



SOUTHERN LUZON STATE UNIVERSITY

Client Satisfaction Measurement Report

Consolidated

2024 (1st Edition)



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CUSTOMER/CLIENT SATISFACTION SURVEY (CSS) REPORT

I. Overview

Southern Luzon State University as the premier higher education institution in Quezon Province in the Philippines ensures compliance with the national policy on promoting ease of doing business and efficient delivery of government services (R.A. 11032)

The Anti Red Tape Authority (ARTA) developed the harmonized Client Satisfaction Measurement (CSM) for agencies as an after-service availment survey that will assess the overall satisfaction and perception of clients on the government service they availed. This will provide relevant feedback to the agency on the quality of service they are providing.

A genuine understanding of customers' needs and expectations is a key driver in providing customer satisfying services. Agencies and organizations with strong customer-satisfaction reputations pursue this level of understanding to continually achieve a government-wide improvement. In order to ensure that these requirements are met, it is critical to measure and report on the degree of satisfaction of citizens/clients serviced..

Client Satisfaction Survey/Report is one of the instruments of the government in order to encourage improvements in efficiency and effectiveness and increase citizen's trust in government. This report includes verifiable data and concrete proof to help agencies assess the impact of implemented transaction and process changes using indicators or service dimensions selected by agencies and the citizens/clients they serve, Customer satisfaction surveys, and complaint management techniques, are important to better understand the clienteles' needs. Furthermore, suggestions from customers and employees introduce fresh ideas to government processes.

II. Methodology

The Client Satisfaction Survey offers an objective performance that acts as the foundation for personnel actions and to continually stimulate improvement in employees' performance, efficiency, and organizational effectiveness and productivity.

For on-site clients, the clerk of the campus/college/office/unit will hand you a Client Satisfaction Measurement Form for after every completed transaction, and you'll hand it back folded after you rate the CSM form the office you visited. The client(s) may also place the answered CSM form in the suggestion box located at the office or department on university property after the transaction. For transactions that are done remotely, units/offices were given the option to survey the clients through online.

The eight (8) Service Quality Dimensions (SQD) were scored using a Five (5) Point Likert Scale with smileys/emoticons corresponding to the scale for better visualization and prevent confusion on the corresponding rating.

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree



2	Disagree
1	Strongly Disagree

The Overall score for the 8 SQD s were computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}}$$

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

III. Scope

SLSU conducted the harmonized Client Satisfaction Measurement Survey from July to December 2024 and was administered by offices/units with external services.

The survey used the standard harmonized CSM questionnaire that includes demographical questions, three (3) Citizen's Charter questions, and eight (8) questions related to the following Service Quality Dimensions (SQD):

1. Responsiveness
2. Reliability
3. Access and Facilities
4. Communication
5. Costs
6. Integrity
7. Outcome

The services surveyed by the Southern Luzon State University were the following:

Services	Responses	Total Transactions
INTERNAL Online Submission of Office Performance Commitment Review (OPCR)	112	112
INTERNAL Transfer of Records – For Retention/Storage/Cross Referenced Records – Loose Sheets of Folder of Vital and Archival Records	140	153
INTERNAL Transfer of Records – For Disposal	43	43
INTERNAL Borrowing of Records (Internal Client)	104	104



EXTERNAL Borrowing of Records (External Client) (Freedom of Information)	35	35
INTERNAL/EXTERNAL Request for Gender Sensitivity Training/Orientation	114	114
INTERNAL/EXTERNAL Request for Counseling	0	0
INTERNAL/EXTERNAL Use of Child-Minding Facility (Kiddie Fun Place)	23	23
INTERNAL Issuance of Travel Authority (Foreign Travel)	81	91
INTERNAL Cash Examination	6	6
INTERNAL Request for Zoom Video Conferencing Link	10	10
INTERNAL Request for Institutional Email Creation/Update/Reset	29	29
INTERNAL Request for Web Posting	29	29
INTERNAL Request of Design for Tarpaulin, Certificate, and Others	16	16
INTERNAL Maintenance of ICT Equipment	212	212
INTERNAL/EXTERNAL Creation of International Linkages	34	34
INTERNAL/EXTERNAL Admission of Foreign Students	17	17
INTERNAL/EXTERNAL Foreign Students Visa Processing	20	20
INTERNAL/EXTERNAL Assistance to Foreign and local Students with Immigration, Clearance, CHED Endorsement and Embassy Clearance	10	10
INTERNAL/EXTERNAL Processing of the Necessity for Foreign Travel of SLSU Officials and Personnel	11	11
EXTERNAL Confirmation and Admission of Students	6,992	9,000
EXTERNAL Request for Issuance of Transcript of Records (TOR)	737	760
EXTERNAL Request for Issuance of Certificate of Authentication/Verification (CAV)	206	218
EXTERNAL Authentication of Diploma/TOR/Registration Form	602	624
EXTERNAL Request for a Copy of Good Moral Certificate	252	257
INTERNAL Encoding and/or Activation of Client/Patron Information – For SLSU Students, Faculty, and Employees	461	1,151



INTERNAL Lending of Books and Other Library Materials – For SLSU Students, Faculty, and Employees	1,092	1,263
EXTERNAL Lending of Books and Other Library Materials – For Non-SLSU Clients (High School Students)	111	128
EXTERNAL Lending of Books and Other Library Materials – For Non-SLSU Clients (College or Graduate School Students)	6	6
INTERNAL/EXTERNAL Returning of Borrowed Books	1,059	1,222
INTERNAL/EXTERNAL Request for Issuance of Transcript of Records (TOR)	701	5,067
INTERNAL/EXTERNAL Request for Issuance of Certificate of Authentication/Verification (CAV)	561	3,417
INTERNAL/EXTERNAL Request for Issuance of Graduate's Credentials	0	0
INTERNAL/EXTERNAL Request and Issuance of Certificate of Weighted Average (CWA – G.S., B.S., Undergraduate/CWA-HS)	0	0
INTERNAL/EXTERNAL Authentication of Diploma/TOR/Registration Form	595	1,982
INTERNAL/EXTERNAL Request and Issuance of Various Certifications	0	0
INTERNAL/EXTERNAL Request and Issuance of Student Evaluation Prior to Application for Graduation	0	0
INTERNAL/EXTERNAL Request Issuance of Transfer Credentials	0	0
INTERNAL/EXTERNAL Claiming/Release of Requested Documents (TOR, Diploma, CAV, Credentials, etc.)	0	0
EXTERNAL Delivery Inspection and Acceptance	246	246
EXTERNAL Medical and Dental Consultation	899	899
EXTERNAL Outpatient Telemedicine/Online Consultation	4	4
EXTERNAL Procurement Process	52	52
EXTERNAL Procurement of Goods, Infrastructure, Consultancy and through Public Bidding	38	40
INTERNAL Submission of Purchase Request	85	85
EXTERNAL Signing of Student Clearance and Issuance of Examination	598	1,723
EXTERNAL Collecting Fees	484	484



EXTERNAL Expanded Modified Direct Payment Scheme (Checkless Payment)	255	255
EXTERNAL Payment through Check	392	392
INTERNAL Preparation of Obligation Request and Status	20	20
INTERNAL Preparation of Budget Utilization Request and Status	32	32
INTERNAL Issuance of Human Resource-Related Records and Certification (Walk-in)	284	466
INTERNAL Issuance of Human Resource-Related Records and Certification (Online Request)	317	821
EXTERNAL Request for Training, Community Outreach, Technical Assistance, and Special Projects	23	23
INTERNAL Processing of Project Proposal	4	6
EXTERNAL Request for Manuscript Similarity Examination	157	157
EXTERNAL Request for Endorsement of Patent/Utility Model/Industrial Design Application	16	16
INTERNAL Submission of Institutional Research Proposal	23	23
TOTAL	18,350	31,908

A total of 18,350 individuals were surveyed and responded to the Client Satisfaction Measurement form, representing 57.51% of the 31,908 total transactions.

IV. Data and Interpretation

A. Demographic Profile

Most respondents of Southern Luzon State University's Client Satisfaction Survey were age 19-25 years old having the highest demographic proportion of 58.57% and women/female are, more likely to complete the feedback form, with a total frequency of 10,647 responses, or 58.02% of all respondents.

Age	External	Internal	Overall	Percentage
6 to 12 years old	32	1	33	0.18%
13 to 18 years old	2,515	120	2,635	14.36%
19 to 25 years old	7,230	3,518	10,748	58.57%
26 to 39 years old	2,207	1,147	3,354	18.28%
40 to 64 years old	756	504	1,260	6.87%



65+ years old	4	6	10	0.05%
Did not specify	287	23	310	1.69%
TOTAL	13,031	5,319	18,350	100.00%
Sex	External	Internal	Overall	Percentage
Male	5,451	2,160	7,611	41.48%
Female	7,491	3,156	10,647	58.02%
Did not specify	89	3	92	0.51%
TOTAL	13,031	5,319	18,350	100.00%

Most respondents totaling to 17,461 or 95.16% of the entire survey are from Region IV-A (CALABARZON) and the total of 0.15% are from Region IV-B, and 0.16% are from NCR while 3.66% did not specify their region.

