. Explore adding more courses or options to diversify student opportunities.	Conduct a feasibility study for potential offering of additional courses.	ETEEAP Office	October - December 2024	Not Applicable
Extension Office	1. Ensure that all students are informed and involved, potentially by providing samples to everyone.	Optimize the use of PSU social media platforms through the PRPIO Office, student group chats, and bulletin boards to regularly update students about ongoing programs, events, and opportunities for participation in the Extension Services.	PRPIO, Extension Coordinator	January - March 2024	Not Applicable



	2. Continue seeking ways to enhance overall service quality.	Regular conduct of feedback surveys to gather inputs from clients, stakeholders, and staff regarding their satisfaction and suggestions for improvement.	Extension Coordinator, Project Leader	January - March 2024	Not Applicable
Gender and Development (GAD)	1. Provide early updates to allow students ample time for preparation.	Optimize the use of PSU social media platforms through the PRPIO Office, group chats and bulletin boards for announcements, information dissemination, deadlines, and updates to students and other customers.	PRPIO, Gender and Development Office	January - March 2024	Not Applicable
	2. Ensure adequate ventilation by providing additional fans/ air conditioning units in rooms where necessary.	Request for additional cooling equipment to ensure that the Office provides proper ventilation to its students and customers.	Administrative Officer, Procurement Office, Supply Office	July-September 2024	Not Applicable <i>The request for additional fans has been incorporated into the budget for assessing the need for additional cooling materials on campus.</i>
	3. Prioritize face-to-face meetings to foster better understanding and interaction among participants, supplemented by detailed explanations for enhanced comprehension.	Consider the conduct of scheduled face-to-face meetings based on the agendas /topics that need to be discussed among participants to optimize time and allocation of funds.	Gender and Development Office	January - March 2024	Not Applicable
General Services Office	1. Access to more modern equipment and facilities to support operations and services effectively.	Assessed the current equipment and facilities being utilized and then include in PPMP of the General Services Office the modern equipment needed for purchase.	General Services Office, Procurement Office, Supply Office	October - December 2024	Not Applicable
	2. Maintain cleanliness standards in all restroom facilities.	Implement Quality Workplace Standard for Restroom Facilities.	General Services Office	January - March 2024	Not Applicable
	3. Maintain cleanliness standards in classrooms and campus grounds.	Implement the Quality Workplace Standard for classrooms and campus grounds.	General Services Office	January - March 2024	Not Applicable
	4. Enhance restroom conditions by repairing and renovating facilities, including the addition of mirrors and bidets.	Coordinate with the Administrative Office to assess current restroom facilities and for the purchase of additional mirrors and bidets.	Administrative Officer, General Services Office	October - December 2024	P 1,000,000.00 <i>(inclusion of main, 9 campuses, &amp; other units with restroom issues)</i>
	5. Improve parking facilities to meet the requirements of both employees and visitors.	Designate parking areas for employees and visitors. Explore options for implementing a parking permit system.	Human Resource Management Development Office (HRMDO)	April - June 2024	Not Applicable
Human Resource Management and Development Office	1. Prompt response to inquiries, including opening Microsoft Teams as necessary.	Assign specific staff members to monitor and respond to messages during designated hours to ensure prompt responses.	Human Resource Management Development Office (HRMDO)	April - June 2024	Not Applicable
	2. Enhance the overall service quality provided by staff and improve	Provide frontline and non-teaching personnel staff training on Effective Communication,	Human Resource Management	April - June 2024	Not Applicable



	approachability, demeanor, and communication skills among faculty and staff.	Professional Conduct, Customer Service, Interpersonal Communication, and Conflict resolution. Tailor programs for faculty to emphasize customer service principles and student interaction.	Development Office (HRMDO)		
	3. Improve online literacy among staff in navigating digital platforms and utilizing online resources efficiently.	Provide training programs or workshops focused on improving staff member's digital literacy skills.	Human Resource Management Development Office (HRMDO)	April - June 2024	Not Applicable
Income Generating Project (IGP) Office	1. Discrepancy in training duration	Ensure that trainers follow a set of curriculum and schedule to maintain the consistency in training duration.	Human Resource Management Development Office (HRMDO)	April - June 2024	Not Applicable
	2. Requests for additional canteen facilities	Evaluate the current capacity and demand for canteen facilities on campus before allocating appropriate funding and resources for the construction or renovation of additional canteen facilities.	Administrative Officer, IGP Coordinator	October - December 2024	Not Applicable
	3. Need for improved communication between the institution and students regarding concerns, especially regarding product costs.	Provide transparent information about product costs.	IGP Coordinator	April - June 2024	Not Applicable
Internship Services	1. Ensure that the program and speakers adhere to the schedule punctually.	Ensure that trainers follow a set of curriculum and schedule to maintain the consistency in training duration.	Internship Instructor, Internship Coordinator	January - March 2024	Not Applicable
	2. Address the overheating issue in the coordinator's office.	Coordinate with the Administrative Office for the assessment of the current HVAC system to determine the cause of the overheating issue and request for fans or portable air conditioning units to alleviate the heat in the coordinator's office.	Administrative Officer, Procurement Office, Supply Office	April - June 2024	Not Applicable <i>The request for additional fans has been incorporated into the budget for assessing the need for additional cooling</i>
Laboratory Services	1. Address and rectify poor WiFi connectivity, while also increasing the availability of free WiFi access.	Relay concern to ICTMO to conduct an assessment of WiFi infrastructure to identify weak spots and areas with poor connectivity. So, the ICTMO may recommend possible solutions to ensure consistent and reliable connectivity throughout the Laboratory and Campus.	Information Communication Technology Management Office	April - June 2024	Not Applicable
	2. Establish clear communication channels to address concerns effectively.	Encourage Laboratory teachers to optimize the use of MS Teams and group chats with their students to address concerns and feedback.	Laboratory Custodian/ Laboratory Instructor	April - June 2024	Not Applicable



	3. Lack of Instructors engagement and support.	Regular conduct of coaching and mentoring to faculty based on the result of Faculty Evaluation.	Department Chairperson, College Dean	April - June 2024	Not Applicable
	4. Fix malfunctioning ceiling fans.	Request to the Administrative Office for the repair of malfunctioning ceiling fans in the chemistry lab	Administrative Officer, Laboratory Custodian, Laboratory Instructor	April - June 2024	P 50,000.00 (Lingayen Campus)
	5. Ensure the availability of microscopes and working computers; repair malfunctioning microscope parts and calibrate lenses as needed.	Request for the repair of malfunctioning microscopic parts and calibration of lenses.	Administrative Officer, Laboratory Custodian/Laboratory Instructor	April - June 2024	Not Applicable
	6. Upgrade equipment and facilities, and provide ergonomic chairs, disposable gloves, and face masks. Install air conditioning units and add chairs and fans for added convenience.	Incorporate supply of disposable gloves, face masks, ergonomic chairs, and laboratory equipment into the PPMP. Additionally, request additional cooling equipment to maintain comfortable temperatures in the laboratories, and provision of extra chairs and fans as per approved PPMP.	Laboratory Custodian/Laboratory Instructor, Department Chairperson/College Dean, Procurement Office, Supply Office	October - December 2024	P 100,000.00 <i>(Inclusion of covered campuses with laboratory supplies needs).</i>
	7. Equip the BTLED Lab with more cooking utensils and equipment.	Encourage BTLED Lab custodians to assess inventory and request purchase of additional cooking utensils and equipment as per approved PPMP.	Laboratory Custodian/Laboratory Instructor	October - December 2024	Not Applicable
Library and Audio-Visual Services	1. Complaints about slow or insufficient internet connectivity and requests for additional internet access.	Relay concern to ICTMO to conduct an assessment of WiFi infrastructure to identify weak spots and areas with poor connectivity. So, the ICTMO may recommend possible solutions to ensure consistent and reliable connectivity throughout the Library and Campus.	Information Communication Technology Management Office	April - June 2024	Not Applicable
	2. Lack of amenities such as air conditioning, electric fans, and additional outlets for charging laptops for waiting area comfort.	Coordinate with the Administrative Office to conduct an assessment of facilities that need improvement such as installation of additional cooling equipment and additional power outlets. Request provision as per approved PPMP.	Administrative Officer, Procurement Office, Supply Office	July-September 2024	Not Applicable <i>The request for additional fans has been incorporated into the budget for assessing the need for additional cooling materials on campus</i>
	3. Provision of additional learning resources and references, and more physical books	Provide additional learning resources according to the approved PPMP and raise awareness among students about online learning platforms and subscriptions.	Library Services Office, ICTMO	July - September 2024	Not Applicable
	4. Suggestions for improvement in library services, including longer borrowing deadlines, more	Reengineer the systems and procedures based on the WOG approach.	Library Office	April - June 2024	Not Applicable



	physical books, better organization, and signage.				
	5. Requests for study spaces, seating areas, recreational facilities, and longer free WiFi hours.	Expand the designated dedicated study spaces within the library premises.	Library Office	April - June 2024	Not Applicable
Medical and Dental Services	1. Inadequate supplies and medicine availability.	Request for the purchase of essential supplies, such as those for monitoring blood sugar levels and medicines, based on the approved PPMP	Medical and Dental Office, Procurement Office, Supply Office	July - September 2024	P 13,500.00
	2. Lack of Staff	Request for additional staff to alleviate workload burdens.	Administrative Officer, Human Resource Management Development Office (HRMDO)	July - September 2024	Not Applicable
	3. Lack of chairs, limited clinic space, and inadequate equipment	Request for the purchase of additional chairs and equipment based on the approved PPMP. Consider partnership with nearby healthcare facilities to share resources and alleviate capacity constraints during peak periods.	Administrative Office, Medical and Dental Office	July - September 2024	Not Applicable
MIS/ICTMO	1. Streamline service systems to provide a more efficient and effective experience for students, including enhancing the online ID registration process and enrollment procedures, particularly for first-year college students, to reduce complexity. Additionally, clarify course information on the student portal to ensure students have accurate and accessible academic details.	Reengineer the systems and procedures based on the WOG approach.	Information Communication Technology Management Office	July - September 2024	Not Applicable
		Ensure Citizen's Charter Visibility by providing clear instructions, explanations of processes, and timelines to students encountering difficulties during the ID registration process and enrollment process, supplemented with audio-video presentations.	Information Communication Technology Management Office	April - June 2024	Not Applicable
	2. Dedicate IT personnel to manage and improve responsiveness on the MIS page, assisting students with inquiries, understanding their needs for better service delivery, and addressing concerns such as ID issuance and financial assistance updates.	Designate an IT personnel/staff to address and follow up on student concerns.	Information Communication Technology Management Office	April - June 2024	Not Applicable
	3. Upgrade campus Wi-Fi connectivity to provide improved internet access.	Conduct a Comprehensive Assessment of current Wi-Fi Infrastructure to determine possible investment in upgrading routers and access points for better coverage and speed within the campus.	Information Communication Technology Management Office	April - June 2024	Not Applicable



	4. Continuously improve various systems and facilities on campus, including scheduling processes and equipment upgrades.	Purchase Needed Resources for ongoing equipment upgrades and maintenance based on approved PPMP.	Information Communication Technology Management Office, Administrative Office, Procurement Office, Supply Office	July – September 2024	P 1,000,000.00 (Inclusion of 9 campuses)
	5. Organize and optimize the PSU Student Portal to better serve students and facilitate academic activities.	Collaborate with Portal Developer, IT department to implement necessary changes,	Information Communication Technology Management Office, Portal Development, Information Technology Department	April - June 2024	Not Applicable
	6. Utilize social media platforms like Facebook to disseminate updates and information effectively instead of relying solely on group chat messages.	Optimize the use of PSU social media platforms through the PRPIO Office and bulletin boards for announcements, information dissemination, deadlines, and updates to students and other customers.	PRPIO, Information Communication Technology Management Office	January - March 2024	Not Applicable
	7. Ensure prompt release of IDs	Coordinate with ICTMO to provide clear communication with students regarding ID collection schedules, procedures, and issuance.	Information Communication Technology Management Office	April - June 2024	Not Applicable
NSTP	1. Faculty members must strictly adhere to class schedule.	Encourage Department Chairpersons to conduct regular monitoring of faculty to track adherence to scheduled class timings.	Department Chairpersons, College Deans	April - June 2024	Not Applicable
	2. Additional information regarding drills	Provide guides detailing what to expect during drills and how to respond.	National Service Training Program (NSTP) Coordinator	April - June 2024	Not Applicable
	3. Facilities require maintenance and repair, including the repair or replacement of electric fans in all rooms.	Request the Administrative Office to conduct assessments of facilities that need maintenance and repair.	Administrative Officer, General Services Office	July - September 2024	Not Applicable
	4. Provide additional chairs and fans for added convenience.	Request for the provision of additional chairs and purchased of fans as per approved PPMP.	Administrative Officer, Procurement Office, Supply Office	July - September 2024	Not Applicable <i>The request for additional fans has been incorporated into the budget for assessing the need for additional cooling materials on campus.</i>
	5. Increase the frequency of coastal clean-up drives.	Collaborate with local authorities and community organizations conducting regular clean-up drives.	National Service Training Program (NSTP) Coordinator	July - September 2024	Not Applicable



	6. Installation of water refilling stations for students	There are built water refilling stations on the campus. Relay concern to Administrative Office on its operations.	Administrative Officer, NSTP Instructor, NSTP Coordinator	October - December 2024	Not Applicable
Planning	1. To enhance the Planning office's functionality, it requires a larger workspace and additional cabinets for document storage.	Explore options for reorganizing existing furniture and equipment to optimize space utilization. Implement Quality Workplace Standards for a systematic filing system to improve document organization and accessibility. Then request additional storage units based on the approved PPMP to accommodate document storage needs if the initial solutions do not suffice.	Administrative Office, General Services Office, Procurement Office, Supply Office	July-September 2024	Not Applicable
	2. Request of dedicated air conditioning units and internet connections for the planning and QA offices	Request for additional cooling equipment to ensure that the Office provides proper ventilation and Relay concern to ICTMO to conduct an assessment of WiFi infrastructure to identify weak spots and areas with poor connectivity. So, the ICTMO may recommend possible solutions to ensure consistent and reliable connectivity throughout the planning and QA office.	Administrative Officer, Procurement Office, Supply Office, ICTMO Office	July-September 2024	Not Applicable <i>The request for additional fans has been incorporated into the budget for assessing the need for additional cooling materials on campus</i>
Practice Teaching	1. Enhance service quality by improving communication with students, ensuring clarity in explanations, and fostering proactive engagement with their concerns through transparent communication channels, timely updates, and clear decision explanations.	Ensure visibility of the Citizen's Charter to provide students with clear explanations of processes and timelines, including orientations for Practice Teaching students on policies and requirements. Utilize PSU social media platforms, managed by the PRPIO Office, group chats, and bulletin boards, for announcements, information dissemination, deadlines, and updates to students and other stakeholders.	Practice Teaching Instructor, Practice Teaching Coordinator	April - June 2024	Not Applicable
	2. Prepare the event area for better presentation, including providing electric fans for comfort.	Check the preparedness in the event area and ensure the adequacy of ventilation and seats for all attendees.	Practice Teaching Instructor, Practice Teaching Coordinator	April - June 2024	Not Applicable
	3. Ensure proper ventilation in all rooms for better comfort.	Coordinate with the Administrative Office to conduct an assessment in classrooms & offices to determine the need for additional cooling equipment.	Administrative Officer, Procurement Office, Supply Office	July-September 2024	Not Applicable <i>The request for additional fans has been incorporated into the budget for assessing the need for additional cooling materials on campus</i>





	4. Ensure that the program and speakers adhere to the schedule punctually.	Ensure that trainers/speakers follow the schedule to maintain consistency in training duration.	Practice Teaching Instructor, Practice Teaching Coordinator	April - June 2024	Not Applicable
Public Relations, Publication and Information	1. Recommendations for enhancing communication about campus events, class suspensions, and semester timelines.	Optimize the use of PSU social media platforms through the PRPIO Office and bulletin boards for announcements, information dissemination, deadlines, and updates to students and other customers.	PRPIO, Library Office	January - March 2024	Not Applicable
	2. Increase the availability of utilities and offices, prioritizing ventilation and air conditioning	Coordinate with the Administrative Office to conduct an assessment in classrooms & offices to determine the need for additional cooling equipment.	Administrative Officer, Procurement Office, Supply Office	July-September 2024	Not Applicable <i>The request for additional fans has been incorporated into the budget for assessing the need for additional cooling materials on campus</i>
Registrar	1. Improve transaction speed and document processing efficiency, address concerns regarding service delays and extended waiting periods, streamline payment and paperwork procedures through better organization, and promote transparency in service delivery practices.	Reengineer systems and procedures based on the Whole-of-Government (WOG) approach to enhance efficiency and effectiveness.	Administrative Officer, Campus Executive Director	January - March 2024	Not Applicable
		Ensure Citizen's Charter Visibility to provide students with transparent explanations of processes and timelines.	Registrar's Office	April - June 2024	Not Applicable
		Propose an Online Services Transaction for fast processing and document requests of Alumni and other customers.	Information Communication Technology Management Office (ICTMO)	July - September 2024	Not Applicable
		Implement an appointment scheduling system to reduce waiting times for services.	Registrar's Office	July - September 2024	Not Applicable
	2. Enhance clarity in instructions and communication regarding delays.	Optimize PSU social media platforms and messages for notifying students in case of delay and providing regular updates on the status of their requests.	PRPIO, Registrar's Office	January - March 2024	Not Applicable
	3. Provide additional assistants or personnel to expedite processes and manage workload effectively.	During the interim period, strategies for maintaining adequate staffing include designating faculty in the registrar's office who are provided with deloading units to fulfill registrar personnel responsibilities. Student assistants and KALAHY-CIDSS (Kapit-Bisig Laban sa Kahirapan - Comprehensive and Integrated Delivery of Social Services) recipients are provided in the office to assist in	Administrative Officer, Campus Executive Director, Human Resource Management and Development Office (HRMDO)	January - March 2024	Not Applicable



		the filing, sorting, assist filling up of Customer Satisfactory Survey (CSS).			
	4. Implement comprehensive facility upgrades to prioritize student comfort, including air-conditioning/fans and a revamped waiting area. Additionally, enhance security, entrance procedures, and campus cleanliness through measures such as CCTV installation and improved protocols.	Coordinate with the Administrative Office to conduct assessments for upgrading facilities, including provision of air-conditioning units/fans to enhance student comfort.	Administrative Officer, Procurement Office, Supply Office	July - September 2024	Not Applicable <i>The request for additional fans has been incorporated into the budget for assessing the need for additional cooling materials on campus.</i>
		Redesign the waiting area by implementing Quality Workplace Standards for the Client Waiting/Receiving Area and implement Quality Workplace Standards to maintain campus cleanliness	Administrative Officer, General Services Office	January - March 2024	Not Applicable
		Request for additional installation of CCTV as per approved PPMP and enhance security protocols	Administrative Officer, General Services Office, Procurement Office, Supply Office	April - June 2024	Not Applicable
Research Office	1. Ensure timely completion of required tasks, keep students informed and maintain effective communication channels.	Conduct of regular check-ins and meetings with students to track student deadlines and task progress.	Research Coordinator, Research Faculty Instructor	April - June 2024	Not Applicable
	2. Address the shortage of rooms and increase the number of instructors and buildings for various departments.	Coordinate with Department Chairpersons/College Deans based on their faculty needs and classroom capacity, ensuring alignment with departmental growth projections and academic program demands.	Department Chairperson, College Dean, Administrative Officer	July - September 2024	Not Applicable
Student Services and Alumni Affairs	1. Address the lack of air conditioning in the waiting area.	Coordinate with the Administrative Office to conduct assessment for the provision of additional cooling equipment in the waiting area.	Administrative Officer, Procurement Office, Supply Office	July-September 2024	Not Applicable <i>The request for additional fans has been incorporated into the budget for assessing the need for additional cooling materials on campus.</i>
	2. Improve the reliability of internet Wi-Fi connections.	Relay concern to ICTMO to conduct an assessment of WiFi infrastructure to identify weak spots and areas with poor connectivity. So, the ICTMO may recommend possible solutions to ensure consistent and reliable connectivity throughout the Campus.	Information Communication Technology Management Office	April - June 2024	Not Applicable



	3. Add more facilities for students.	Evaluate the feasibility of accommodating requests for transforming the gym into a Recreation Center in consideration of the priority projects and activities of the university.	Administrative Officer	October - December 2024	Not Applicable
	4. Designate a specific waiting area for students	Allocate a dedicated space within the student service as a designated waiting area for students.	Student Service and Alumni Affairs Office	April - June 2024	Not Applicable
	5. Increase parking availability.	Provision of designated parking spaces. Explore options for implementing a parking permit system.	Administrative Officer, General Services Office	April - June 2024	Not Applicable
	6. Transform the gym into a Recreation Center.	Evaluate the feasibility of accommodating requests for transforming the gym into a Recreation Center in consideration of the priority projects and activities of the university.	Administrative Officer	October - December 2024	Not Applicable
	7. Enhance the processing time for stipend release.	Review the process for stipend release to identify bottleneck and implement process improvement.	Student Service and Alumni Affairs Office, Accounting, Cashier	April - June 2024	Not Applicable
	8. Provide complete details for requirements, including the number of copies needed.	Ensure Citizen's Charter Visibility to provide students with clear explanations of processes and timelines.	Student Service and Alumni Affairs Office	April - June 2024	Not Applicable
	9. Bolster career services with guidance, workshops, and resources for students' career readiness.	Relay concern to Students and Alumni Affairs, since the Admission and Guidance Services, Skills and Career Development Center, and Learning Development Center are under its Administration, on matters of offering workshops and training programs to further enrich student's skill sets.	Students and Alumni Affairs (Admission and Guidance Services, Skills and Career Development Center, and Learning Development Center)	April - June 2024	Not Applicable
Supply	1. Need for a larger and more convenient stock room for supplies.	Coordinate with the Administrative Office to identify suitable locations for a larger stock room.	Administrative Officer	July - September 2024	Not Applicable
	2. Availability of uniforms	Review current inventory management process to ensure efficient supply management.	Supply Office	July - September 2024	Not Applicable
	3. Availability of ID laces	Adjust stock levels in the campuses accordingly.	Supply Office	July - September 2024	Not Applicable
	4. Request for increased availability of office supplies, particularly inks, bond paper, etc.	Conduct a thorough assessment of office supply needs and usage patterns then increase stock levels of frequently used items.	Supply Office	July - September 2024	Not Applicable



	5. Address discomfort caused by non-functional air conditioning in the office.	Request the Administrative Office for the repair or replacement of the malfunctioning air conditioning unit.	Administrative Office, General Services Office	April - June 2024	Not Applicable
Programs/Projects/Activities to further Improve Operations					
1. Develop an E-Portal for streamlined registration of graduates into the Alumni Association, facilitating efficient monitoring of their employment status. This initiative aims to address the challenge of slow data collection for the tracer study by enhancing alumni engagement and data accessibility.					
2. Implementation of the Harmonized Client Satisfaction Measurement based on the ARTA Memorandum Circular No. 2022-005.					



## ANNEX A. Customer Satisfaction Survey Questionnaire Used

### A. Offline or paper form

FM-TM-QMS-04  
Rev. 01  
04-Jan-2020

<b>CUSTOMER SATISFACTION SURVEY</b> PANGASINAN STATE UNIVERSITY _____ Campus					
_____ Semester : A.Y. 20____ - 20____		Date :			
<b>PROFILE OF THE RESPONDENT</b>					
OFFICE / DEPARTMENT VISITED					
NATURE OF SERVICE AVAILED OF					
AGE	SEX				
<b>CLIENT CATEGORY</b>	<input type="checkbox"/> Students <input type="checkbox"/> Supplier <input type="checkbox"/> Non-Teaching <input type="checkbox"/> Faculty <input type="checkbox"/> Regulatory Body <input type="checkbox"/> Community <input type="checkbox"/> Industry <input type="checkbox"/> Alumni <input type="checkbox"/> Others, specify: _____				
DIRECTION : Below are service quality dimensions that define the services provided by the Campus/University. Please rate your degree of satisfaction using the scale below:					
5 - Very Satisfied 4 - Satisfied 3 - Neither Satisfied nor Dissatisfied 2 - Dissatisfied 1 - Very Dissatisfied					
<b>SERVICE QUALITY DIMENSIONS</b>	<b>DEGREE OF SATISFACTION</b>				
	1	2	3	4	5
<b>A. RESPONSIVENESS</b>					
1. The personnel were willing to help and provide assistance.					
2. The personnel were willing to provide prompt service.					
<b>B. RELIABILITY (QUALITY)</b>					
1. The personnel were able to provide what was needed and promised.					
2. The personnel followed policy and standards, with zero to a minimal error rate.					
<b>C. ACCESS AND FACILITIES</b>					
1. The location is convenient and provided with clear signages.					
2. The location is equipped with various modes of technology and sufficient amenities for comfortable transactions.					
<b>D. COMMUNICATION</b>					
1. The personnel kept clients informed in an easy-to-understand language.					
2. The personnel listened to client feedback.					
<b>E. COSTS (if applicable)</b>					
1. The billing process/es were on time					
2. The information on the costs for each service was available.					
<b>F. INTEGRITY</b>					
1. The personnel were honest, just, fair, and trustworthy while dealing with the clients.					
2. The personnel conform to the credibility and integrity core value of the university.					
<b>G. ASSURANCE</b>					
1. The personnel were capable and possessed process and service knowledge.					
2. The personnel have an understanding of client needs and good work relationships.					
<b>H. OUTCOME TIMELINESS</b>					
1. The desired result and benefits of the service are achieved within the prescribed waiting time.					
2. The service provided was prompt and commendable.					
What are your comments/suggestions so the Campus/University can serve you better and improve the quality of our services?					
THANK YOU VERY MUCH FOR COMPLETING THE SURVEY!					