Region	External	Internal	Overall	Percentage
Region I	0	0	0	0.00%
Region II	0	0	0	0.00%
Region III	5	0	5	0.03%
Region IV-A	12,270	5,191	17,461	95.16%
Region IV-B	26	1	27	0.15%
MIMAROPA	0	1	1	0.005%
Region V	8	50	58	0.32%
Region VI	0	49	49	0.27%
Region VII	0	0	0	0.00%
Region VIII	0	0	0	0.00%
Region IX	0	0	0	0.00%
Region X	0	0	0	0.00%
Region XI	0	0	0	0.00%
Region XII	0	0	0	0.00%
Region XIII	0	0	0	0.00%
NCR	28	2	30	0.16%
CAR	0	0	0	0.00%
BARMM	0	0	0	0.00%
VIETNAM	48	0	48	0.26%



Did not specify	646	25	671	3.66%
TOTAL	13,031	5,319	18,350	100.00%

Most respondents of the CSM survey of Southern Luzon State University are students/citizens which covers 78.94% of the total 18,350 respondents.

Customer Type	External	Internal	Overall	Percentage
Citizen	10,698	3,778	14,486	78.94%
Business	429	11	440	2.40%
Government	1,130	1,522	2,652	14.45%
Did not specify	774	8	782	4.26%
TOTAL	13,031	5,319	18,350	100.00%

B. Count of CC and SQD results

Citizen's Charter is one of the primary tools that government agencies use to communicate their service standards on the delivery of government services to their citizens or clients. As shown below, the respondents of Southern Luzon State University are aware of the Citizens Charter of the office that they transacted to.

In awareness (CC.1- CC1. I know what a CC is, and I saw this office's CC) 74.16%, visibility (CC2. Easy to see) 83.50% and usefulness (CC3.Helped very much) 84.77%.

Citizen's charter Answers	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	13,609	74.16%
CC1. I know what a CC is, but I did NOT see this office's CC	1,982	10.80%
CC1. I learned of the CC only when I saw this office's CC	2,039	11.11%
CC1. I do not know what a CC is, and I did not see one in this office	720	3.92%
TOTAL	18,350	100.00%
CC2. Easy to see	15,322	83.50%
CC2. Somewhat easy to see	2,078	11.32%
CC2. Difficult to see	211	1.15%
CC2. Not visible at all	106	0.58%
CC2. N/A	633	3.45%
TOTAL	18,350	100.00%
CC3. Helped very much	15,556	84.77%



CC3. Somewhat helped	1,963	10.70%
CC3. Did not help	133	0.72%
CC3. N/A	698	3.80%
TOTAL	18,350	100.00%

As shown on the table below, most of the client surveyed were extremely satisfied with Southern Luzon State University in terms of the eight (8) service quality dimensions, having rating that range from 94.78 % to 99.09% which is equivalent to Outstanding.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	40	160	889	4,954	12,268	39	18,350	94.05%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	37	29	241	3,941	13,987	115	18,350	98.32%
Reliability	43	28	145	3,742	14,327	65	18,350	98.82%
Access and Facilities	22	26	196	3,932	13,683	491	18,350	98.63%
Communication	30	15	223	3,935	13,996	151	18,350	98.53%
Costs	31	17	579	2,517	8,856	6,350	18,350	94.78%
Integrity	26	12	135	4,270	13,793	114	18,350	99.05%
Assurance	32	28	139	3,512	14,560	79	18,350	98.91%
Outcome	28	16	122	3,493	14,604	87	18,350	99.09%
Overall	249	171	1,780	29,342	107,806	7,452	146,800	98.27%



C. Overall score per service

The scores per service shows how satisfied the respondents are with the external service that they have availed. Having scores that range from 96.58% to 100%.

The table below shows the overall rating of each external service surveyed.

Services	Overall Rating
INTERNAL Online Submission of Office Performance Commitment Review (OPCR)	100.00%
INTERNAL Transfer of Records – For Retention/Storage/Cross Referenced Records – Loose Sheets of Folder of Vital and Archival Records	100.00%
INTERNAL Transfer of Records – For Disposal	100.00%
INTERNAL Borrowing of Records (Internal Client)	100.00%
EXTERNAL Borrowing of Records (External Client) (Freedom of Information)	100.00%
INTERNAL/EXTERNAL Request for Gender Sensitivity Training/Orientation	99.55%
INTERNAL/EXTERNAL Request for Counseling	no
INTERNAL/EXTERNAL Use of Child-Minding Facility (Kiddie Fun Place)	100.00%
INTERNAL Issuance of Travel Authority (Foreign Travel)	100.00%
INTERNAL Cash Examination	100.00%
INTERNAL Request for Zoom Video Conferencing Link	100.00%
INTERNAL Request for Institutional Email Creation/Update/Reset	100.00%
INTERNAL Request for Web Posting	99.56%
INTERNAL Request of Design for Tarpaulin, Certificate, and Others	100.00%
INTERNAL Maintenance of ICT Equipment	99.83%
INTERNAL/EXTERNAL Creation of International Linkages	98.92%
INTERNAL/EXTERNAL Admission of Foreign Students	97.32%
INTERNAL/EXTERNAL Foreign Students Visa Processing	100.00%
INTERNAL/EXTERNAL Assistance to Foreign and local Students with Immigration, Clearance, CHED Endorsement and Embassy Clearance	100.00%
INTERNAL/EXTERNAL Processing of the Necessity for Foreign Travel of SLSU Officials and Personnel	100.00%



EXTERNAL Confirmation and Admission of Students	97.84%
EXTERNAL Request for Issuance of Transcript of Records (TOR)	99.36%
EXTERNAL Request for Issuance of Certificate of Authentication/Verification (CAV)	99.17%
EXTERNAL Authentication of Diploma/TOR/Registration Form	99.37%
EXTERNAL Request for a Copy of Good Moral Certificate	99.41%
INTERNAL Encoding and/or Activation of Client/Patron Information – For SLSU Students, Faculty, and Employees	100.00%
INTERNAL Lending of Books and Other Library Materials – For SLSU Students, Faculty, and Employees	100.00%
EXTERNAL Lending of Books and Other Library Materials – For Non-SLSU Clients (High School Students)	100.00%
EXTERNAL Lending of Books and Other Library Materials – For Non-SLSU Clients (College or Graduate School Students)	100.00%
INTERNAL/EXTERNAL Returning of Borrowed Books	100.00%
INTERNAL/EXTERNAL Request for Issuance of Transcript of Records (TOR)	99.91%
INTERNAL/EXTERNAL Request for Issuance of Certificate of Authentication/Verification (CAV)	99.05%
INTERNAL/EXTERNAL Request for Issuance of Graduate's Credentials	0.00%
INTERNAL/EXTERNAL Request and Issuance of Certificate of Weighted Average (CWA – G.S., B.S., Undergraduate/CWA-HS)	0.00%
INTERNAL/EXTERNAL Authentication of Diploma/TOR/Registration Form	99.58%
INTERNAL/EXTERNAL Request and Issuance of Various Certifications	0.00%
INTERNAL/EXTERNAL Request and Issuance of Student Evaluation Prior to Application for Graduation	0.00%
INTERNAL/EXTERNAL Request Issuance of Transfer Credentials	0.00%
INTERNAL/EXTERNAL Claiming/Release of Requested Documents (TOR, Diploma, CAV, Credentials, etc.)	0.00%
EXTERNAL Delivery Inspection and Acceptance	100.00%
EXTERNAL Medical and Dental Consultation	96.58%
EXTERNAL Outpatient Telemedicine/Online Consultation	100.00%
EXTERNAL Procurement Process	99.48%



EXTERNAL Procurement of Goods, Infrastructure, Consultancy and through Public Bidding	98.92%
INTERNAL Submission of Purchase Request	100.00%
EXTERNAL Signing of Student Clearance and Issuance of Examination	98.65%
EXTERNAL Collecting Fees	98.60%
EXTERNAL Expanded Modified Direct Payment Scheme (Checkless Payment)	99.70%
EXTERNAL Payment through Check	99.74%
INTERNAL Preparation of Obligation Request and Status	97.15%
INTERNAL Preparation of Budget Utilization Request and Status	100.00%
INTERNAL Issuance of Human Resource-Related Records and Certification (Walk-in)	97.93%
INTERNAL Issuance of Human Resource-Related Records and Certification (Online Request)	98.27%
EXTERNAL Request for Training, Community Outreach, Technical Assistance, and Special Projects	100.00%
INTERNAL Processing of Project Proposal	100.00
EXTERNAL Request for Manuscript Similarity Examination	97.23%
EXTERNAL Request for Endorsement of Patent/Utility Model/Industrial Design Application	98.34
INTERNAL Submission of Institutional Research Proposal	100.00%
OVERALL RATING	99.40%

V. Results of the Agency Action Plan

- Based from the 2023 client satisfaction measurement report, the client satisfaction increases from 97.36% to 99.40. It shows that SLSU enhanced the efficiency, effectiveness, and citizens trust.

VI. Continuous Agency Improvement Plan for FY 2024

- Provide training/orientation to staffs on how to utilize and prepare summary of survey results effectively.
- Compare satisfaction scores from previous years' data to identify areas/services that needs improvement.



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Annex A. Survey Questionnaire/s Used

Control No: _____



SOUTHERN LUZON STATE UNIVERSITY
HELP US SERVE YOU BETTER!

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

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)

Date: _____ Sex: ☐ Male ☐ Female Age: _____
Region of residence: _____ Service Aailed: _____

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

CC1 Which of the following best describes your awareness of a CC?
☐ 1. I know what a CC is, and I saw this office's CC.
☐ 2. I know what a CC is, but I did NOT see this office's CC.
☐ 3. I learned of the CC only when I saw this office's CC.
☐ 4. I do not know what a CC is, and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?
☐ 1. Easy to see ☐ 4. Not visible at all
☐ 2. Somewhat easy to see ☐ 5. N/A
☐ 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
☐ 1. Helped very much ☐ 3. Did not help
☐ 2. Somewhat helped ☐ 4. N/A

INSTRUCTIONS:

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

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transactions.						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

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

Email address (optional): _____

THANK YOU!