## B. Online form



# CUSTOMER SATISFACTION SURVEY

Thank you for availing the services of Pangasinan State University. We are pleased and honored to have served you. Please help and continue to support our commitment to improving our services by providing the needed information and answering the following questions. Kindly answer as honestly as possible. This survey takes around 5 minutes to complete. PSU is committed to protecting your privacy and confidential information to the extent possible. Personal Identifiable Information (PII) such as email address will be treated with utmost confidentiality and will not be disclosed without your consent.

[Switch account](#)

\* Required

Email \*

Your email

Campus \*

Choose

Date when the service was availed \*

Date

mm/dd/yyyy

[Next](#) Page 1 of 4 [Clear form](#)

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### ANNEX B. List of Campuses

Campus	Responses as per report submitted by Campus QA Coordinators			Jan-December 2023 data	Remarks
	External	Internal	Total	Total	Match Data
a. Main Office	-	-	-	108	Match Data
b. SAS	-	-	-	2	Match Data
c. OUS	-	-	-	1	Match Data
d. Alaminos City	160	5664	5824	5824	Match Data
e. Asingan	57	1590	1647	1647	Match Data
f. Bayambang	421	4012	4433	4433	Match Data
g. Binmaley	178	958	1135	1136	Match Data
h. Infanta	17	306	323	323	Match Data
i. Lingayen	153	5671	5824	5824	Match Data
j. San Carlos City	208	5677	5885	5885	Match Data
k. Sta. Maria	58	918	976	976	Match Data
l. Urdaneta City	35	674	709	709	Match Data
<b>Total</b>				26,868	Match Data

Campus	Responses generated as sent to the Campuses			Jan-December 2023 data	Remarks
	January-June	July-December	Total	Total	Match Data
a. Main Office	89	19	108	108	Match Data
b. SAS	2	0	2	2	Match Data
c. OUS	1	0	1	1	Match Data
d. Alaminos City	2979	2845	5824	5824	Match Data
e. Asingan	395	1252	1647	1647	Match Data
f. Bayambang	2680	1753	4433	4433	Match Data
g. Binmaley	11	1125	1136	1136	Match Data
h. Infanta	261	62	323	323	Match Data
i. Lingayen	3504	2320	5824	5824	Match Data
j. San Carlos City	2151	3734	5885	5885	Match Data
k. Sta. Maria	699	277	976	976	Match Data
l. Urdaneta City	175	534	709	709	Match Data
<b>Total</b>			<b>26868</b>	<b>26,868</b>	



## ANNEX C. CSM Result Per Campus

### A. Main

Service Quality Dimensions	Very Highly Satisfactory	Highly Satisfactory	Somewhat	Slightly	Not Satisfied	N/A	Total Responses	Overall
Responsiveness	96	7	2	1	2	0	108	95.37%
Reliability	89	14	2	1	2	0	108	95.37%
Access and Facilities	90	14	1	1	2	0	108	96.30%
Communication	94	10	1	1	2	0	108	96.30%
Costs	90	6	3	1	2	6	108	94.12%
Integrity	97	6	2	1	2	0	108	95.37%
Assurance	95	8	2	1	2	0	108	95.37%
Outcome	93	10	2	1	2	0	108	95.37%
<b>Overall</b>	<b>744</b>	<b>75</b>	<b>15</b>	<b>8</b>	<b>16</b>	<b>6</b>	<b>864</b>	<b>95.45%</b>

External Services Provider		Overall Rating
Procurement		100%
Records Management		0%
<b>External Service Total</b>		<b>79.49%</b>
Internal Services Provider		
Admission, Guidance and Testing (Apply for certificates of good moral character, admission exams, and psychological assessments, validation of entrance exam results, counseling, job application assistance, and organizing events like job fairs, placement seminars, and symposiums, counseling services and exit interviews)		86.11%
College/Department (Curriculum Development, Syllabi Development, Instructional Materials Development, Instructional Planning and Delivery, Student Performance Evaluation, utilizing department equipment, providing tutorials, assisting with manuscript and thesis submissions, facilitating clearance processes, managing document submissions, coordinating facility usage, offering consultations to faculty members, fulfilling requests for workload information, conducting remedial sessions, attending faculty meetings, and providing guidelines for module preparation)		50%
Expanded Tertiary Education Equivalency and Accreditation Program (ETEAP, Inquiry on Accreditation, program/application for ETEAP, submission of application form, enrolment of supplementary course)		100%
Laboratory Services (Borrowing of laboratory instruments, use of laboratory equipment, microscope, compound light microscope & prepared slides, glassware, crystal violet stain, evaporating dish, droppers, Use of computer laboratory, Use of BTLED Laboratory, Use of Laboratory, Skille Lab -use of mannequin for return demonstration, laboratory services, warehousing/solar drying, programming laboratory,)		100%
Library and Audio-Visual Services (Library Management, signing of library clearance, answering of reference questions, borrowing of library books, returning of library books, internet access in the e-library, audio-visual room services, library orientation, vital source account creation, borrowed book bind thesis, newspaper, e-library access, use of library for meeting, use library for research)		100%
Practice Teaching (Practice Teaching, Certificate for Teaching Internship, Teaching Internship Conference, Teaching Internship Orientation, Induction of Officers, and Send-Off Program, Practice Teaching Forms, Orientation for field study students, Mid-Conference for Practice Teaching, Demonstration Teaching)		100%
Procurement (Procurement)		98.81%
Student Services and Alumni Affairs (Marketing, Scholarship, filing a complaint against a student, request for temporary exemption from wearing school uniform, processing of application to avail scholarship/grants, Application for Dean's Lister/President's Lister, Application for Student Assistant, Application for Provincial Scholarship, Student Assistant briefing and deployment, processing of application to avail stipend, alumni consultation)		68.75%
<b>Internal Service Total</b>		<b>95.63%</b>
<b>OVERALL TOTAL</b>		<b>94.90%</b>





### B. School of Advanced Studies

Service Quality Dimensions	Very Highly Satisfactory	Highly Satisfactory	Somewhat	Slightly	Not Satisfied	N/A	Total Responses	Overall
Responsiveness	2	0	0	0	0	0	2	100%
Reliability	2	0	0	0	0	0	2	100%
Access and Facilities	2	0	0	0	0	0	2	100%
Communication	2	0	0	0	0	0	2	100%
Costs	1	0	0	0	0	1	2	100%
Integrity	2	0	0	0	0	0	2	100%
Assurance	2	0	0	0	0	0	2	100%
Outcome	2	0	0	0	0	0	2	100%
<b>Overall</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>16</b>	<b>100%</b>

External Services Provider								Overall Rating
<b>External Service Total</b>								<b>N/A</b>
Internal Services Provider								
Registrar (Enrolment, issuance of evaluation record, issuance of transfer credentials for graduates-honorable dismissal, issuance of official certification- certificate of registration, issuance of certification/authentication/verification of OTR and diploma, issuance of official transcript of records, application for transfer credential, certification, diploma, and OTR, application for grade evaluation, adding/dropping/changing of subjects, completion/removal, application for graduation, Official transcript of records for board examination and employment, updating of records)								100%
<b>Internal Service Total</b>								<b>100%</b>
<b>OVERALL TOTAL</b>								<b>100%</b>

### C. Open University Systems (OUS)

Service Quality Dimensions	Very Highly Satisfactory	Highly Satisfactory	Somewhat	Slightly	Not Satisfied	N/A	Total Responses	Overall
Responsiveness	1	0	0	0	0	0	1	100%
Reliability	1	0	0	0	0	0	1	100%
Access and Facilities	1	0	0	0	0	0	1	100%
Communication	1	0	0	0	0	0	1	100%
Costs	1	0	0	0	0	0	1	100%
Integrity	1	0	0	0	0	0	1	100%
Assurance	1	0	0	0	0	0	1	100%
Outcome	1	0	0	0	0	0	1	100%
<b>Overall</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>100%</b>

External Services Provider								Overall Rating
<b>External Service Total</b>								<b>N/A</b>



Internal Services Provider	
Registrar (Enrolment, issuance of evaluation record, issuance of transfer credentials for graduates-honorable dismissal, issuance of official certification- certificate of registration, issuance of certification/authentication/verification of OTR and diploma, issuance of official transcript of records, application for transfer credential, certification, diploma, and OTR, application for grade evaluation, adding/dropping/changing of subjects, completion/removal, application for graduation, Official transcript of records for board examination and employment, updating of records)	100%
<b>Internal Service Total</b>	<b>100%</b>
<b>OVERALL TOTAL</b>	<b>100%</b>

#### D. Alaminos City

Service Quality Dimensions	Very Highly Satisfactory	Highly Satisfactory	Somewhat	Slightly	Not Satisfied	N/A	Total Responses	Overall
Responsiveness	4522	989	247	35	31	0	5824	94.63%
Reliability	4494	1063	204	32	31	0	5824	95.42%
Access and Facilities	4407	1084	274	32	27	0	5824	94.28%
Communication	4476	1040	240	30	38	0	5824	94.71%
Costs	3656	997	225	41	35	870	5824	93.92%
Integrity	4582	950	185	32	31	0	5824	94.99%
Assurance	4506	1008	193	41	32	0	5824	94.68%
Outcome	4460	1017	229	40	34	0	5824	94.04%
Overall	<b>35103</b>	<b>8148</b>	<b>1929</b>	<b>283</b>	<b>259</b>	<b>870</b>	<b>46592</b>	<b>94.60%</b>

External Services Provider		Overall Rating
Admission, Guidance and Testing (Application for admission exam for Filipino and Foreign students)		100%
Cashier		94.17%
College/Department		100%
Culture and Arts		83.15%
Gender and Development		100%
Human Resource Management and Development (Issuance of certificate of employment, service record and other employee's official data/document)		100%
Library and Audio-Visual		92.80%
National Service Training Program		100%
Practice Teaching		100%
Registrar (Issuance of transfer credentials for graduates-honorable dismissal, issuance of official certification- certificate of registration, issuance of certification/authentication/verification of OTR and diploma, issuance of official transcript of records, application for transfer credential, certification, diploma, and OTR)		95.47%
Student Services and Alumni Affairs (Alumni Consultation)		100%
<b>External Service Total</b>		<b>96.87%</b>
Internal Services Provider		
Accounting (Request for order of payment, issuance of pay slip/certification of benefits received, issuance of clearance for financial accountability, issuance of tax certificates, request for payment of cash advance/reimbursement/procurement/payroll and other claims, refund of fees)		88.55%
Admission, Guidance and Testing (Apply for certificates of good moral character, admission exams, and psychological assessments, validation of entrance exam results, counseling, job application assistance, and organizing events like job fairs, placement seminars, and symposiums, counseling services and exit interviews)		94.36%
Bookstore (Purchase of books/ID lace/school uniform and P.E. uniform)		88.25%



Budget Management	100%
Campus Executive Director (Signing of documents)	100%
Cashier (Psychological Test Fee, issuance of official receipt: ID fee/ID lase/books/school uniform/PE uniform, OTR, diploma, transfer credential, certification, payment for dorm fee, payment for fs1 and fs2, payment for internship, payment for tuition, stipend claiming/release, query of balance)	93.70%
Center for Foreign Language (Grammarly/Plagiarism check and request)	100%
College/Department (Curriculum Development, Syllabi Development, Instructional Materials Development, Instructional Planning and Delivery, Student Performance Evaluation, utilizing department equipment, providing tutorials, assisting with manuscript and thesis submissions, facilitating clearance processes, managing document submissions, coordinating facility usage, offering consultations to faculty members, fulfilling requests for workload information, conducting remedial sessions, attending faculty meetings, and providing guidelines for module preparation)	92.33%
Culture and Arts (Culture and Arts, borrowing of costumes, cultural and arts equipment, and props for various cultural and arts activities, facilitates auditions, including Auditions for aspiring members, singing competitions, and screenings for power dance and performing arts)	95.04%
Expanded Tertiary Education Equivalency and Accreditation Program (ETEAAP, Inquiry on Accreditation, program/application for ETEEAP, submission of application form, enrolment of supplementary course)	100%
Extension (Extension Services, Extension Forms, Extension Training, Extension Consultation, MOA Signing, Inquiry about adapted barangay)	88.15%
Gender and Development (GAD Activity, GAD Orientation, Women's Month Celebration)	90.16%
Human Resource Management and Development (Employee Performance Management, Issuance of certificate of employment, service record and other employee's official data/document, Update on HRIS portal, submission of DTR, IPCR, signing of clearance for End of Contract, signing of Renewal Contract, retrieval of NBC documents, salary concerns, clearance for travel abroad, inquiry on employment requirements, filing of leave)	94.96%
Internship Services (Internship, Certificate for Internship, Internship form, Internship Orientation, Internship Conference, Internship Inquiries, Career placement symposium and job fair, consultation (OJT), deployment)	93.22%
Laboratory Services (Borrowing of laboratory instruments, use of laboratory equipment, microscope, compound light microscope & prepared slides, glassware, crystal violet stain, evaporating dish, droppers, Use of computer laboratory, Use of BTLED Laboratory, Use of Laboratory, Skille Lab -use of mannequin for return demonstration, laboratory services, warehousing/solar drying, programming laboratory.)	100%
Library and Audio-Visual Services (Library Management, signing of library clearance, answering of reference questions, borrowing of library books, returning of library books, internet access in the e-library, audio-visual room services, library orientation, vital source account creation, borrowed book bind thesis, newspaper, e-library access, use of library for meeting, use library for research)	95.13%
Medical and Dental Services (Medical and Dental Services, Medical Consultation (headache, cleaning of wound, colds, cough, lbn, rbs, stomachache, muscle pain) , Dental consultation, BMI, Measure or get the blood pressure, medical assessment, medical certification, medical check-up for OJT, medical clearance, medical consultation for practice teaching, weight in, medicine administration, medical equipment, physical test, vaccination, heap-b- booster,	97.41%
MIS/CTMO (Technical Support for portal access, Internet connectivity assistance, App installation support, Assistance in Sound System Set Up, Enrollment support, MS Teams assistance, Management of internet and network services, Management of quick campus system, Portal reset services, ID request and claim services, Creation of portal accounts for faculty)	94.03%
NSTP (National Service Training Program, Coastal Clean-Up Drive, Blood Letting Activity, Recycling Program, Safety Drills (Fire and Earthquake Drill), Campus-wide clean up drive, Tree Planting)	94.26%
Others	100%
Physical Plant and Facility (Aircon cleaning, Borrowing monobloc chair, Checking on water leaks in the BA Faculty CR (Comfort Room), Construction of Garage, Fixture of CR (Comfort Room), Inquiry for facilities, Request for the use of facilities, Installation of aircon outlet, Installation of wall click, Placement of fluorescent, Plastering of stock room, Plumbing, Reinstallation of waterline, Repair and printer maintenance, Repair of aircon and electric fan, Repair pipeline, Replacement of doorknob, Request for aircon inspection, Request for repair, Request for the repair of glass door handle, Transfer of supply of 3 toner aircon, Request for use of equipment, Tiling of supply office (store room)	-
Practice Teaching	95.01%



(Practice Teaching, Certificate for Teaching Internship, Teaching Internship Conference, Teaching Internship Orientation, Induction of Officers, and Send-Off Program, Practice Teaching Forms, Orientation for field study students, Mid-Conference for Practice Teaching, Demonstration Teaching)	
Public Relations, Publication and Information (Publication, PSU FB Page Publication, Publication Request, TUR broadcasting, special broadcast, request for news publication – news article, news write-up, feature/ news article/ PSU page publicity)	90.33%
Records Management (Communication, releasing of communications, issuance of certification/ authentication of documents, issuance of requested documents, records management system)	28.26%
Registrar (Enrolment, issuance of evaluation record, issuance of transfer credentials for graduates-honorable dismissal, issuance of official certification- certificate of registration, issuance of certification/authentication/verification of OTR and diploma, issuance of official transcript of records, application for transfer credential, certification, diploma, and OTR, application for grade evaluation, adding/dropping/changing of subjects, completion/removal, application for graduation, Official transcript of records for board examination and employment, updating of records)	94.49%
Research (Research Services, Thesis consultation, signing of request letter for research, Consultation with Research/Capstone Adviser, Research Colloquium, request for copy of BOR approved research)	90.24%
Statistics Center and Computing Sciences (Statistical Consultation)	100%
Student Services and Alumni Affairs (Marketing, Scholarship, filing a complaint against a student, request for temporary exemption from wearing school uniform, processing of application to avail scholarship/grants, Application for Dean's Lister/President's Lister, Application for Student Assistant, Application for Provincial Scholarship, Student Assistant briefing and deployment, processing of application to avail stipend, alumni consultation)	94.99%
<b>Internal Service Total</b>	<b>9%</b>
<b>OVERALL TOTAL</b>	<b>94.60%</b>

#### E. Asingan

Service Quality Dimensions	Very Highly Satisfactory	Highly Satisfactory	Somewhat	Slightly	Not Satisfied	N/A	Total Responses	Overall
Responsiveness	1221	289	78	29	30	0	1647	91.68%
Reliability	1175	324	87	31	31	0	1647	91.01%
Access and Facilities	1148	325	110	35	29	0	1647	89.44%
Communication	1182	311	95	26	33	0	1647	90.65%
Costs	1094	318	105	25	29	76	1647	89.88%
Integrity	1210	284	99	23	31	0	1647	90.71%
Assurance	1178	297	106	35	31	0	1647	89.56%
Outcome	1172	286	121	42	34	0	1647	88.52%
<b>Overall</b>	<b>9380</b>	<b>2434</b>	<b>801</b>	<b>246</b>	<b>248</b>	<b>76</b>	<b>13176</b>	<b>90.18%</b>

External Services Provider	Overall Rating
Admission, Guidance and Testing (Application for admission exam for Filipino and Foreign students)	97.83%
Cashier	100%
College/Department	93.75%
Gender and Development	93.75%
Internship	100%
Laboratory	100%
Library and Audio-Visual	98.44%
Administrative Officer	100%
Practice Teaching	100%
Registrar	89.29%



(Issuance of transfer credentials for graduates-honorable dismissal, issuance of official certification- certificate of registration, issuance of certification/authentication/verification of OTR and diploma, issuance of official transcript of records, application for transfer credential, certification, diploma, and OTR)	
Student Services and Alumni Affairs (Alumni Consultation)	100%
<b>External Service Total</b>	<b>97.55%</b>
<b>Internal Services Provider</b>	
Accounting (Request for order of payment, issuance of pay slip/certification of benefits received, issuance of clearance for financial accountability, issuance of tax certificates, request for payment of cash advance/reimbursement/procurement/payroll and other claims, refund of fees)	68.70%
Admission, Guidance and Testing (Apply for certificates of good moral character, admission exams, and psychological assessments, validation of entrance exam results, counseling, job application assistance, and organizing events like job fairs, placement seminars, and symposiums, counseling services and exit interviews)	80.75%
Campus Executive Director (Signing of documents)	100%
Bookstore (Purchase of books/ID lace/school uniform and P.E. uniform)	28.74%
Cashier (Psychological Test Fee, issuance of official receipt: ID fee/ID lace/books/school uniform/PE uniform, OTR, diploma, transfer credential, certification, payment for dorm fee, payment for fs1 and fs2, payment for internship, payment for tuition, stipend claiming/release, query of balance)	88.97%
Center for Foreign Language (Grammarly/Plagiarism check and request)	100.00%
College/Department (Curriculum Development, Syllabi Development, Instructional Materials Development, Instructional Planning and Delivery, Student Performance Evaluation, utilizing department equipment, providing tutorials, assisting with manuscript and thesis submissions, facilitating clearance processes, managing document submissions, coordinating facility usage, offering consultations to faculty members, fulfilling requests for workload information, conducting remedial sessions, attending faculty meetings, and providing guidelines for module preparation)	77.98%
Culture and Arts (Culture and Arts, borrowing of costumes, cultural and arts equipment, and props for various cultural and arts activities, facilitates auditions, including Auditions for aspiring members, singing competitions, and screenings for power dance and performing arts)	86.27%
Expanded Tertiary Education Equivalency and Accreditation Program (ETEAP, Inquiry on Accreditation, program/application for ETEAP, submission of application form, enrolment of supplementary course)	95.18%
Extension (Extension Services, Extension Forms, Extension Training, Extension Consultation, MOA Signing, Inquiry about adapted barangay)	96.96%
Gender and Development (GAD Activity, GAD Orientation, Women's Month Celebration)	93.75%
General Services (General Services)	50.00%
Human Resource Management and Development (Employee Performance Management, Issuance of certificate of employment, service record and other employee's official data/document, Update on HRIS portal, submission of DTR, IPCR, signing of clearance for End of Contract, signing of Renewal Contract, retrieval of NBC documents, salary concerns, clearance for travel abroad, inquiry on employment requirements, filing of leave)	98.85%
Income Generating Project (Production Services, Inquiry for the rental of costumes, props)	70.00%
Internship Services (Internship, Certificate for Internship, Internship form, Internship Orientation, Internship Conference, Internship Inquiries, Career placement symposium and job fair, consultation (OJT), deployment)	91.43%
Laboratory Services (Borrowing of laboratory instruments, use of laboratory equipment, microscope, compound light microscope & prepared slides, glassware, crystal violet stain, evaporating dish, droppers, Use of computer laboratory, Use of BTLED Laboratory, Use of Laboratory, Skille Lab -use of mannequin for return demonstration, laboratory services, warehousing/solar drying, programming laboratory.)	97.87%
Library and Audio-Visual Services (Library Management, signing of library clearance, answering of reference questions, borrowing of library books, returning of library books, internet access in the e-library, audio-visual room services, library orientation, vital source account creation, borrowed book bind thesis, newspaper, e-library access, use of library for meeting, use library for research)	89.42%
Medical and Dental Services (Medical and Dental Services, Medical Consultation (headache, cleaning of wound, colds, cough, lbm, rbs, stomachache, muscle pain) , Dental consultation, BMI, Measure or get the blood pressure, medical assessment, medical certification, medical check-up for OJT, medical clearance, medical consultation for practice teaching, weight in, medicine administration, medical equipment, physical test, vaccination, heap-b-booster,	91.22%



MIS/ICTMO (Technical Support for portal access, Internet connectivity assistance, App installation support, Assistance in Sound System Set Up, Enrollment support, MS Teams assistance, Management of internet and network services, Management of quick campus system, Portal reset services, ID request and claim services, Creation of portal accounts for faculty)	92.79
Monitoring and Evaluation (Monitoring and Evaluation, Risk Assessment, Interested Parties Feedback Handling)	87.50%
NSTP (National Service Training Program, Coastal Clean-Up Drive, Blood Letting Activity, Recycling Program, Safety Drills (Fire and Earthquake Drill), Campus-wide clean up drive, Tree Planting)	62.64%
Administrative Officer (Administration Services)	98.74%
Office of the Board Secretary	100.00%
Office of the Vice President for Planning and Finance Management (Finance Services)	100.00%
Physical Plant and Facility (Aircon cleaning, Borrowing monobloc chair, Checking on water leaks in the BA Faculty CR (Comfort Room), Construction of Garage, Fixture of CR (Comfort Room), Inquiry for facilities, Request for the use of facilities, Installation of aircon outlet, Installation of wall click, Placement of fluorescent, Plastering of stock room, Plumbing, Reinstallation of waterline, Repair and printer maintenance, Repair of aircon and electric fan, Repair pipeline, Replacement of doorknob, Request for aircon inspection, Request for repair, Request for the repair of glass door handle, Transfer of supply of 3 toner aircon, Request for use of equipment, Tiling of supply office (store room)	100%
Planning (Planning, Campus Operational Plan)	97.37%
Practice Teaching (Practice Teaching, Certificate for Teaching Internship, Teaching Internship Conference, Teaching Internship Orientation, Induction of Officers, and Send-Off Program, Practice Teaching Forms, Orientation for field study students, Mid-Conference for Practice Teaching, Demonstration Teaching)	83.10%
Public Relations, Publication and Information (Publication, PSU FB Page Publication, Publication Request, TUR broadcasting, special broadcast, request for news publication – news article, news write-up, feature/ news article/ PSU page publicity)	72.71%
Registrar (Enrolment, issuance of evaluation record, issuance of transfer credentials for graduates-honorable dismissal, issuance of official certification- certificate of registration, issuance of certification/authentication/verification of OTR and diploma, issuance of official transcript of records, application for transfer credential, certification, diploma, and OTR, application for grade evaluation, adding/dropping/changing of subjects, completion/removal, application for graduation, Official transcript of records for board examination and employment, updating of records)	88.49%
Research (Research Services, Thesis consultation, signing of request letter for research, Consultation with Research/Capstone Adviser, Research Colloquium, request for copy of BOR approved research)	99.71%
Sports Development (Sports Development, borrowed sports equipment: volleyball, set-up, Softball equipment Consultation)	85.00%
Student Services and Alumni Affairs (Marketing, Scholarship, filing a complaint against a student, request for temporary exemption from wearing school uniform, processing of application to avail scholarship/grants, Application for Dean's Lister/President's Lister, Application for Student Assistant, Application for Provincial Scholarship, Student Assistant briefing and deployment, processing of application to avail stipend, alumni consultation)	86.86%
Supply Office (Supply Management, Request of supplies, Request of office supplies, signing of clearance)	99.85%
<b>Internal Service Total</b>	<b>86.69%</b>
<b>OVERALL TOTAL</b>	<b>90.18%</b>

#### F. Bayambang

Service Quality Dimensions	Very Highly Satisfactory	Highly Satisfactory	Somewhat	Slightly	Not Satisfied	N/A	Total Responses	Overall
Responsiveness	3499	716	151	39	28	0	4433	95.08%
Reliability	3383	833	157	35	25	0	4433	95.10%
Access and Facilities	3210	940	228	29	26	0	4433	93.62%
Communication	3434	763	176	29	31	0	4433	94.68%



Costs	2686	761	158	29	23	754	4411	94.26%
Integrity	3531	689	151	32	30	0	4433	95.20%
Assurance	3468	731	166	43	25	0	4433	94.72%
Outcome	3449	731	184	39	30	0	4433	94.29%
<b>Overall</b>	<b>26660</b>	<b>6164</b>	<b>1371</b>	<b>275</b>	<b>218</b>	<b>754</b>	<b>35442</b>	<b>94.63%</b>