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Effective: 08/07/2023



(Online version)



SOUTHERN LUZON STATE UNIVERSITY
HELP US SERVE YOU BETTER!

This short Client Satisfaction Measurement (CSM) survey aims to track the customer experience of government offices. Your answers will enable this office to provide a better service.

Age: _____ Sex: _____ Religion: _____
Agency visited: _____
Service availed: _____
Customer type (Citizen, Business or Government?): _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions.

- CC1 Do you know about the Citizen's Charter (document of an agency's services and reps.)?
☐ 1. Yes, aware before my transaction with this office.
☐ 2. Yes, but aware only when I saw the CC of this office.
☐ 3. No, not aware of the CC (Skip questions CC2 and CC3).
- CC2 If Yes to the previous question, did you see this office's Citizen Charter?
☐ 1. Yes, the CC was easy to find
☐ 2. Yes, but the CC was hard to find
☐ 3. No, I did not see this office's CC (Skip question CC3)
- CC3 If Yes to the previous question, did you use the Citizen Charter as a guide for the service/s you availed?
☐ 1. Yes, I was able to use the CC
☐ 2. No, I was not able to use the CC because _____

INSTRUCTIONS: For SQD 1-8, please encircle the number that corresponds to your answer.

Strongly Disagree (SD)	Disagree	Neither Agree nor Disagree (NAD)	Agree (A)	Strongly Agree (SA)
1	2	3	4	5

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree
SQD1. I spent an acceptable amount of time to complete my transaction (Responsiveness)	1	2	3	4	5
SQD2. The office accurately informed and followed the transaction's requirements and steps (Reliability)	1	2	3	4	5
SQD3. My online transaction (including steps and payment) was simple and convenient (Access and Facilities)	1	2	3	4	5
SQD4. I easily found information about my transaction from the office or its website (Communication)	1	2	3	4	5
SQD5. I paid an acceptable amount of fees for my transaction (Costs)	1	2	3	4	5
SQD6. I am confident my online transaction was secure (Integrity)	1	2	3	4	5
SQD7. The office's online support was available, or (if asked questions) online support was quick to respond (Assurance)	1	2	3	4	5
SQD8. I got what I needed from the government office (Outcome)	1	2	3	4	5

Remarks (optional):



Annex B. CSM Results per Office

I. Offices

1. Planning and Development Office
2. Records Management Office
3. Gender and Development Office
4. Office of the University Board Secretary
5. Internal Audit Office
6. Management Information System=- Information and Communication Technology
7. Office of the International and Alumni Affairs
8. Library
9. Office of the University Registrar
10. Supply and Property Office
11. University Health Services
12. Procurement Office
13. Accounting Office
14. Cashier's Office
15. Budget Office
16. Human Resource and Management Office
17. Office of the Extension Services
18. Innovation Technology and Support Services Office
19. Office of the Research Services

II. Colleges

20. College of Administration, Business, Hospitality, And Accountancy
21. College of Agriculture
22. College of Allied Medicine
23. College of Arts and Sciences
24. College of Engineering
25. College of Industrial Technology
26. College of Teachers Education
27. Graduate School



28. Institute of Human Kinetics

29. Laboratory School

III. Satellite

30. SLSU Alabat

31. SLSU Catanauan

32. SLSU Gumaca

33. SLSU Infanta

34. SLSU Lucena

35. SLSU Polilio

36. SLSU Tagkawayan

37. SLSU Tayabas

38. SLSU Tiaong



1. Planning and Development Office

January to June 2024

INTERNAL SERVICES	Responses	Total Transactions
Submission of OPCR	56	56
TOTAL	56	56

INTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	54	96.43%
CC1. I know what a CC is, but I did NOT see this office's CC	2	3.57%
CC1. I learned of the CC only when I saw this office's CC		
CC1. I do not know what a CC is, and I did not see one in this office		
CC2. Easy to see	50	89.29%
CC2. Somewhat easy to see	6	10.71%
CC2. Difficult to see		
CC2. Not visible at all		
CC2. N/A		
CC3. Helped very much	47	83.93%
CC3. Somewhat helped	7	12.50%
CC3. Did not help		
CC3. N/A	2	3.57%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	3			5	47	1	56	94.55
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	4		2	3	41	6	56	88.00
Reliability	3			6	47		56	94.64
Access and Facilities	2			5	39	10	56	95.65
Communication	3			5	47	1	56	94.55
Costs	2		2	2	22	28	56	85.71
Integrity	3			7	46		56	94.64
Assurance	3			5	48		56	94.64
Outcome	3			6	45	2	56	94.44
Overall	23	0	4	39	335	47	448	93.27

July to December 2024

INTERNAL SERVICES	Responses	Total Transactions
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Submission of OPCR	56	56
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INTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	54	96.42%
CC1. I know what a CC is, but I did NOT see this office's CC	2	3.58%
CC1. I learned of the CC only when I saw this office's CC		
CC1. I do not know what a CC is, and I did not see one in this office		
CC2. Easy to see	50	89%
CC2. Somewhat easy to see	6	10.71%
CC2. Difficult to see		
CC2. Not visible at all		
CC2. N/A		
CC3. Helped very much	47	84%
CC3. Somewhat helped	7	12.50%
CC3. Did not help		
CC3. N/A	2	3.57%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	3			5	47	1	56	94.55%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	4		2	3	41	6	56	88.00
Reliability	3			6	47		56	94.64
Access and Facilities	2			5	39	10	56	95.65
Communication	3			5	47	1	56	94.55
Costs	1		2	2	22	28	56	85.71
Integrity	3			7	46		56	94.64
Assurance	3			5	48		56	94.64
Outcome	3			6	45	2	56	94.44
Overall	22	0	4	39	335	47	448	93.27



2. Records Management System

January to June 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Borrowing of Records (External Client) (FOI)	24	24
TOTAL	24	24

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Borrowing of Records (Internal)	54	54
Transfer of Records - For Disposal	30	30
Records Transfer (Vital Records)	72	72
TOTAL	156	156

CITIZEN'S CHARTER	Responses	Percentage
CC1. Yes, aware before my transaction with this office	178	98.89%
CC1. Yes, but aware only when I saw the CC of this office	2	1.11%
CC1. No, not aware of the CC		
CC2. Yes, the CC was easy to find	175	97.22%
CC2. Yes, but the CC was hard to find	3	1.67%
CC2. No, I did not see this office's CC	2	1.11%
CC3. Yes, I was able to use the CC	180	100.00%
CC3. No, I was not able to use the CC because _____		

SQD OVERALL

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	3	177	0	180	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	0	180	0	180	100.00%
Reliability	0	0	0	0	180	0	180	100.00%
Access and Facilities	0	0	0	0	146	34	180	100.00%
Communication	0	0	0	0	171	9	180	100.00%
Costs	0	0	0	0	80	100	180	100.00%
Integrity	0	0	0	0	178	2	180	100.00%
Assurance	0	0	0	0	177	3	180	100.00%
Outcome	0	0	0	0	180	0	180	100.00%
Overall	0	0	0	0	1292	148	1440	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	2	22	0	24	100.00%



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	0	24	0	24	100.00%
Reliability	0	0	0	0	24	0	24	100.00%
Access and Facilities	0	0	0	0	16	8	24	100.00%
Communication	0	0	0	0	22	2	24	100.00%
Costs	0	0	0	0	6	18	24	100.00%
Integrity	0	0	0	0	23	1	24	100.00%
Assurance	0	0	0	0	24	0	24	100.00%
Outcome	0	0	0	0	24	0	24	100.00%
Overall	0	0	0	0	163	29	192	100.00%

SQD INTERNAL

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	1	155	0	156	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	0	156	0	156	100.00%
Reliability	0	0	0	0	156	0	156	100.00%
Access and Facilities	0	0	0	0	130	26	156	100.00%
Communication	0	0	0	0	149	7	156	100.00%
Costs	0	0	0	0	74	82	156	100.00%
Integrity	0	0	0	0	155	1	156	100.00%
Assurance	0	0	0	0	153	3	156	100.00%
Outcome	0	0	0	0	156	0	156	100.00%
Overall	0	0	0	0	1129	119	1248	100.00%

BORROWING OF RECORDS (EXTERNAL)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				2	22		24	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					24		24	100.00%
Reliability					24		24	100.00%
Access and Facilities					16	8	24	100.00%
Communication					22	2	24	100.00%
Costs					6	18	24	100.00%
Integrity					23	1	24	100.00%
Assurance					24		24	100.00%
Outcome					24		24	100.00%



Overall	0	0	0	0	163	29	192	100.00%
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BORROWING OF RECORDS (INTERNAL)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				1	53		54	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					54		54	100.00%
Reliability					54		54	100.00%
Access and Facilities					40	14	54	100.00%
Communication					49	5	54	100.00%
Costs					22	32	54	100.00%
Integrity					54		54	100.00%
Assurance					51	3	54	100.00%
Outcome					54		54	100.00%
Overall	0	0	0	0	378	54	432	100.00%

RECORDS DISPOSAL (INTERNAL)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					30		30	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					30		30	100.00%
Reliability					30		30	100.00%
Access and Facilities					26	4	30	100.00%
Communication					30		30	100.00%
Costs					18	12	30	100.00%
Integrity					30		30	100.00%
Assurance					30		30	100.00%
Outcome					30		30	100.00%
Overall	0	0	0	0	224	16	240	100.00%

RECORDS TRANSFER (INTERNAL)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					72		72	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					72		72	100.00%
Reliability					72		72	100.00%



Access and Facilities					64	8	72	100.00%
Communication					70	2	72	100.00%
Costs					34	38	72	100.00%
Integrity					71	1	72	100.00%
Assurance					72		72	100.00%
Outcome					72		72	100.00%
Overall	0	0	0	0	527	49	576	100.00%



July to December 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Borrowing of Records (External Client)- FOI	11	11

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Transfer of Records – For Retention/Storage/ Cross Referenced Records – Loose Sheets or Folder of Vital and Archival Records	68	81
Transfer of Records – For Disposal	13	13
Borrowing of Records (Internal Client)	50	50
	131	144
CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	139	97.89%
CC1. I know what a CC is, but I did NOT see this office's CC	2	1.41%
CC1. I learned of the CC only when I saw this office's CC	1	0.70%
CC1. I do not know what a CC is, and I did not see one in this office		
CC2. Easy to see	142	100.00%
CC2. Somewhat easy to see		
CC2. Difficult to see		
CC2. Not visible at all		
CC2. N/A		
CC3. Helped very much	142	100.00%
CC3. Somewhat helped		
CC3. Did not help		
CC3. N/A		

Borrowing of Records (External Client)- FOI								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					11		11	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					11		11	100.00%
Reliability					11		11	100.00%
Access and Facilities					11		11	100.00%
Communication					11		11	100.00%
Costs						11	11	N/A
Integrity					11		11	100.00%
Assurance					11		11	100.00%



Outcome					11		11	100.00%
Overall	0	0	0	0	77	11	88	100.00%

Transfer of Records – For Retention/Storage/ Cross Referenced Records – Loose Sheets or Folder of Vital and Archival Records

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					68		68	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					68		68	100.00%
Reliability					68		68	100.00%
Access and Facilities					68		68	100.00%
Communication					68		68	100.00%
Costs						68	68	N/A
Integrity					68		68	100.00%
Assurance					68		68	100.00%
Outcome					68		68	100.00%
Overall	0	0	0	0	476	68	544	100.00%

Transfer of Records – For Disposal								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					13		13	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					13		13	100.00%
Reliability					13		13	100.00%
Access and Facilities					13		13	100.00%
Communication					13		13	100.00%
Costs						13	13	N/A
Integrity					13		13	100.00%
Assurance					13		13	100.00%
Outcome					13		13	100.00%
Overall	0	0	0	0	91	13	104	100.00%

Borrowing of Records (Internal Client)								
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Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					50		50	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				1	49		50	100.00%
Reliability				1	49		50	100.00%
Access and Facilities					50		50	100.00%
Communication				1	49		50	100.00%
Costs						50	50	N/A
Integrity				1	49		50	100.00%
Assurance				1	49		50	100.00%
Outcome				1	49		50	100.00%
Overall	0	0	0	6	344	50	400	100.00%



3. Gender and Development Office

January to June 2024

INTERNAL/ EXTERNAL SERVICES	Responses	Total Transactions
REQUEST FOR GENDER SENSITIVITY TRAINING / ORIENTATION	13	13
REQUEST FOR COUNSELING		
USE OF CHILD - MINDING FACILITY (KIDDIE FUN PLACE)	7	7
TOTAL	20	20

INTERNAL/ EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	15	75%
CC1. I know what a CC is, but I did NOT see this office's CC	3	15%
CC1. I learned of the CC only when I saw this office's CC	1	5%
CC1. I do not know what a CC is, and I did not see one in this office	1	5%
CC2. Easy to see	15	75%
CC2. Somewhat easy to see	3	15%
CC2. Difficult to see	2	10%
CC2. Not visible at all		
CC2. N/A		
CC3. Helped very much	16	80%
CC3. Somewhat helped	4	20%
CC3. Did not help		
CC3. N/A		

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	0	0	4	16	0	20	100%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)	0	0	0	5	15	0	20	100.00%
Reliability (SQD2)	0	0	0	2	18	0	20	100.00%
Access and Facilities (SQD3)	0	0	0	5	15	0	20	100.00%
Communication (SQD4)	0	0	0	2	18	0	20	100.00%
Costs (SQD5)	0	0	0	0	0	20	20	N/A
Integrity (SQD6)	0	0	0	1	19	0	20	100.00%
Assurance (SQD7)	0	0	0	5	15	0	20	100.00%
Outcome (SQD8)	0	0	0	1	19	0	20	100.00%
Overall	0	0	0	21	119	20	160	100.00%



Southern
Luzon State
University



July to December 2024

INTERNAL / EXTERNAL SERVICES	Responses	Total Transactions
REQUEST FOR GENDER SENSITIVITY TRAINING / ORIENTATION	101	101
REQUEST FOR COUNSELING		
USE OF CHILD - MINDING FACILITY (KIDDIE FUN PLACE)	16	16
TOTAL	117	117

INTERNAL / EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	100	85.5%
CC1. I know what a CC is, but I did NOT see this office's CC	11	9.4%
CC1. I learned of the CC only when I saw this office's CC	3	2.6%
CC1. I do not know what a CC is, and I did not see one in this office	3	2.6%
CC2. Easy to see	93	79.5%
CC2. Somewhat easy to see	21	17.9%
CC2. Difficult to see	0	0
CC2. Not visible at all	1	0.9%
CC2. N/A	2	1.7%
CC3. Helped very much	99	84.6%
CC3. Somewhat helped	16	13.7%
CC3. Did not help	0	0
CC3. N/A	2	1.7%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0			1	30	82	4	117	99.11 %
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)			1	28	84	4	117	99.12%
Reliability (SQD2)			1	26	89	1	117	99.14%
Access and Facilities (SQD3)			1	29	80	7	117	99.09%
Communication (SQD4)			1	29	83	4	117	99.12%
Costs (SQD5)						117	117	n/a
Integrity (SQD6)			1	28	75	13	117	99.04%
Assurance (SQD7)			1	29	83	4	117	99.12%
Outcome (SQD8)			1	30	82	4	117	99.12%
Overall	0	0	7	199	576	154	936	99.10%



4. Office of the University and Board Secretary

January to June 2024

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Issuance of Travel Authority (Foreign Travel)	49	56
TOTAL	49	56

CITIZEN'S CHARTER	Responses	Percentage
CC1. Yes, aware before my transaction with this office	47	95.92%
CC1. Yes, but aware only when I saw the CC of this office	2	4.08%
CC1. No, not aware of the CC		
CC2. Yes, the CC was easy to find	47	95.92%
CC2. Yes, but the CC was hard to find	1	2.04%
CC2. No, I did not see this office's CC		
CC2. N/A	1	2.04%
CC3. Helped very much	33	67.35%
CC3. Somewhat helped	15	30.61%
CC3. Did not helped		
CC3. N/A	1	2.04%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					49		49	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				1	48		49	100.00%
Reliability				1	48		49	100.00%
Access and Facilities				0	49		49	100.00%
Communication				1	48		49	100.00%
Costs				2	47		49	100.00%
Integrity				2	47		49	100.00%
Assurance				2	47		49	100.00%
Outcome				0	49		49	100.00%
Overall	0	0	0	9	383	0	392	100.00%



July to December 2024

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Issuance of Travel Authority (Foreign Travel)	32	35
TOTAL	32	35

CITIZEN'S CHARTER	Responses	Percentage
CC1. Yes, aware before my transaction with this office	29	90.63%
CC1. Yes, but aware only when I saw the CC of this office	2	6.25%
CC1. No, not aware of the CC	1	3.13%
CC2. Yes, the CC was easy to find	28	87.50%
CC2. Yes, but the CC was hard to find	2	6.25%
CC2. No, I did not see this office's CC	2	6.25%
CC3. Yes, I was able to use the CC	30	93.75%
CC3. No, I was not able to use the CC because_____	2	6.25%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					32		32	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					32		32	100.00%
Reliability					32		32	100.00%
Access and Facilities					32		32	100.00%
Communication					32		32	100.00%
Costs					4	28	32	100.00%
Integrity					32		32	100.00%
Assurance					32		32	100.00%
Outcome					32		32	100.00%
Overall	0	0	0	0	228	28	256	100.00%



5. Internal Audit Office

January to June 2024

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Cash Examination	3	3

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	3	100%
CC1. I know what a CC is, but I did NOT see this office's CC		
CC1. I learned of the CC only when I saw this office's CC		
CC1. I do not know what a CC is, and I did not see one in this office		
CC2. Easy to see	3	100%
CC2. Somewhat easy to see		
CC2. Difficult to see		
CC2. Not visible at all		
CC2. N/A		
CC3. Helped very much	3	100%
CC3. Somewhat helped		
CC3. Did not help		
CC3. N/A		

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0:					3		3	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 1: Responsiveness					3		3	100.00%
SQD 2: Reliability					3		3	100.00%
SQD 3: Access and Facilities					3		3	100.00%
SQD 4: Communication					3		3	100.00%
SQD 5: Costs			0	0	0	3	3	100.00%
SQD 6: Integrity					3		3	100.00%
SQD 7: Assurance					3		3	100.00%
SQD 8: Outcome					3		3	100.00%
Overall	0	0	0	0	21	3	24	100.00%