External Services Provider		Overall Rating
Accounting (Request for order of payment)		99.07%
Admission, Guidance and Testing (Application for admission exam for Filipino and Foreign students)		95.98%
Bookstore		98.02%
Campus Executive Director		95.83%
Cashier		91.67%
College/Department		98.90%
Culture and Arts		100%
Gender and Development		100%
Human Resource Management and Development (Issuance of certificate of employment, service record and other employee's official data/document)		100%
Income Generating Project (Product and Rental Inquiry)		99.30%
Library and Audio-Visual		100%
Practice Teaching		100%
Procurement		100%
Public Relations, Publication and Information		100%
Registrar (Issuance of transfer credentials for graduates-honorable dismissal, issuance of official certification- certificate of registration, issuance of certification/authentication/verification of OTR and diploma, issuance of official transcript of records, application for transfer credential, certification, diploma, and OTR)		93.93%
Student Services and Alumni Affairs (Alumni Consultation)		97.02%
Supply		100%
<b>External Service Total</b>		<b>98.22%</b>
Internal Services Provider		
Accounting (Request for order of payment, issuance of pay slip/certification of benefits received, issuance of clearance for financial accountability, issuance of tax certificates, request for payment of cash advance/reimbursement/procurement/payroll and other claims, refund of fees)		95.60%
Admission, Guidance and Testing (Apply for certificates of good moral character, admission exams, and psychological assessments, validation of entrance exam results, counseling, job application assistance, and organizing events like job fairs, placement seminars, and symposiums, counseling services and exit interviews)		95.40%
Bookstore (Purchase of books/ID lace/school uniform and P.E. uniform)		98.91%
Campus Executive Director (Signing of documents)		97.97%
Cashier (Psychological Test Fee, issuance of official receipt: ID fee/ID lace/books/school uniform/PE uniform, OTR, diploma, transfer credential, certification, payment for dorm fee, payment for fs1 and fs2, payment for internship, payment for tuition, stipend claiming/release, query of balance)		90.62%
College/Department (Curriculum Development, Syllabi Development, Instructional Materials Development, Instructional Planning and Delivery, Student Performance Evaluation, utilizing department equipment, providing tutorials, assisting with manuscript and thesis submissions, facilitating clearance processes, managing document submissions, coordinating facility usage, offering consultations to faculty members, fulfilling requests for workload information, conducting remedial sessions, attending faculty meetings, and providing guidelines for module preparation)		92.79%
Culture and Arts (Culture and Arts, borrowing of costumes, cultural and arts equipment, and props for various cultural and arts activities, facilitates auditions, including Auditions for aspiring members, singing competitions, and screenings for power dance and performing arts)		99.74%
Extension (Extension Services, Extension Forms, Extension Training, Extension Consultation, MOA Signing, Inquiry about adapted barangay)		100%
Gender and Development		100%



(GAD Activity, GAD Orientation, Women's Month Celebration)	
Human Resource Management and Development (Employee Performance Management, Issuance of certificate of employment, service record and other employee's official data/document, Update on HRIS portal, submission of DTR, IPCR, signing of clearance for End of Contract, signing of Renewal Contract, retrieval of NBC documents, salary concerns, clearance for travel abroad, inquiry on employment requirements, filing of leave)	94.07%
Income Generating Project (Production Services, Inquiry for the rental of costumes, props)	96.19%
Internship Services (Internship, Certificate for Internship, Internship form, Internship Orientation, Internship Conference, Internship Inquiries, Career placement symposium and job fair, consultation (OJT), deployment)	95.09%
Laboratory Services (Borrowing of laboratory instruments, use of laboratory equipment, microscope, compound light microscope & prepared slides, glassware, crystal violet stain, evaporating dish, droppers, Use of computer laboratory, Use of BTLED Laboratory, Use of Laboratory, Skille Lab -use of mannequin for return demonstration, laboratory services, warehousing/solar drying, programming laboratory.)	87%
Library and Audio-Visual Services (Library Management, signing of library clearance, answering of reference questions, borrowing of library books, returning of library books, internet access in the e-library, audio-visual room services, library orientation, vital source account creation, borrowed book bind thesis, newspaper, e-library access, use of library for meeting, use library for research)	97.30%
Medical and Dental Services (Medical and Dental Services, Medical Consultation (headache, cleaning of wound, colds, cough, lbn, rbs, stomachache, muscle pain) , Dental consultation, BMI, Measure or get the blood pressure, medical assessment, medical certification, medical check-up for OJT, medical clearance, medical consultation for practice teaching, weight in, medicine administration, medical equipment, physical test, vaccination, heap-b-booster,	91.45%
MIS/ICTMO (Technical Support for portal access, Internet connectivity assistance, App installation support, Assistance in Sound System Set Up, Enrollment support, MS Teams assistance, Management of internet and network services, Management of quick campus system, Portal reset services, ID request and claim services, Creation of portal accounts for faculty)	92.17%
NSTP (National Service Training Program, Coastal Clean-Up Drive, Blood Letting Activity, Recycling Program, Safety Drills (Fire and Earthquake Drill), Campus-wide clean up drive, Tree Planting)	74.55%
Administrative Officer (Administration Services)	100%
Physical Plant and Facility (Aircon cleaning, Borrowing monobloc chair, Checking on water leaks in the BA Faculty CR (Comfort Room), Construction of Garage, Fixture of CR (Comfort Room), Inquiry for facilities, Request for the use of facilities, Installation of aircon outlet, Installation of wall click, Placement of fluorescent, Plastering of stock room, Plumbing, Reinstallation of waterline, Repair and printer maintenance, Repair of aircon and electric fan, Repair pipeline, Replacement of doorknob, Request for aircon inspection, Request for repair, Request for the repair of glass door handle, Transfer of supply of 3 toner aircon, Request for use of equipment, Tiling of supply office (store room)	100%
Practice Teaching (Practice Teaching, Certificate for Teaching Internship, Teaching Internship Conference, Teaching Internship Orientation, Induction of Officers, and Send-Off Program, Practice Teaching Forms, Orientation for field study students, Mid-Conference for Practice Teaching, Demonstration Teaching)	93.37%
Public Relations, Publication and Information (Publication, PSU FB Page Publication, Publication Request, TUR broadcasting, special broadcast, request for news publication – news article, news write-up, feature/ news article/ PSU page publicity)	96.06%
Registrar (Enrolment, issuance of evaluation record, issuance of transfer credentials for graduates-honorable dismissal, issuance of official certification- certificate of registration, issuance of certification/authentication/verification of OTR and diploma, issuance of official transcript of records, application for transfer credential, certification, diploma, and OTR, application for grade evaluation, adding/dropping/changing of subjects, completion/removal, application for graduation, Official transcript of records for board examination and employment, updating of records)	84.38%
Research (Research Services, Thesis consultation, signing of request letter for research, Consultation with Research/Capstone Adviser, Research Colloquium, request for copy of BOR approved research)	89.40%
Sports Development (Sports Development, borrowed sports equipment: volleyball, set-up, Softball equipment Consultation)	12.50%
Statistics Center and Computing Sciences (Statistical Consultation)	100%
Student Services and Alumni Affairs (Marketing, Scholarship, filing a complaint against a student, request for temporary exemption from wearing school uniform, processing of application to avail scholarship/grants, Application for Dean's Lister/President's Lister, Application for Student Assistant, Application for Provincial Scholarship, Student Assistant briefing and deployment, processing of application to avail stipend, alumni consultation)	97.55%
Supply Office	99.87%





(Supply Management, Request of supplies, Request of office supplies, signing of clearance)	
<b>Internal Service Total</b>	<b>91.55%</b>
<b>OVERALL TOTAL</b>	<b>94.89%</b>

G. Binmaley

Service Quality Dimensions	Very Highly Satisfactory	Highly Satisfactory	Somewhat	Slightly	Not Satisfied	N/A	Total Responses	Overall
Responsiveness	905	149	48	49	8	0	1136	92.78%
Reliability	897	150	59	12	18	0	1136	92.17%
Access and Facilities	874	150	66	8	21	0	1136	90.14%
Communication	894	167	65	11	21	0	1136	93.40%
Costs	856	145	71	14	19	0	1136	88.11%
Integrity	900	147	62	11	23	0	1136	92.17%
Assurance	872	140	79	10	23	0	1136	89.09%
Outcome	875	153	72	14	22	0	1136	90.49%
<b>Overall</b>	<b>7073</b>	<b>1201</b>	<b>522</b>	<b>129</b>	<b>155</b>	<b>0</b>	<b>9080</b>	<b>91.04%</b>

External Services Provider	Overall Rating
Accounting (Request for order of payment)	91.59%
Admission, Guidance and Testing (Application for admission exam for Filipino and Foreign students)	95.49%
Bookstore	85.66%
Campus Executive Director	95.45%
Cashier	88.86%
Center for Foreign Language	97%
College/Department	87.80%
Internship	95.45%
Library and Audio-Visual	89.26%
National Service Training Program	85.33%
Practice Teaching	90%
Registrar (Issuance of transfer credentials for graduates-honorable dismissal, issuance of official certification- certificate of registration, issuance of certification/authentication/verification of OTR and diploma, issuance of official transcript of records, application for transfer credential, certification, diploma, and OTR)	85.26%
Statistics Center and Computing Sciences	100%
Student Services and Alumni Affairs (Alumni Consultation)	95.56%
<b>External Service Total</b>	<b>91.62%</b>
Internal Services Provider	
Accounting (Request for order of payment, issuance of pay slip/certification of benefits received, issuance of clearance for financial accountability, issuance of tax certificates, request for payment of cash advance/reimbursement/procurement/payroll and other claims, refund of fees)	92.52%
Admission, Guidance and Testing (Apply for certificates of good moral character, admission exams, and psychological assessments, validation of entrance exam results, counseling, job application assistance, and organizing events like job fairs, placement seminars, and symposiums, counseling services and exit interviews)	96.99%
Bookstore (Purchase of books/ID lace/school uniform and P.E. uniform)	40%
Budget Management	100%
Campus Executive Director (Signing of documents)	95.45%
Cashier	85.71%



(Psychological Test Fee, issuance of official receipt: ID fee/ID lase/books/school uniform/PE uniform, OTR, diploma, transfer credential, certification, payment for dorm fee, payment for fs1 and fs2, payment for internship, payment for tuition, stipend claiming/release, query of balance)	
Center for Foreign Language (Grammarly/Plagiarism check and request)	98%
College/Department (Curriculum Development, Syllabi Development, Instructional Materials Development, Instructional Planning and Delivery, Student Performance Evaluation, utilizing department equipment, providing tutorials, assisting with manuscript and thesis submissions, facilitating clearance processes, managing document submissions, coordinating facility usage, offering consultations to faculty members, fulfilling requests for workload information, conducting remedial sessions, attending faculty meetings, and providing guidelines for module preparation)	81.21%
Culture and Arts (Culture and Arts, borrowing of costumes, cultural and arts equipment, and props for various cultural and arts activities, facilitates auditions, including Auditions for aspiring members, singing competitions, and screenings for power dance and performing arts)	100%
Internship Services (Internship, Certificate for Internship, Internship form, Internship Orientation, Internship Conference, Internship Inquiries, Career placement symposium and job fair, consultation (OJT), deployment)	95.45%
Library and Audio-Visual Services (Library Management, signing of library clearance, answering of reference questions, borrowing of library books, returning of library books, internet access in the e-library, audio-visual room services, library orientation, vital source account creation, borrowed book bind thesis, newspaper, e-library access, use of library for meeting, use library for research)	89.41%
Medical and Dental Services (Medical and Dental Services, Medical Consultation (headache, cleaning of wound, colds, cough, lbm, rbs, stomachache, muscle pain) , Dental consultation, BMI, Measure or get the blood pressure, medical assessment, medical certification, medical check-up for OJT, medical clearance, medical consultation for practice teaching, weight in, medicine administration, medical equipment, physical test, vaccination, heap-b-booster,	88.84%
MIS/ICTMO (Technical Support for portal access, Internet connectivity assistance, App installation support, Assistance in Sound System Set Up, Enrollment support, MS Teams assistance, Management of internet and network services, Management of quick campus system, Portal reset services, ID request and claim services, Creation of portal accounts for faculty)	75%
NSTP (National Service Training Program, Coastal Clean-Up Drive, Blood Letting Activity, Recycling Program, Safety Drills (Fire and Earthquake Drill), Campus-wide clean up drive, Tree Planting)	83.33%
Planning (Planning, Campus Operational Plan)	100%
Practice Teaching (Practice Teaching, Certificate for Teaching Internship, Teaching Internship Conference, Teaching Internship Orientation, Induction of Officers, and Send-Off Program, Practice Teaching Forms, Orientation for field study students, Mid-Conference for Practice Teaching, Demonstration Teaching)	80%
Public Relations, Publication and Information (Publication, PSU FB Page Publication, Publication Request, TUR broadcasting, special broadcast, request for news publication – news article, news write-up, feature/ news article/ PSU page publicity)	100%
Registrar (Enrolment, issuance of evaluation record, issuance of transfer credentials for graduates-honorable dismissal, issuance of official certification- certificate of registration, issuance of certification/authentication/verification of OTR and diploma, issuance of official transcript of records, application for transfer credential, certification, diploma, and OTR, application for grade evaluation, adding/dropping/changing of subjects, completion/removal, application for graduation, Official transcript of records for board examination and employment, updating of records)	85.78%
Statistics Center and Computing Sciences (Statistical Consultation)	100%
Student Services and Alumni Affairs (Marketing, Scholarship, filing a complaint against a student, request for temporary exemption from wearing school uniform, processing of application to avail scholarship/grants, Application for Dean's Lister/President's Lister, Application for Student Assistant, Application for Provincial Scholarship, Student Assistant briefing and deployment, processing of application to avail stipend, alumni consultation)	95.56%
Supply Office (Supply Management, Request of supplies, Request of office supplies, signing of clearance)	100%
<b>Internal Service Total</b>	<b>90.47%</b>
<b>OVERALL TOTAL</b>	<b>91.16%</b>