July to December 2024

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
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Cash Examination	3	3
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CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	3	100.00%
CC1. I know what a CC is, but I did NOT see this office's CC		
CC1. I learned of the CC only when I saw this office's CC		
CC1. I do not know what a CC is, and I did not see one in this office		
CC2. Easy to see	3	100.00%
CC2. Somewhat easy to see		
CC2. Difficult to see		
CC2. Not visible at all		
CC2. N/A		
CC3. Helped very much	3	100.00%
CC3. Somewhat helped		
CC3. Did not help		
CC3. N/A		

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0:					3		3	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 1: Responsiveness					3		3	100.00%
SQD 2: Reliability					3		3	100.00%
SQD 3: Access and Facilities					3		3	100.00%
SQD 4: Communication					3		3	100.00%
SQD 5: Costs						3	3	#DIV/0!
SQD 6: Integrity					3		3	100.00%
SQD 7: Assurance					3		3	100.00%
SQD 8: Outcome					3		3	100.00%
Overall	0	0	0	0	21	3	24	100.00%

6. Management Information System and Information Communication Technology

January to June 2024

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Service Assistance for Online Platform		
A. Request for Zoom Video Conferencing Link	10	10
B. Request for Institutional Email Creation/Update/Reset	7	7



C. Request for Web Posting	13	13
Request of Design for Tarpaulin, Certificate, and Others	9	9
Maintenance of ICT Equipment	128	128
TOTAL	167	167

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	161	96.41%
CC1. I know what a CC is, but I did NOT see this office's CC	6	3.59%
CC1. I learned of the CC only when I saw this office's CC		0.00%
CC1. I do not know what a CC is, and I did not see one in this office		
CC2. Easy to see	159	95.21%
CC2. Somewhat easy to see	6	3.59%
CC2. Difficult to see		0.00%
CC2. Not visible at all		0.00%
CC2. N/A	2	1.20%
CC3. Helped very much	162	97.01%
CC3. Somewhat helped	3	1.80%
CC3. Did not help	2	1.20%
CC3. N/A		0.00%

OVERALL SQD

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	0	167	0	167	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	1	166	0	167	100.00%
Reliability	0	0	0	1	153	13	167	100.00%
Access and Facilities	0	0	0	0	110	57	167	100.00%
Communication	0	0	0	1	139	27	167	100.00%
Costs	0	0	0	1	87	79	167	100.00%
Integrity	0	0	0	1	152	14	167	100.00%
Assurance	0	0	0	0	167	0	167	100.00%
Outcome	0	0	0	0	167	0	167	100.00%
Overall	0	0	0	5	1141	190	1336	100.00%

A. REQUEST FOR ZOOM VIDEO CONFERENCING LINK

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					10		10	100.00%



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					10		10	100.00%
Reliability					10		10	100.00%
Access and Facilities					7	3	10	100.00%
Communication					10		10	100.00%
Costs					7	3	10	100.00%
Integrity					10		10	100.00%
Assurance					10		10	100.00%
Outcome					10		10	100.00%
Overall	0	0	0	0	74	6	80	100.00%

REQUEST FOR DESIGN FOR TARPAULIN, CERTIFICATE, AND OTHERS

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					9		9	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					9		9	100.00%
Reliability					9		9	100.00%
Access and Facilities					7	2	9	100.00%
Communication					8	1	9	100.00%
Costs					3	6	9	100.00%
Integrity					8	1	9	100.00%
Assurance					9		9	100.00%
Outcome					9		9	100.00%
Overall	0	0	0	0	62	10	72	100.00%

B. REQUEST FOR INSTITUTIONAL EMAIL CREATION/UPDATE/RESET

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					7		7	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					7		7	100.00%
Reliability					7		7	100.00%
Access and Facilities					2	5	7	100.00%
Communication					7		7	100.00%
Costs					6	1	7	100.00%
Integrity					7		7	100.00%



Assurance					7		7	100.00%
Outcome					7		7	100.00%
Overall	0	0	0	0	50	6	56	100.00%

MAINTENANCE OF ICT EQUIPMENT

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					128		128	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					128		128	100.00%
Reliability					115	13	128	100.00%
Access and Facilities					85	43	128	100.00%
Communication					106	22	128	100.00%
Costs				1	65	62	128	100.00%
Integrity				1	114	13	128	100.00%
Assurance					128		128	100.00%
Outcome					128		128	100.00%
Overall	0	0	0	2	869	153	1024	100.00%

C. REQUEST FOR WEB POSTING								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				1	12		13	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				1	12		13	100.00%
Reliability				1	12		13	100.00%
Access and Facilities					9	4	13	100.00%
Communication				1	8	4	13	100.00%
Costs					6	7	13	100.00%
Integrity					13		13	100.00%
Assurance					13		13	100.00%
Outcome					13		13	100.00%
Overall	0	0	0	3	86	15	104	100.00%



July to December 2024

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Service Assistance for Online Platform		
A. Request for Zoom Video Conferencing Link		
B. Request for Institutional Email Creation/Update/Reset	22	22
C. Request for Web Posting	16	16
Request of Design for Tarpaulin, Certificate, and Others	7	7
Maintenance of ICT Equipment	84	84
TOTAL	129	129

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	127	98.45%
CC1. I know what a CC is, but I did NOT see this office's CC	2	1.55%
CC1. I learned of the CC only when I saw this office's CC		
CC1. I do not know what a CC is, and I did not see one in this office		
CC2. Easy to see	126	97.67%
CC2. Somewhat easy to see	2	1.55%
CC2. Difficult to see		
CC2. Not visible at all		
CC2. N/A	1	0.78%
CC3. Helped very much	128	99.22%
CC3. Somewhat helped	1	0.78%
CC3. Did not help		
CC3. N/A		

OVERALL SQD

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	2	127	0	129	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	2	127	0	129	100.00%
Reliability	0	0	0	3	118	8	129	100.00%
Access and Facilities	1	0	0	1	105	22	129	99.07%
Communication	0	0	1	2	103	23	129	99.06%
Costs	1	0	0	2	53	73	129	98.21%
Integrity	0	0	0	3	117	9	129	100.00%
Assurance	0	0	0	1	128	0	129	100.00%
Outcome	0	0	0	2	126	1	129	100.00%
Overall	2	0	1	16	877	136	1032	99.67%



REQUEST FOR DESIGN FOR TARPAULIN, CERTIFICATE, AND OTHERS								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					7		7	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					7		7	100.00%
Reliability				1	6		7	100.00%
Access and Facilities					5	2	7	100.00%
Communication					5	2	7	100.00%
Costs					2	5	7	100.00%
Integrity				1	5	1	7	100.00%
Assurance					7		7	100.00%
Outcome					7		7	100.00%
Overall	0	0	0	2	44	10	56	100.00%

B. REQUEST FOR INSTITUTIONAL EMAIL CREATION/UPDATE/RESET								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				1	21		22	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				1	21		22	100.00%
Reliability				1	21		22	100.00%
Access and Facilities				1	17	4	22	100.00%
Communication				1	21		22	100.00%
Costs				1	9	12	22	100.00%
Integrity				2	19	1	22	100.00%
Assurance				1	21		22	100.00%
Outcome				1	21		22	100.00%
Overall	0	0	0	9	150	17	176	100.00%

MAINTENANCE OF ICT EQUIPMENT								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					84		84	100.00%



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					84		84	100.00%
Reliability					76	8	84	100.00%
Access and Facilities	1				72	11	84	98.63%
Communication					63	21	84	100.00%
Costs	1				36	47	84	97.30%
Integrity					77	7	84	100.00%
Assurance					84		84	100.00%
Outcome					83	1	84	100.00%
Overall	2	0	0	0	575	95	672	99.65%

C. REQUEST FOR WEB POSTING

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				1	15		16	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				1	15		16	100.00%
Reliability				1	15		16	100.00%
Access and Facilities					11	5	16	100.00%
Communication			1	1	14		16	93.75%
Costs				1	6	9	16	100.00%
Integrity					16		16	100.00%
Assurance					16		16	100.00%
Outcome				1	15		16	100.00%
Overall	0	0	1	5	108	14	128	99.12%



7. Office of International and Alumni Affairs (OIAA)

January to June 2024

INTERNAL/EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Creation of International Linkages/Implementation	28	28
Admission of Foreign Students	7	7
Foreign Students Visa Processing (Assistance to Foreign and Local Students in Visa – related transaction for school purposes)	10	10
Assistance to Foreign and Local Students with: Immigration Clearance, CHED Endorsement and Embassy Clearance		
Processing of the Necessity for Foreign Travel of SLSU Officials and Personnel	2	2
TOTAL	47	47

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	38	80.85%
CC1. I know what a CC is, but I did NOT see this office's CC	2	4.26%
CC1. I learned of the CC only when I saw this office's CC	6	12.77%
CC1. I do not know what a CC is, and I did not see one in this office	1	2.13%
CC2. Easy to see	43	91.49%
CC2. Somewhat easy to see	1	2.13%
CC2. Difficult to see	2	4.26%
CC2. Not visible at all	0	0.00%
CC2. N/A	1	2.13%
CC3. Helped very much	44	93.62%
CC3. Somewhat helped	0	0.00%
CC3. Did not help	2	4.26%
CC3. N/A	1	2.13%

Creation of International Linkages/Implementation								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				1	27		28	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				1	27		28	100.00%
Reliability				2	26		28	100.00%
Access and Facilities				1	27		28	100.00%
Communication				2	26		28	100.00%
Costs				1	25	2	28	100.00%



Integrity				1	27		28	100.00%
Assurance				1	27		28	100.00%
Outcome					28		28	100.00%
Overall	0	0	0	9	213	2	224	100.00%

Admission of Foreign Students								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				1	6		7	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				1	6		7	100.00%
Reliability				1	6		7	100.00%
Access and Facilities				1	6		7	100.00%
Communication		1		1	5		7	85.71%
Costs				1	6		7	100.00%
Integrity			1		6		7	85.71%
Assurance			1		6		7	85.71%
Outcome					7		7	100.00%
Overall	0	1	2	5	48	0	56	94.64%

Foreign Students Visa Processing								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					10		10	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					10		10	100.00%
Reliability					10		10	100.00%
Access and Facilities					10		10	100.00%
Communication					10		10	100.00%
Costs					10		10	100.00%
Integrity					10		10	100.00%
Assurance					10		10	100.00%
Outcome					10		10	100.00%
Overall	0	0	0	0	80	0	80	100.00%

Processing of the Necessity for Foreign Travel of SLSU Officials and Personnel								
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Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					2		2	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					2		2	100.00%
Reliability					2		2	100.00%
Access and Facilities					2		2	100.00%
Communication					2		2	100.00%
Costs					1	1	2	100.00%
Integrity					2		2	100.00%
Assurance					2		2	100.00%
Outcome					2		2	100.00%
Overall	0	0	0	0	15	1	16	100.00%

July to December 2024

INTERNAL/EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Creation of International Linkages/Implementation	6	6
Admission of Foreign Students	10	10
Foreign Students Visa Processing (Assistance to Foreign and Local Students in Visa – related transaction for school purposes)	10	10
Assistance to Foreign and Local Students with: Immigration Clearance, CHED Endorsement and Embassy Clearance	10	10
Processing of the Necessity for Foreign Travel of SLSU Officials and Personnel	9	9
TOTAL	45	45

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	39	86.67%
CC1. I know what a CC is, but I did NOT see this office's CC		0.00%
CC1. I learned of the CC only when I saw this office's CC	6	13.33%
CC1. I do not know what a CC is, and I did not see one in this office		0.00%
CC2. Easy to see	43	95.56%
CC2. Somewhat easy to see	2	4.44%
CC2. Difficult to see		0.00%
CC2. Not visible at all		0.00%
CC2. N/A		0.00%
CC3. Helped very much	43	95.56%
CC3. Somewhat helped	2	4.44%
CC3. Did not help		0.00%
CC3. N/A		0.00%



Creation of International Linkages/Implementation								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					6		6	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					6		6	100.00%
Reliability					6		6	100.00%
Access and Facilities				1	4	1	6	100.00%
Communication			1		5		6	83.33%
Costs					5	1	6	100.00%
Integrity					6		6	100.00%
Assurance				1	5		6	100.00%
Outcome				1	5		6	100.00%
Overall	0	0	1	3	42	2	48	97.83%

Admission of Foreign Students								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					10		10	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					10		10	100.00%
Reliability					10		10	100.00%
Access and Facilities					10		10	100.00%
Communication					10		10	100.00%
Costs					10		10	100.00%
Integrity					10		10	100.00%
Assurance					10		10	100.00%
Outcome					10		10	100.00%
Overall	0	0	0	0	80	0	80	100.00%
Foreign Students Visa Processing								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					10		10	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					10		10	100.00%
Reliability					10		10	100.00%
Access and Facilities					10		10	100.00%
Communication					10		10	100.00%



Costs					10		10	100.00%
Integrity					10		10	100.00%
Assurance					10		10	100.00%
Outcome					10		10	100.00%
Overall	0	0	0	0	80	0	80	100.00%

Assistance to Foreign and Local Students with: Immigration Clearance, CHED Endorsement and Embassy Clearance								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					10		10	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					10		10	100.00%
Reliability					10		10	100.00%
Access and Facilities					10		10	100.00%
Communication					10		10	100.00%
Costs					10		10	100.00%
Integrity					10		10	100.00%
Assurance					10		10	100.00%
Outcome					10		10	100.00%
Overall	0	0	0	0	80	0	80	100.00%

Processing of the Necessity for Foreign Travel of SLSU Officials and Personnel								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					9		9	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				1	8		9	100.00%
Reliability					9		9	100.00%
Access and Facilities					9		9	100.00%
Communication					9		9	100.00%
Costs					2	7	9	100.00%
Integrity					9		9	100.00%
Assurance					9		9	100.00%
Outcome					9		9	100.00%



Overall	0	0	0	1	64	7	72	100.00%
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8. Library

January to June 2024

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Encoding and/or Activation of Client/Patron Information - For SLSU Students, Faculty, and Employees	230	572
Lending of Books and other Library Materials - For SLSU Students, Faculty, and Employees		
A. High school students	35	39
B. College or graduate school students	907	1007
Returning of Borrowed Books	942	942
TOTAL	2114	2560

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Lending of Books and other Library Materials - For Non-SLSU Clients		
A. High school students	71	84
B. College or graduate school student	3	3
Returning of Borrowed Books	74	87
TOTAL	148	174

CITIZEN'S CHARTER	Responses	Percentage
CC1. Yes, aware before my transaction with this office	1235	99.12%
CC1. Yes, but aware only when I saw the CC of this office	1026	82.34%
CC1. No, not aware of the CC	1	0.08%
CC2. Yes, the CC was easy to find	2254	180.90%
CC2. Yes, but the CC was hard to find	8	0.64%
CC2. No, I did not see this office's CC	0	0.00%
CC3. Yes, I was able to use the CC	2262	181.54%
CC3. No, I was not able to use the CC because _____		0.00%

OVERALL SQD

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	0	2262	0	2262	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	19	2243	0	2262	100.00%
Reliability	0	0	0	9	2253	0	2262	100.00%



Access and Facilities	0	0	0	20	2242	0	2262	100.00%
Communication	0	0	0	14	2248	0	2262	100.00%
Costs	0	0	0	0	148	2114	2262	100.00%
Integrity	0	0	0	0	2262	0	2262	100.00%
Assurance	0	0	0	0	2262	0	2262	100.00%
Outcome	0	0	0	0	2262	0	2262	100.00%
Overall	0	0	0	62	15920	2114	18096	100.00%

OVERALL SQD (EXTERNAL)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	0	148	0	148	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	0	148	0	148	100.00%
Reliability	0	0	0	0	148	0	148	100.00%
Access and Facilities	0	0	0	0	148	0	148	100.00%
Communication	0	0	0	0	148	0	148	100.00%
Costs	0	0	0	0	148	0	148	100.00%
Integrity	0	0	0	0	148	0	148	100.00%
Assurance	0	0	0	0	148	0	148	100.00%
Outcome	0	0	0	0	148	0	148	100.00%
Overall	0	0	0	0	1184	0	1184	100.00%

OVERALL SQD (INTERNAL)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	0	2114	0	2114	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	19	2095	0	2114	100.00%
Reliability	0	0	0	9	2105	0	2114	100.00%
Access and Facilities	0	0	0	20	2094	0	2114	100.00%
Communication	0	0	0	14	2100	0	2114	100.00%
Costs	0	0	0	0	0	2114	2114	0.00%
Integrity	0	0	0	0	2114	0	2114	100.00%
Assurance	0	0	0	0	2114	0	2114	100.00%
Outcome	0	0	0	0	2114	0	2114	100.00%
Overall	0	0	0	62	14736	2114	16912	100.00%



EXTERNAL SQD TALLY								
LENDING OF BOOKS AND OTHER MATERIALS - NON-SLSU CLIENTS (HS)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					71		71	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					71		71	100.00%
Reliability					71		71	100.00%
Access and Facilities					71		71	100.00%
Communication					71		71	100.00%
Costs					71		71	100.00%
Integrity					71		71	100.00%
Assurance					71		71	100.00%
Outcome					71		71	100.00%
Overall	0	0	0	0	568	0	568	100.00%
LENDING OF BOOKS AND OTHER MATERIALS - NON-SLSU CLIENTS (COLLEGE AND GS)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					3		3	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					3		3	100.00%
Reliability					3		3	100.00%
Access and Facilities					3		3	100.00%
Communication					3		3	100.00%
Costs					3		3	100.00%
Integrity					3		3	100.00%
Assurance					3		3	100.00%
Outcome					3		3	100.00%
Overall	0	0	0	0	24	0	24	100.00%
RETURNING OF BORROWED BOOKS- NON SLSU STUDENTS								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					74		74	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					74		74	100.00%
Reliability					74		74	100.00%



Access and Facilities					74		74	100.00%
Communication					74		74	100.00%
Costs					74		74	100.00%
Integrity					74		74	100.00%
Assurance					74		74	100.00%
Outcome					74		74	100.00%
Overall	0	0	0	0	592	0	592	100.00%

INTERNAL SQD TALLY								
ENCODING/ACTIVATION OF CLIENT/PATRON INFORMATION - SLSU STUDENTS								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					230		230	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					230		230	100.00%
Reliability				2	228		230	100.00%
Access and Facilities				20	210		230	100.00%
Communication				10	220		230	100.00%
Costs						230	230	N/A
Integrity					230		230	100.00%
Assurance					230		230	100.00%
Outcome					230		230	100.00%
Overall	0	0	0	32	1578	230	1840	100.00%

LENDING OF BOOKS AND OTHER MATERIALS - SLSU STUDENTS (HS)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					35		35	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					35		35	100.00%
Reliability					35		35	100.00%
Access and Facilities					35		35	100.00%
Communication					35		35	100.00%
Costs						35	35	N/A
Integrity					35		35	100.00%
Assurance					35		35	100.00%
Outcome					35		35	100.00%
Overall	0	0	0	0	245	35	280	100.00%