## H. Infanta

Service Quality Dimensions	Very Highly Satisfactory	Highly Satisfactory	Somewhat	Slightly Satisfied	Not Satisfied	N/A	Total Responses	Overall
Responsiveness	152	110	36	9	16	0	323	81.11%
Reliability	150	112	34	14	13	0	323	81.11%
Access and Facilities	140	122	38	9	14	0	323	81.11%
Communication	166	101	33	10	13	0	323	82.66%
Costs	140	121	35	11	11	5	323	79.56%
Integrity	169	103	28	9	14	0	323	84.21%
Assurance	162	96	42	9	14	0	323	79.88%
Outcome	170	91	37	12	13	0	323	80.8%
<b>Overall</b>	1249	856	283	83	108	5	<b>2584</b>	<b>81.31%</b>

External Services Provider		Overall Rating
College/Department		72.19%
Registrar (Issuance of transfer credentials for graduates-honorable dismissal, issuance of official certification- certificate of registration, issuance of certification/authentication/verification of OTR and diploma, issuance of official transcript of records, application for transfer credential, certification, diploma, and OTR)		95.21%
Student Services and Alumni Affairs (Alumni Consultation)		94.25%
<b>External Service Total</b>		<b>87.22%</b>
Internal Services Provider		
Accounting (Request for order of payment, issuance of pay slip/certification of benefits received, issuance of clearance for financial accountability, issuance of tax certificates, request for payment of cash advance/reimbursement/procurement/payroll and other claims, refund of fees)		91.25%
Admission, Guidance and Testing (Apply for certificates of good moral character, admission exams, and psychological assessments, validation of entrance exam results, counseling, job application assistance, and organizing events like job fairs, placement seminars, and symposiums, counseling services and exit interviews)		85.00%
Bookstore (Purchase of books/ID lace/school uniform and P.E. uniform)		69.06%
Cashier (Psychological Test Fee, issuance of official receipt: ID fee/ID lace/books/school uniform/PE uniform, OTR, diploma, transfer credential, certification, payment for dorm fee, payment for fs1 and fs2, payment for internship, payment for tuition, stipend claiming/release, query of balance)		85.18%
College/Department (Curriculum Development, Syllabi Development, Instructional Materials Development, Instructional Planning and Delivery, Student Performance Evaluation, utilizing department equipment, providing tutorials, assisting with manuscript and thesis submissions, facilitating clearance processes, managing document submissions, coordinating facility usage, offering consultations to faculty members, fulfilling requests for workload information, conducting remedial sessions, attending faculty meetings, and providing guidelines for module preparation)		85.16%
Culture and Arts (Culture and Arts, borrowing of costumes, cultural and arts equipment, and props for various cultural and arts activities, facilitates auditions, including Auditions for aspiring members, singing competitions, and screenings for power dance and performing arts)		63.44%
Extension (Extension Services, Extension Forms, Extension Training, Extension Consultation, MOA Signing, Inquiry about adapted barangay)		86.25%
Gender and Development (GAD Activity, GAD Orientation, Women's Month Celebration)		80.63%
Internship Services (Internship, Certificate for Internship, Internship form, Internship Orientation, Internship Conference, Internship Inquiries, Career placement symposium and job fair, consultation (OJT), deployment)		85.36%
Income Generating Project (Production Services, Inquiry for the rental of costumes, props)		74.38%



Laboratory Services (Borrowing of laboratory instruments, use of laboratory equipment, microscope, compound light microscope & prepared slides, glassware, crystal violet stain, evaporating dish, droppers, Use of computer laboratory, Use of BTLED Laboratory, Use of Laboratory, Skille Lab -use of mannequin for return demonstration, laboratory services, warehousing/solar drying, programming laboratory.)	77.82%
Library and Audio-Visual Services (Library Management, signing of library clearance, answering of reference questions, borrowing of library books, returning of library books, internet access in the e-library, audio-visual room services, library orientation, vital source account creation, borrowed book bind thesis, newspaper, e-library access, use of library for meeting, use library for research)	85.96%
Medical and Dental Services (Medical and Dental Services, Medical Consultation (headache, cleaning of wound, colds, cough, lbn, rbs, stomachache, muscle pain) , Dental consultation, BMI, Measure or get the blood pressure, medical assessment, medical certification, medical check-up for OJT, medical clearance, medical consultation for practice teaching, weight in, medicine administration, medical equipment, physical test, vaccination, heap-b-booster,	93.13%
MIS/ICTMO (Technical Support for portal access, Internet connectivity assistance, App installation support, Assistance in Sound System Set Up, Enrollment support, MS Teams assistance, Management of internet and network services, Management of quick campus system, Portal reset services, ID request and claim services, Creation of portal accounts for faculty)	95.89%
NSTP (National Service Training Program, Coastal Clean-Up Drive, Blood Letting Activity, Recycling Program, Safety Drills (Fire and Earthquake Drill), Campus-wide clean up drive, Tree Planting)	60.25%
Practice Teaching (Practice Teaching, Certificate for Teaching Internship, Teaching Internship Conference, Teaching Internship Orientation, Induction of Officers, and Send-Off Program, Practice Teaching Forms, Orientation for field study students, Mid-Conference for Practice Teaching, Demonstration Teaching)	90.23%
Registrar (Enrolment, issuance of evaluation record, issuance of transfer credentials for graduates-honorable dismissal, issuance of official certification- certificate of registration, issuance of certification/authentication/verification of OTR and diploma, issuance of official transcript of records, application for transfer credential, certification, diploma, and OTR, application for grade evaluation, adding/dropping/changing of subjects, completion/removal, application for graduation, Official transcript of records for board examination and employment, updating of records)	91.03%
Records Management (Communication, releasing of communications, issuance of certification/ authentication of documents, issuance of requested documents, records management system)	80.00%
Research (Research Services, Thesis consultation, signing of request letter for research, Consultation with Research/Capstone Adviser, Research Colloquium, request for copy of BOR approved research)	60%
Sports Development (Sports Development, borrowed sports equipment: volleyball, set-up, Softball equipment Consultation)	81.25%
Student Services and Alumni Affairs (Marketing, Scholarship, filing a complaint against a student, request for temporary exemption from wearing school uniform, processing of application to avail scholarship/grants, Application for Dean's Lister/President's Lister, Application for Student Assistant, Application for Provincial Scholarship, Student Assistant briefing and deployment, processing of application to avail stipend, alumni consultation)	89.98%
Supply Office (Supply Management, Request of supplies, Request of office supplies, signing of clearance)	80.78%
<b>Internal Service Total</b>	<b>77.10%</b>
<b>OVERALL TOTAL</b>	<b>81.74%</b>

### I. Lingayen

Service Quality Dimensions	Very Highly Satisfactory	Highly Satisfactory	Somewhat	Slightly	Not Satisfied	N/A	Total Responses	Overall
Responsiveness	3320	1503	536	241	224	0	5824	82.81%
Reliability	3222	1609	537	248	208	0	5824	82.95%
Access and Facilities	3185	1557	617	249	216	0	5824	81.42%
Communication	3294	1510	560	227	233	0	5824	82.49%
Costs	2652	1521	638	256	219	538	5824	78.94%
Integrity	3386	1416	560	225	237	0	5824	82.45%



Assurance	3262	1455	619	252	236	0	5824	80.99%
Outcome	3098	1517	700	279	230	0	5824	79.24%
<b>Overall</b>	<b>25419</b>	<b>12088</b>	<b>4767</b>	<b>1977</b>	<b>1803</b>	<b>538</b>	<b>46054</b>	<b>81.44%</b>

External Services Provider		Overall Rating
Accounting (Request for order of payment)		100%
Admission, Guidance and Testing (Application for admission exam for Filipino and Foreign students)		79.64%
College/Department		50.00%
Human Resource Management and Development (Issuance of certificate of employment, service record and other employee's official data/document)		100%
Library and Audio-Visual		75.00%
Medical and Dental		100%
Administrative Officer		100%
Registrar (Issuance of transfer credentials for graduates-honorable dismissal, issuance of official certification- certificate of registration, issuance of certification/authentication/verification of OTR and diploma, issuance of official transcript of records, application for transfer credential, certification, diploma, and OTR)		84.09%
Student Services and Alumni Affairs (Alumni Consultation)		78.95%
Supply		99.41%
<b>External Service Total</b>		<b>81.46%</b>
Internal Services Provider		
Accounting (Request for order of payment, issuance of pay slip/certification of benefits received, issuance of clearance for financial accountability, issuance of tax certificates, request for payment of cash advance/reimbursement/procurement/payroll and other claims, refund of fees)		73.21%
Admission, Guidance and Testing (Apply for certificates of good moral character, admission exams, and psychological assessments, validation of entrance exam results, counseling, job application assistance, and organizing events like job fairs, placement seminars, and symposiums, counseling services and exit interviews)		79.01%
Bookstore (Purchase of books/ID lace/school uniform and P.E. uniform)		78.87%
Campus Executive Director (Signing of documents)		67.14%
Cashier (Psychological Test Fee, issuance of official receipt: ID fee/ID lace/books/school uniform/PE uniform, OTR, diploma, transfer credential, certification, payment for dorm fee, payment for fs1 and fs2, payment for internship, payment for tuition, stipend claiming/release, query of balance)		74.10%
Center for Foreign Language (Grammarly/Plagiarism check and request)		100%
College/Department (Curriculum Development, Syllabi Development, Instructional Materials Development, Instructional Planning and Delivery, Student Performance Evaluation, utilizing department equipment, providing tutorials, assisting with manuscript and thesis submissions, facilitating clearance processes, managing document submissions, coordinating facility usage, offering consultations to faculty members, fulfilling requests for workload information, conducting remedial sessions, attending faculty meetings, and providing guidelines for module preparation)		80.37%
Culture and Arts (Culture and Arts, borrowing of costumes, cultural and arts equipment, and props for various cultural and arts activities, facilitates auditions, including Auditions for aspiring members, singing competitions, and screenings for power dance and performing arts)		58.33%
Expanded Tertiary Education Equivalency and Accreditation Program (ETEAP, Inquiry on Accreditation, program/application for ETEAP, submission of application form, enrolment of supplementary course)		82.32%
Extension (Extension Services, Extension Forms, Extension Training, Extension Consultation, MOA Signing, Inquiry about adapted barangay)		91.30%
Gender and Development (GAD Activity, GAD Orientation, Women's Month Celebration)		58.33%
General Services (General Services)		100%
Human Resource Management and Development (Employee Performance Management, Issuance of certificate of employment, service record and other employee's official data/document, Update on HRIS portal, submission of DTR, IPCR, signing of clearance for End of Contract, signing of Renewal Contract, retrieval of		77.08%



NBC documents, salary concerns, clearance for travel abroad, inquiry on employment requirements, filing of leave)	
Institutional Assessment and Accreditation (Internal Audit, Legal Compliance, Accreditation and Monitoring, Control of Nonconformity and Corrective Action)	100%
Internship Services (Internship, Certificate for Internship, Internship form, Internship Orientation, Internship Conference, Internship Inquiries, Career placement symposium and job fair, consultation (OJT), deployment)	77.66%
Laboratory Services (Borrowing of laboratory instruments, use of laboratory equipment, microscope, compound light microscope & prepared slides, glassware, crystal violet stain, evaporating dish, droppers, Use of computer laboratory, Use of BTLED Laboratory, Use of Laboratory, Skille Lab -use of mannequin for return demonstration, laboratory services, warehousing/solar drying, programming laboratory,)	50.00%
Library and Audio-Visual Services (Library Management, signing of library clearance, answering of reference questions, borrowing of library books, returning of library books, internet access in the e-library, audio-visual room services, library orientation, vital source account creation, borrowed book bind thesis, newspaper, e-library access, use of library for meeting, use library for research)	81.21%
Medical and Dental Services (Medical and Dental Services, Medical Consultation (headache, cleaning of wound, colds, cough, lbm, rbs, stomachache, muscle pain) , Dental consultation, BMI, Measure or get the blood pressure, medical assessment, medical certification, medical check-up for OJT, medical clearance, medical consultation for practice teaching, weight in, medicine administration, medical equipment, physical test, vaccination, heap-b- booster,	89.15%
MIS/ICTMO (Technical Support for portal access, Internet connectivity assistance, App installation support, Assistance in Sound System Set Up, Enrollment support, MS Teams assistance, Management of internet and network services, Management of quick campus system, Portal reset services, ID request and claim services, Creation of portal accounts for faculty)	84.56%
NSTP (National Service Training Program, Coastal Clean-Up Drive, Blood Letting Activity, Recycling Program, Safety Drills (Fire and Earthquake Drill), Campus-wide clean up drive, Tree Planting)	74.50%
Administrative Officer (Administration Services)	93.33%
Office of the University President	100%
Planning (Planning, Campus Operational Plan)	50.00%
Practice Teaching (Practice Teaching, Certificate for Teaching Internship, Teaching Internship Conference, Teaching Internship Orientation, Induction of Officers, and Send-Off Program, Practice Teaching Forms, Orientation for field study students, Mid-Conference for Practice Teaching, Demonstration Teaching)	90.31%
Public Relations, Publication and Information (Publication, PSU FB Page Publication, Publication Request, TUR broadcasting, special broadcast, request for news publication – news article, news write-up, feature/ news article/ PSU page publicity)	100%
Records Management (Communication, releasing of communications, issuance of certification/ authentication of documents, issuance of requested documents, records management system)	60.42%
Registrar (Enrolment, issuance of evaluation record, issuance of transfer credentials for graduates-honorable dismissal, issuance of official certification- certificate of registration, issuance of certification/authentication/verification of OTR and diploma, issuance of official transcript of records, application for transfer credential, certification, diploma, and OTR, application for grade evaluation, adding/dropping/changing of subjects, completion/removal, application for graduation, Official transcript of records for board examination and employment, updating of records)	78.99%
Research (Research Services, Thesis consultation, signing of request letter for research, Consultation with Research/Capstone Adviser, Research Colloquium, request for copy of BOR approved research)	70.42%
Sports Development (Sports Development, borrowed sports equipment: volleyball, set-up, Softball equipments Consultation)	46.88%
Statistics Center and Computing Sciences (Statistical Consultation)	70.00%
Student Services and Alumni Affairs (Marketing, Scholarship, filing a complaint against a student, request for temporary exemption from wearing school uniform, processing of application to avail scholarship/grants, Application for Dean's Lister/President's Lister, Application for Student Assistant, Application for Provincial Scholarship, Student Assistant briefing and deployment, processing of application to avail stipend, alumni consultation)	88.99%
Supply Office (Supply Management, Request of supplies, Request of office supplies, signing of clearance)	99.61%
<b>Internal Service Total</b>	<b>81.44%</b>
<b>OVERALL TOTAL</b>	<b>81.44%</b>



### J. San Carlos City

Service Quality Dimensions	Very Highly Satisfactory	Highly Satisfactory	Somewhat	Slightly Satisfied	Not Satisfied	N/A	Total Responses	Overall
Responsiveness	4864	734	174	51	62	0	5885	95.12%
Reliability	4825	771	176	48	65	0	5885	95.09%
Access and Facilities	4791	750	226	58	60	0	5885	94.15%
Communication	4870	698	205	50	62	0	5885	94.61%
Costs	4428	713	239	60	59	386	5885	87.36%
Integrity	4883	692	200	50	60	0	5885	94.73%
Assurance	4821	711	231	61	61	0	5885	94.00%
Outcome	4736	710	305	71	63	0	5885	92.54%
<b>Overall</b>	<b>38218</b>	<b>5779</b>	<b>1756</b>	<b>449</b>	<b>492</b>	<b>386</b>	<b>47080</b>	<b>93.45%</b>

External Services Provider		Overall Rating
Admission, Guidance and Testing		
• Application for Certificate of Good Moral Character		93.4%
Bookstore (Purchase of books/ID lace/school uniform and P.E. uniform)		
• Purchase of Books/ Id Lace/ School and PE Uniform		100%
Cashier (Psychological Test Fee, issuance of official receipt: ID fee/ID lace/books/school uniform/PE uniform, OTR, diploma, transfer credential, certification, payment for dorm fee, payment for fs1 and fs2, payment for internship, payment for tuition, stipend claiming/release, query of balance)		
• Issuance of Official Receipt (OTR, Diploma, Transfer Credential)		82.6%
Library and Audio-Visual		
• Borrowing Library Books		97.0%
• Signing of Library Clearance		89.2%
Medical and Dental Services (Medical and Dental Services, Medical Consultation (headache, cleaning of wound, colds, cough, lbn, rbs, stomachache, muscle pain) , Dental consultation, BMI, Measure or get the blood pressure, medical assessment, medical certification, medical check-up for OJT, medical clearance, medical consultation for practice teaching, weight in, medicine administration, medical equipment, physical test, vaccination, heap-b-booster,		
• Medical Consultation		89.4%
Registrar (Enrolment, issuance of evaluation record, issuance of transfer credentials for graduates-honorable dismissal, issuance of official certification- certificate of registration, issuance of certification/authentication/verification of OTR and diploma, issuance of official transcript of records, application for transfer credential, certification, diploma, and OTR, application for grade evaluation, adding/dropping/changing of subjects, completion/removal, application for graduation, Official transcript of records for board examination and employment, updating of records)		
• Completion/ Removal		80.0%
• Inquiry		100%
• Issuance of Certificate of Employment, Service Record and Other		100%
• Issuance of Certification, Authentication and Verification of OTR		98.4%
• Issuance of Official Transcript of Records		99.2%
• Issuance of Transfer Credentials for Undergraduates (Honorable)		100%
Student Services and Alumni Affairs (Alumni Consultation)		
• Processing of Application to Avail Scholarship/ Grants		90.0%
<b>External Service Total</b>		<b>93.8%</b>
<b>Internal Services Provider</b>		
Admission, Guidance and Testing (Apply for certificates of good moral character, admission exams, and psychological assessments, validation of entrance exam results, counseling, job application assistance, and organizing events like job fairs, placement seminars, and symposiums, counseling services and exit interviews)		
• Application for Admission Exam		98.4%
• Application for Certificate of Good Moral Character		79.2%



<ul style="list-style-type: none"> <li>Career Placement Symposiums</li> </ul>	97.0%
<ul style="list-style-type: none"> <li>Inquiry about the Program</li> </ul>	96.6%
<b>Cashier</b> (Psychological Test Fee, issuance of official receipt: ID fee/ID lace/books/school uniform/PE uniform, OTR, diploma, transfer credential, certification, payment for dorm fee, payment for fs1 and fs2, payment for internship, payment for tuition, stipend claiming/release, query of balance)	
<ul style="list-style-type: none"> <li>Issuance of Official Receipt (ID Fee/ ID Lace/ Books/ School Uniform)</li> </ul>	85.8%
<b>College/Department</b> (Curriculum Development, Syllabi Development, Instructional Materials Development, Instructional Planning and Delivery, Student Performance Evaluation, utilizing department equipment, providing tutorials, assisting with manuscript and thesis submissions, facilitating clearance processes, managing document submissions, coordinating facility usage, offering consultations to faculty members, fulfilling requests for workload information, conducting remedial sessions, attending faculty meetings, and providing guidelines for module preparation)	
<ul style="list-style-type: none"> <li>Consultation</li> </ul>	94.2%
<ul style="list-style-type: none"> <li>Submission of Manuscript</li> </ul>	100%
<b>Human Resource Management and Development (Employee Performance Management, Issuance of certificate of employment, service record and other employee's official data/document, Update on HRIS portal, submission of DTR, IPCR, signing of clearance for End of Contract, signing of Renewal Contract, retrieval of NBC documents, salary concerns, clearance for travel abroad, inquiry on employment requirements, filing of leave)</b>	
<ul style="list-style-type: none"> <li>Issuance of Certificate of Employment, Service Record and Other</li> </ul>	97.0%
<b>Library and Audio-Visual Services</b> (Library Management, signing of library clearance, answering of reference questions, borrowing of library books, returning of library books, internet access in the e-library, audio-visual room services, library orientation, vital source account creation, borrowed book bind thesis, newspaper, e-library access, use of library for meeting, use library for research)	
<ul style="list-style-type: none"> <li>Audio-Visual Room Services</li> </ul>	88.0%
<ul style="list-style-type: none"> <li>Borrowing Library Books</li> </ul>	82.8%
<ul style="list-style-type: none"> <li>Internet Access in the E-Library</li> </ul>	96.6%
<ul style="list-style-type: none"> <li>Signing of Library Clearance</li> </ul>	93.2%
<ul style="list-style-type: none"> <li>Request for Use of Facilities</li> </ul>	90.0%
<b>Medical and Dental Services</b> (Medical and Dental Services, Medical Consultation (headache, cleaning of wound, colds, cough, lbn, rbs, stomachache, muscle pain) , Dental consultation, BMI, Measure or get the blood pressure, medical assessment, medical certification, medical check-up for OJT, medical clearance, medical consultation for practice teaching, weight in, medicine administration, medical equipment, physical test, vaccination, heap-b-booster,	
<ul style="list-style-type: none"> <li>Medical Consultation</li> </ul>	100%
<b>MIS/ICTMO</b> (Technical Support for portal access, Internet connectivity assistance, App installation support, Assistance in Sound System Set Up, Enrollment support, MS Teams assistance, Management of internet and network services, Management of quick campus system, Portal reset services, ID request and claim services, Creation of portal accounts for faculty)	
<ul style="list-style-type: none"> <li>Management of Internet and Network Services</li> </ul>	93.8%
<b>Registrar</b> (Enrolment, issuance of evaluation record, issuance of transfer credentials for graduates-honorable dismissal, issuance of official certification- certificate of registration, issuance of certification/authentication/verification of OTR and diploma, issuance of official transcript of records, application for transfer credential, certification, diploma, and OTR, application for grade evaluation, adding/dropping/changing of subjects, completion/removal, application for graduation, Official transcript of records for board examination and employment, updating of records)	
<ul style="list-style-type: none"> <li>Completion/ Removal</li> </ul>	100%
<ul style="list-style-type: none"> <li>Clearance Signing</li> </ul>	100%
<ul style="list-style-type: none"> <li>Document Request</li> </ul>	94.4%
<ul style="list-style-type: none"> <li>Document Signing</li> </ul>	93.4%
<ul style="list-style-type: none"> <li>Document Submission</li> </ul>	100%
<ul style="list-style-type: none"> <li>Issuance of Certification, Authentication and Verification of OTS</li> </ul>	97.0%
<ul style="list-style-type: none"> <li>Issuance of Evaluation Record</li> </ul>	98.2%
<ul style="list-style-type: none"> <li>Issuance of Official Certification</li> </ul>	80.4%
<ul style="list-style-type: none"> <li>Issuance of Transfer Credentials for Graduates</li> </ul>	98.2%
<ul style="list-style-type: none"> <li>Issuance of Requested Documents</li> </ul>	97.6%
<b>Student Services and Alumni Affairs</b> (Marketing, Scholarship, filing a complaint against a student, request for temporary exemption from wearing school uniform, processing of application to avail scholarship/grants, Application for Dean's Lister/President's Lister, Application for Student Assistant, Application for Provincial Scholarship, Student Assistant briefing and deployment, processing of application to avail stipend, alumni consultation)	
<ul style="list-style-type: none"> <li>Processing of Application to Avail Scholarship/ Grants</li> </ul>	84.8%
<b>Internal Service Total</b>	<b>93.6%</b>
<b>OVERALL TOTAL</b>	<b>93.6%</b>





### K. Sta. Maria

Service Quality Dimensions	Very Highly Satisfactory	Highly Satisfactory	Somewhat	Slightly	Not Satisfied	N/A	Total Responses	Overall
Responsiveness	656	202	62	27	29	0	976	87.91%
Reliability	647	208	60	30	31	0	976	87.60%
Access and Facilities	622	220	75	27	32	0	976	86.27%
Communication	660	191	67	23	35	0	976	87.19%
Costs	488	208	81	27	28	144	976	83.65%
Integrity	677	187	59	19	34	0	976	88.52%
Assurance	656	178	86	21	35	0	976	85.45%
Outcome	619	198	98	28	33	0	976	83.71%
<b>Overall</b>	<b>5025</b>	<b>1592</b>	<b>588</b>	<b>202</b>	<b>257</b>	<b>144</b>	<b>7808</b>	<b>86.34%</b>