LENDING OF BOOKS AND OTHER MATERIALS - SLSU STUDENTS (COLLEGE AND GS)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					907		907	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				7	900		907	100.00%
Reliability				7	900		907	100.00%
Access and Facilities					907		907	100.00%
Communication				2	905		907	100.00%
Costs						907	907	N/A
Integrity					907		907	100.00%
Assurance					907		907	100.00%
Outcome					907		907	100.00%
Overall	0	0	0	16	6333	907	7256	100.00%

RETURNING OF BORROWED BOOKS-SLSU STUDENTS								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					942		942	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				12	930		942	100.00%
Reliability					942		942	100.00%
Access and Facilities					942		942	100.00%
Communication				2	940		942	100.00%
Costs						942	942	N/A
Integrity					942		942	100.00%
Assurance					942		942	100.00%
Outcome					942		942	100.00%
Overall	0	0	0	14	6580	942	7536	100.00%

July to December 2024

INTERNAL SERVICES		
	RESPONSES	TOTAL TRANSACTIONS
Encoding and/or Activation of Client/Patron Information - For SLSU Students, Faculty, and Employees	231	579
Lending of Books and other Library Materials - For SLSU Students, Faculty, and Employees		
A. High school students	20	20



B. College or graduate school students	130	197
Returning of Borrowed Books	150	150
TOTAL	531	946

CITIZEN'S CHARTER	Responses	Percentage
CC1. Yes, aware before my transaction with this office	600	97.24%
CC1. Yes, but aware only when I saw the CC of this office	15	2.43%
CC1. No, not aware of the CC	2	0.32%
CC2. Yes, the CC was easy to find	614	99.51%
CC2. Yes, but the CC was hard to find	3	0.49%
CC2. No, I did not see this office's CC	0	0.00%
CC3. Yes, I was able to use the CC	617	100.00%
CC3. No, I was not able to use the CC because_____		0.00%

OVERALL SQD

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	0	617	0	617	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	6	611	0	617	100.00%
Reliability	0	0	0	4	613	0	617	100.00%
Access and Facilities	0	0	0	0	617	0	617	100.00%
Communication	0	0	0	0	617	0	617	100.00%
Costs	0	0	0	0	86	531	617	100.00%
Integrity	0	0	0	0	617	0	617	100.00%
Assurance	0	0	0	2	615	0	617	100.00%
Outcome	0	0	0	0	617	0	617	100.00%
Overall	0	0	0	12	4393	531	4936	100.00%

OVERALL SQD (EXTERNAL)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	0	86	0	86	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	0	86	0	86	100.00%
Reliability	0	0	0	0	86	0	86	100.00%
Access and Facilities	0	0	0	0	86	0	86	100.00%
Communication	0	0	0	0	86	0	86	100.00%
Costs	0	0	0	0	86	0	86	100.00%



Integrity	0	0	0	0	86	0	86	100.00%
Assurance	0	0	0	0	86	0	86	100.00%
Outcome	0	0	0	0	86	0	86	100.00%
Overall	0	0	0	0	688	0	688	100.00%

OVERALL SQD (INTERNAL)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	0	531	0	531	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	6	525	0	531	100.00%
Reliability	0	0	0	4	527	0	531	100.00%
Access and Facilities	0	0	0	0	531	0	531	100.00%
Communication	0	0	0	0	531	0	531	100.00%
Costs	0	0	0	0	0	531	531	N/A
Integrity	0	0	0	0	531	0	531	100.00%
Assurance	0	0	0	2	529	0	531	100.00%
Outcome	0	0	0	0	531	0	531	100.00%
Overall	0	0	0	12	3705	531	4248	100.00%

EXTERNAL SQD TALLY

LENDING OF BOOKS AND OTHER MATERIALS - NON-SLSU CLIENTS (HS)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					40		40	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					40		40	100.00%
Reliability					40		40	100.00%
Access and Facilities					40		40	100.00%
Communication					40		40	100.00%
Costs					40		40	100.00%
Integrity					40		40	100.00%
Assurance					40		40	100.00%
Outcome					40		40	100.00%
Overall	0	0	0	0	320	0	320	100.00%

LENDING OF BOOKS AND OTHER MATERIALS - NON-SLSU CLIENTS (GS and Undergraduate)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
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SQD 0					3		3	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					3		3	100.00%
Reliability					3		3	100.00%
Access and Facilities					3		3	100.00%
Communication					3		3	100.00%
Costs					3		3	100.00%
Integrity					3		3	100.00%
Assurance					3		3	100.00%
Outcome					3		3	100.00%
Overall	0	0	0	0	24	0	24	100.00%

RETURNING OF BORROWED BOOKS

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					43		43	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					43		43	100.00%
Reliability					43		43	100.00%
Access and Facilities					43		43	100.00%
Communication					43		43	100.00%
Costs					43		43	100.00%
Integrity					43		43	100.00%
Assurance					43		43	100.00%
Outcome					43		43	100.00%
Overall	0	0	0	0	344	0	344	100.00%

INTERNAL SQD TALLY

ENCODING/ACTIVATION OF CLIENT/PATRON INFORMATION - SLSU STUDENTS

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					231		231	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					231		231	100.00%
Reliability					231		231	100.00%
Access and Facilities					231		231	100.00%
Communication					231		231	100.00%
Costs						231	231	N/A
Integrity					231		231	100.00%



Assurance					231		231	100.00%
Outcome					231		231	100.00%
Overall	0	0	0	0	1617	231	1848	100.00%

LENDING OF BOOKS AND OTHER MATERIALS - SLSU STUDENTS (HS)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					20		20	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					20		20	100.00%
Reliability					20		20	100.00%
Access and Facilities					20		20	100.00%
Communication					20		20	100.00%
Costs						20	20	N/A
Integrity					20		20	100.00%
Assurance					20		20	100.00%
Outcome					20		20	100.00%
Overall	0	0	0	0	140	20	160	100.00%

LENDING OF BOOKS AND OTHER MATERIALS - SLSU STUDENTS (GS and Undergrad)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					130		130	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				3	127		130	100.00%
Reliability				2	128		130	100.00%
Access and Facilities					130		130	100.00%
Communication					130		130	100.00%
Costs						130	130	N/A
Integrity					130		130	100.00%
Assurance				1	129		130	100.00%
Outcome					130		130	100.00%
Overall	0	0	0	6	904	130	1040	100.00%

RETURNING OF BORROWED BOOKS

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					150		150	100.00%



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				3	147		150	100.00%
Reliability				2	148		150	100.00%
Access and Facilities					150		150	100.00%
Communication					150		150	100.00%
Costs						150	150	N/A
Integrity					150		150	100.00%
Assurance				1	149		150	100.00%
Outcome					150		150	100.00%
Overall	0	0	0	6	1044	150	1200	100.00%



9. University Registrar

January to June 2024

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Issuance of Evaluation of Grades	380	1683
Issuance of Adding/Dropping/Changing of Subjects	77	77
Issuance of Completion of Incomplete Grades	60	60
Issuance of Application of Leave of Absence	12	12
Issuance of Application for Academic Honor	317	795
Issuance of Removal Form	100	100
TOTAL	946	2727

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
REQUEST/CLAIM OF TOR (TRANSCRIPT OF RECORDS (GRAD/2ND COPY/BOARD EXAM, TRANSFER CREDENTIALS)	351	1456
REQUEST/CLAIM OF CERTIFICATION (DIPLOMA, GRADUATION, ENROLLMENT, CAV, GWA, CARMA, UNITS EARNED, EMI, SPES/DOST, PD907, EQUIVALENCY OF GRADES, VERIFICATION OF RECORDS)	222	522
REQUEST/CLAIM OF AUTHENTICATION (TOR, DIPLOMA AND REGISTRATION FORM)	317	976
TOTAL	890	2954

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	1645	89.60%
CC1. I know what a CC is, but I did NOT see this office's CC	68	3.70%
CC1. I learned of the CC only when I saw this office's CC	56	3.05%
CC1. I do not know what a CC is, and I did not see one in this office	67	3.65%
CC2. Easy to see	1529	83.28%
CC2. Somewhat easy to see	227	12.36%
CC2. Difficult to see	18	0.98%
CC2. Not visible at all	6	0.33%
CC2. N/A	56	3.05%
CC3. Helped very much	1658	90.31%
CC3. Somewhat helped	96	5.23%
CC3. Did not help	13	0.71%
CC3. N/A	69	3.76%

REQUEST/CLAIM OF TOR (TRANSCRIPT OF RECORDS (GRAD/2ND COPY/BOARD								
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EXAM, TRANSFER CREDENTIALS)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	78	273	0	351	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	111	240	0	351	100.00%
Reliability	0	0	0	86	265	0	351	100.00%
Access and Facilities	0	0	0	119	232	0	351	100.00%
Communication	0	0	1	109	241	0	351	99.72%
Costs	0	0	1	122	228	0	351	99.72%
Integrity	0	0	0	92	259	0	351	100.00%
Assurance	0	0	0	96	255	0	351	100.00%
Outcome	0	0	0	65	286	0	351	100.00%
Overall	0	0	2	800	2006	0	2808	99.93%

REQUEST/CLAIM OF CERTIFICATION (DIPLOMA, GRADUATION, ENROLLMENT, CAV, GWA, CARMA, UNITS EARNED, EMI, SPES/DOST, PD907, EQUIVALENCY OF GRADES, VERIFICATION OF RECORDS)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	3	77	142	0	222	98.65%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	6	78	138	0	222	97.30%
Reliability	0	0	7	71	144	0	222	96.85%
Access and Facilities	0	0	3	68	151	0	222	98.65%
Communication	0	0	8	77	137	0	222	96.40%
Costs	0	0	2	69	151	0	222	99.10%
Integrity	0	0	3	71	148	0	222	98.65%
Assurance	0	0	3	61	158	0	222	98.65%
Outcome	0	0	2	63	157	0	222	99.10%
Overall	0	0	34	558	1184	0	1776	98.09%