External Services Provider	Overall Rating
Admission, Guidance and Testing (Application for admission exam for Filipino and Foreign students)	97.78%
Cashier	50%
College/Department	37.5%
Extension (MOA Signing, Inquiry about adapted barangay)	91.67%
Income Generating Project (Product and Rental Inquiry)	0.00%
Registrar (Issuance of transfer credentials for graduates-honorable dismissal, issuance of official certification-certificate of registration, issuance of certification/authentication/verification of OTR and diploma, issuance of official transcript of records, application for transfer credential, certification, diploma, and OTR)	95.47%
Research	100%
Supply	100%
<b>External Service Total</b>	<b>90.75%</b>
Internal Services Provider	
Accounting (Request for order of payment, issuance of pay slip/certification of benefits received, issuance of clearance for financial accountability, issuance of tax certificates, request for payment of cash advance/reimbursement/procurement/payroll and other claims, refund of fees)	76.25%
Admission, Guidance and Testing (Apply for certificates of good moral character, admission exams, and psychological assessments, validation of entrance exam results, counseling, job application assistance, and organizing events like job fairs, placement seminars, and symposiums, counseling services and exit interviews)	83.20%
Bookstore (Purchase of books/ID lace/school uniform and P.E. uniform)	95.84%
Campus Executive Director (Signing of documents)	50%
Cashier (Psychological Test Fee, issuance of official receipt: ID fee/ID lace/books/school uniform/PE uniform, OTR, diploma, transfer credential, certification, payment for dorm fee, payment for fs1 and fs2, payment for internship, payment for tuition, stipend claiming/release, query of balance)	68.54%
College/Department (Curriculum Development, Syllabi Development, Instructional Materials Development, Instructional Planning and Delivery, Student Performance Evaluation, utilizing department equipment, providing tutorials, assisting with manuscript and thesis submissions, facilitating clearance processes, managing document submissions, coordinating facility usage, offering consultations to faculty members, fulfilling requests for workload information, conducting remedial sessions, attending faculty meetings, and providing guidelines for module preparation)	84.36%
Culture and Arts (Culture and Arts, borrowing of costumes, cultural and arts equipment, and props for various cultural and arts activities, facilitates auditions, including Auditions for aspiring members, singing competitions, and screenings for power dance and performing arts)	12.5%
Expanded Tertiary Education Equivalency and Accreditation Program (ETEAP, Inquiry on Accreditation, program/application for ETEAP, submission of application form, enrolment of supplementary course)	87.50%



Extension (Extension Services, Extension Forms, Extension Training, Extension Consultation, MOA Signing, Inquiry about adapted barangay)	70.69%
Gender and Development (GAD Activity, GAD Orientation, Women's Month Celebration)	100%
Human Resource Management and Development (Employee Performance Management, Issuance of certificate of employment, service record and other employee's official data/document, Update on HRIS portal, submission of DTR, IPCR, signing of clearance for End of Contract, signing of Renewal Contract, retrieval of NBC documents, salary concerns, clearance for travel abroad, inquiry on employment requirements, filing of leave)	60.53%
Income Generating Project (Production Services, Inquiry for the rental of costumes, props)	0.00%
Internship Services (Internship, Certificate for Internship, Internship form, Internship Orientation, Internship Conference, Internship Inquiries, Career placement symposium and job fair, consultation (OJT), deployment)	98.57%
Laboratory Services (Borrowing of laboratory instruments, use of laboratory equipment, microscope, compound light microscope & prepared slides, glassware, crystal violet stain, evaporating dish, droppers, Use of computer laboratory, Use of BTLED Laboratory, Use of Laboratory, Skille Lab -use of mannequin for return demonstration, laboratory services, warehousing/solar drying, programming laboratory.)	96.47%
Library and Audio-Visual Services (Library Management, signing of library clearance, answering of reference questions, borrowing of library books, returning of library books, internet access in the e-library, audio-visual room services, library orientation, vital source account creation, borrowed book bind thesis, newspaper, e-library access, use of library for meeting, use library for research)	89.73%
Medical and Dental Services (Medical and Dental Services, Medical Consultation (headache, cleaning of wound, colds, cough, lbn, rbs, stomachache, muscle pain) , Dental consultation, BMI, Measure or get the blood pressure, medical assessment, medical certification, medical check-up for OJT, medical clearance, medical consultation for practice teaching, weight in, medicine administration, medical equipment, physical test, vaccination, heap-b-booster,	97.72%
MIS/ICTMO (Technical Support for portal access, Internet connectivity assistance, App installation support, Assistance in Sound System Set Up, Enrollment support, MS Teams assistance, Management of internet and network services, Management of quick campus system, Portal reset services, ID request and claim services, Creation of portal accounts for faculty)	81.78%
NSTP (National Service Training Program, Coastal Clean-Up Drive, Blood Letting Activity, Recycling Program, Safety Drills (Fire and Earthquake Drill), Campus-wide clean up drive, Tree Planting)	40.63%
Administrative Officer (Administration Services)	93.33%
Physical Plant and Facility (Aircon cleaning, Borrowing monobloc chair, Checking on water leaks in the BA Faculty CR (Comfort Room), Construction of Garage, Fixture of CR (Comfort Room), Inquiry for facilities, Request for the use of facilities, Installation of aircon outlet, Installation of wall click, Placement of fluorescent, Plastering of stock room, Plumbing, Reinstallation of waterline, Repair and printer maintenance, Repair of aircon and electric fan, Repair pipeline, Replacement of doorknob, Request for aircon inspection, Request for repair, Request for the repair of glass door handle, Transfer of supply of 3 toner aircon, Request for use of equipment, Tiling of supply office (store room)	87.50%
Practice Teaching (Practice Teaching, Certificate for Teaching Internship, Teaching Internship Conference, Teaching Internship Orientation, Induction of Officers, and Send-Off Program, Practice Teaching Forms, Orientation for field study students, Mid-Conference for Practice Teaching, Demonstration Teaching)	88.47%
Registrar (Enrolment, issuance of evaluation record, issuance of transfer credentials for graduates-honorable dismissal, issuance of official certification- certificate of registration, issuance of certification/authentication/verification of OTR and diploma, issuance of official transcript of records, application for transfer credential, certification, diploma, and OTR, application for grade evaluation, adding/dropping/changing of subjects, completion/removal, application for graduation, Official transcript of records for board examination and employment, updating of records)	85.93%
Research (Research Services, Thesis consultation, signing of request letter for research, Consultation with Research/Capstone Adviser, Research Colloquium, request for copy of BOR approved research)	92.03%
Sports Development (Sports Development, borrowed sports equipment: volleyball, set-up, Softball equipment Consultation)	31.25%
Student Services and Alumni Affairs (Marketing, Scholarship, filing a complaint against a student, request for temporary exemption from wearing school uniform, processing of application to avail scholarship/grants, Application for Dean's Lister/President's Lister, Application for Student Assistant, Application for Provincial Scholarship, Student Assistant briefing and deployment, processing of application to avail stipend, alumni consultation)	62.92%
Supply Office (Supply Management, Request of supplies, Request of office supplies, signing of clearance)	99.21%



<b>Internal Service Total</b>	<b>86.06%</b>
<b>OVERALL TOTAL</b>	<b>86.34%</b>

### 9. Urdaneta City

Service Quality Dimensions	Very Highly Satisfactory	Highly Satisfactory	Somewhat	Slightly	Not Satisfied	N/A	Total Responses	Overall
Responsiveness	466	172	49	8	14	0	709	89.14%
Reliability	430	185	70	11	13	0	709	86.88%
Access and Facilities	407	197	73	18	14	0	709	85.40%
Communication	442	180	64	9	14	0	709	87.94%
Costs	427	177	78	12	15	0	709	76.30%
Integrity	473	161	53	8	14	0	709	89.35%
Assurance	460	165	59	12	13	0	709	88.22%
Outcome	419	187	76	14	13	0	709	85.61%
<b>Overall</b>	<b>3524</b>	<b>1424</b>	<b>522</b>	<b>92</b>	<b>110</b>	<b>0</b>	<b>5672</b>	<b>86.11%</b>

External Services Provider	Overall Rating
Admission, Guidance and Testing (Application for admission exam for Filipino and Foreign students)	86.06%
<b>External Service Total</b>	<b>86.16%</b>
Internal Services Provider	
Accounting (Request for order of payment, issuance of pay slip/certification of benefits received, issuance of clearance for financial accountability, issuance of tax certificates, request for payment of cash advance/reimbursement/procurement/payroll and other claims, refund of fees)	86.75%
Bookstore (Purchase of books/ID lace/school uniform and P.E. uniform)	80.50%
Budget Management Office	60.00%
Campus Executive Director (Signing of documents)	78.75%
Cashier (Psychological Test Fee, issuance of official receipt: ID fee/ID lace/books/school uniform/PE uniform, OTR, diploma, transfer credential, certification, payment for dorm fee, payment for fs1 and fs2, payment for internship, payment for tuition, stipend claiming/release, query of balance)	86.05%
College/Department (Curriculum Development, Syllabi Development, Instructional Materials Development, Instructional Planning and Delivery, Student Performance Evaluation, utilizing department equipment, providing tutorials, assisting with manuscript and thesis submissions, facilitating clearance processes, managing document submissions, coordinating facility usage, offering consultations to faculty members, fulfilling requests for workload information, conducting remedial sessions, attending faculty meetings, and providing guidelines for module preparation)	85.85%
Culture and Arts (Culture and Arts, borrowing of costumes, cultural and arts equipment, and props for various cultural and arts activities, facilitates auditions, including Auditions for aspiring members, singing competitions, and screenings for power dance and performing arts)	78.45%
Extension (Extension Services, Extension Forms, Extension Training, Extension Consultation, MOA Signing, Inquiry about adapted barangay)	96.39%
Gender and Development (GAD Activity, GAD Orientation, Women's Month Celebration)	100%
Human Resource Management and Development (Employee Performance Management, Issuance of certificate of employment, service record and other employee's official data/document, Update on HRIS portal, submission of DTR, IPCR, signing of clearance for End of Contract, signing of Renewal Contract, retrieval of NBC documents, salary concerns, clearance for travel abroad, inquiry on employment requirements, filing of leave)	91.38%
Income Generating Project	93.69%



(Production Services, Inquiry for the rental of costumes, props)	
Internship Services (Internship, Certificate for Internship, Internship form, Internship Orientation, Internship Conference, Internship Inquiries, Career placement symposium and job fair, consultation (OJT), deployment)	100.00%
Laboratory Services (Borrowing of laboratory instruments, use of laboratory equipment, microscope, compound light microscope & prepared slides, glassware, crystal violet stain, evaporating dish, droppers, Use of computer laboratory, Use of BTLED Laboratory, Use of Laboratory, Skille Lab -use of mannequin for return demonstration, laboratory services, warehousing/solar drying, programming laboratory,)	88.97%
Library and Audio-Visual Services (Library Management, signing of library clearance, answering of reference questions, borrowing of library books, returning of library books, internet access in the e-library, audio-visual room services, library orientation, vital source account creation, borrowed book bind thesis, newspaper, e-library access, use of library for meeting, use library for research)	87.14%
Medical and Dental Services (Medical and Dental Services, Medical Consultation (headache, cleaning of wound, colds, cough, lbn, rbs, stomachache, muscle pain) , Dental consultation, BMI, Measure or get the blood pressure, medical assessment, medical certification, medical check-up for OJT, medical clearance, medical consultation for practice teaching, weight in, medicine administration, medical equipment, physical test, vaccination, heap-b-booster,	76.75%
MIS/ICTMO (Technical Support for portal access, Internet connectivity assistance, App installation support, Assistance in Sound System Set Up, Enrollment support, MS Teams assistance, Management of internet and network services, Management of quick campus system, Portal reset services, ID request and claim services, Creation of portal accounts for faculty)	70.00%
NSTP (National Service Training Program, Coastal Clean-Up Drive, Blood Letting Activity, Recycling Program, Safety Drills (Fire and Earthquake Drill), Campus-wide clean up drive, Tree Planting)	88.37%
Administrative Officer (Administration Services)	100.00%
Planning Office (Planning, Campus Operational Plan)	89.10%
Records Management (Communication, releasing of communications, issuance of certification/ authentication of documents, issuance of requested documents, records management system)	88.95%
Registrar (Enrolment, issuance of evaluation record, issuance of transfer credentials for graduates-honorable dismissal, issuance of official certification- certificate of registration, issuance of certification/authentication/verification of OTR and diploma, issuance of official transcript of records, application for transfer credential, certification, diploma, and OTR, application for grade evaluation, adding/dropping/changing of subjects, completion/removal, application for graduation, Official transcript of records for board examination and employment, updating of records)	85.20%
Research (Research Services, Thesis consultation, signing of request letter for research, Consultation with Research/Capstone Adviser, Research Colloquium, request for copy of BOR approved research)	80.00%
Sports Development (Sports Development, borrowed sports equipment: volleyball, set-up, Softball equipment Consultation)	88.53%
Student Services and Alumni Affairs (Marketing, Scholarship, filing a complaint against a student, request for temporary exemption from wearing school uniform, processing of application to avail scholarship/grants, Application for Dean's Lister/President's Lister, Application for Student Assistant, Application for Provincial Scholarship, Student Assistant briefing and deployment, processing of application to avail stipend, alumni consultation)	88.82%
Supply Office (Supply Management, Request of supplies, Request of office supplies, signing of clearance)	81.92%
<b>Internal Service Total</b>	<b>86.07%</b>
<b>OVERALL TOTAL</b>	<b>86.11%</b>



RE: CLIENT SATISFACTION MEASUREMENT REPORT 2023 (1<sup>ST</sup> EDITION)

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