REQUEST/CLAIM OF AUTHENTICATION (TOR, DIPLOMA AND REGISTRATION FORM)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating



SQD 0	0	0	1	81	235	0	317	99.68%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	3	94	220	0	317	99.05%
Reliability	0	0	4	94	219	0	317	98.74%
Access and Facilities	0	0	2	122	193	0	317	99.37%
Communication	0	0	3	118	196	0	317	99.05%
Costs	0	0	2	114	201	0	317	99.37%
Integrity	0	0	2	97	218	0	317	99.37%
Assurance	0	0	1	94	222	0	317	99.68%
Outcome	0	0	3	90	224	0	317	99.05%
Overall	0	0	20	823	1693	0	2536	99.21%

Issuance of Evaluation of Grades								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	2	114	264	0	380	99.47%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	4	126	250	0	380	98.95%
Reliability	0	0	2	109	269	0	380	99.47%
Access and Facilities	0	0	2	105	273	0	380	99.47%
Communication	0	0	4	91	285	0	380	98.95%
Costs	0	0	2	127	251	0	380	99.47%
Integrity	0	0	1	110	269	0	380	99.74%
Assurance	0	0	2	123	255	0	380	99.47%
Outcome	0	0	2	128	250	0	380	99.47%
Overall	0	0	19	919	2102	0	3040	99.38%

Issuance of Adding/Dropping/Changing of Subjects								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	16	61	0	77	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	19	58	0	77	100.00%
Reliability	0	0	0	10	67	0	77	100.00%
Access and Facilities	0	0	0	25	52	0	77	100.00%
Communication	0	0	0	22	55	0	77	100.00%



Costs	0	0	0	25	52	0	77	100.00%
Integrity	0	0	0	13	64	0	77	100.00%
Assurance	0	0	0	9	68	0	77	100.00%
Outcome	0	0	0	10	67	0	77	100.00%
Overall	0	0	0	133	483	0	616	100.00%

Issuance of Completion of Incomplete Grades								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	20	40	0	60	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	21	39	0	60	100.00%
Reliability	0	0	0	12	48	0	60	100.00%
Access and Facilities	0	0	0	20	36	0	56	100.00%
Communication	0	0	1	17	43	0	61	98.36%
Costs	0	0	1	21	29	0	51	98.04%
Integrity	0	0	0	19	41	0	60	100.00%
Assurance	0	0	0	11	49	0	60	100.00%
Outcome	0	0	0	12	48	0	60	100.00%
Overall	0	0	2	133	333	0	468	99.57%

Issuance of Application of Leave of Absence								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	3	9	0	12	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	3	9	0	12	100.00%
Reliability	0	0	0	5	7	0	12	100.00%
Access and Facilities	0	0	0	6	6	0	12	100.00%
Communication	0	0	0	5	7	0	12	100.00%
Costs	0	0	0	5	7	0	12	100.00%
Integrity	0	0	0	3	9	0	12	100.00%
Assurance	0	0	0	5	7	0	12	100.00%
Outcome	0	0	0	3	9	0	12	100.00%
Overall	0	0	0	35	61	0	96	100.00%



Issuance of Application for Academic Honor								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	1	118	198	0	317	99.68%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	2	113	182	0	297	99.33%
Reliability	0	0	1	132	184	0	317	99.68%
Access and Facilities	0	0	0	139	178	0	317	100.00%
Communication	0	0	0	133	184	0	317	100.00%
Costs	0	0	0	120	197	0	317	100.00%
Integrity	0	0	0	111	198	0	309	100.00%
Assurance	0	0	0	113	204	0	317	100.00%
Outcome	0	0	0	97	220	0	317	100.00%
Overall	0	0	3	958	1547	0	2508	99.88%

Issuance of Removal Form								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	28	72	0	100	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	28	72	0	100	100.00%
Reliability	0	0	0	34	66	0	100	100.00%
Access and Facilities	0	0	0	29	71	0	100	100.00%
Communication	0	0	0	28	72	0	100	100.00%
Costs	0	0	0	25	75	0	100	100.00%
Integrity	0	0	0	27	73	0	100	100.00%
Assurance	0	0	0	20	80	0	100	100.00%
Outcome	0	0	0	20	80	0	100	100.00%
Overall	0	0	0	211	589	0	800	100.00%

SQD OVERALL								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	7	535	1294	0	1836	99.62%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	15	593	1208	20	1836	99.17%



Reliability	0	0	14	553	1269	0	1836	99.24%
Access and Facilities	0	0	7	633	1192	4	1836	99.62%
Communication	0	0	16	600	1220	0	1836	99.13%
Costs	0	0	8	628	1191	9	1836	99.56%
Integrity	0	0	6	543	1279	8	1836	99.67%
Assurance	0	0	6	532	1298	0	1836	99.67%
Outcome	0	0	7	488	1341	0	1836	99.62%
Overall	0	0	79	4570	9998	41	14688	99.46%



July to December 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
REQUEST/CLAIM OF TOR (TRANSCRIPT OF RECORDS (GRAD/2ND COPY/BOARD EXAM, TRANSFER CREDENTIALS)	350	3611
REQUEST/CLAIM OF CERTIFICATION (DIPLOMA, GRADUATION, ENROLLMENT, CAV, GWA, CARMA, UNITS EARNED, EMI, SPES/DOST, PD907, EQUIVALENCY OF GRADES, VERIFICATION OF RECORDS)	339	2895
REQUEST/CLAIM OF AUTHENTICATION (TOR, DIPLOMA AND REGISTRATION FORM)	278	1006
TOTAL	967	7512

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Issuance of Evaluation of Grades	333	2504
Issuance of Completion of Incomplete Grades	30	32
Issuance of Removal Form		
TOTAL	363	2536

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	831	62.48%
CC1. I know what a CC is, but I did NOT see this office's CC	142	10.68%
CC1. I learned of the CC only when I saw this office's CC	229	17.22%
CC1. I do not know what a CC is, and I did not see one in this office	22	1.65%
Did Not Specify	106	7.97%
CC2. Easy to see	1089	81.88%
CC2. Somewhat easy to see	108	8.12%
CC2. Difficult to see	8	0.60%
CC2. Not visible at all	3	0.23%
CC2. N/A	12	0.90%
Did Not Specify	110	8.27%
CC3. Helped very much	1113	83.68%
CC3. Somewhat helped	89	6.69%
CC3. Did not help	0	0.00%
CC3. N/A	31	2.33%
Did Not Specify	97	7.29%

REQUEST/CLAIM OF TOR (TRANSCRIPT OF RECORDS (GRAD/2ND COPY/BOARD EXAM, TRANSFER CREDENTIALS)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating



SQD 0	0	0	1	83	266	0	350	99.71%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	1	94	255	0	350	99.71%
Reliability	0	0	0	91	259	0	350	100.00%
Access and Facilities	0	0	0	84	266	0	350	100.00%
Communication	0	0	1	82	266	0	349	99.71%
Costs	0	0	1	76	268	1	346	99.71%
Integrity	0	0	0	84	266	5	355	100.00%
Assurance	0	0	0	87	263	0	350	100.00%
Outcome	0	0	0	87	263	0	350	100.00%
Overall	0	0	3	685	2106	6	2800	99.89%

REQUEST/CLAIM OF CERTIFICATION (DIPLOMA, GRADUATION, ENROLLMENT, CAV, GWA, CARMA, UNITS EARNED, EMI, SPES/DOST, PD907, EQUIVALENCY OF GRADES, VERIFICATION OF RECORDS)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	52	287	0	339	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	55	284	0	339	100.00%
Reliability	0	0	0	54	285	0	339	100.00%
Access and Facilities	0	0	0	60	279		339	100.00%
Communication	0	0	0	52	287	0	339	100.00%
Costs	0	0	0	56	283	0	339	100.00%
Integrity	0	0	0	56	283	0	339	100.00%
Assurance	0	0	0	58	281	0	339	100.00%
Outcome	0	0	0	55	284	0	339	100.00%
Overall	0	0	0	446	2266	0	2712	100.00%

REQUEST/CLAIM OF AUTHENTICATION (TOR, DIPLOMA AND REGISTRATION FORM)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	56	220	2	278	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating



Responsiveness	0	0	0	48	226	4	278	100.00%
Reliability	0	0	0	57	217	4	278	100.00%
Access and Facilities	0	0	0	53	221	4	278	100.00%
Communication	0	0	0	59	215	4	278	100.00%
Costs	0	0	0	50	223	5	278	100.00%
Integrity	0	0	1	56	217	4	278	99.64%
Assurance	0	0	0	53	221	4	278	100.00%
Outcome	0	0	0	57	215	6	278	100.00%
Overall	0	0	1	433	1755	35	2224	99.95%

Issuance of Completion of Incomplete Grades & Removal Forms								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	9	21	0	30	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	5	25	0	30	100.00%
Reliability	0	0	0	9	21	0	30	100.00%
Access and Facilities	0	0	0	9	21	0	30	100.00%
Communication	0	0	0	10	20	0	30	100.00%
Costs	0	0	0	6	24	0	30	100.00%
Integrity	0	0	0	4	26	0	30	100.00%
Assurance	0	0	0	4	26	0	30	100.00%
Outcome	0	0	0	3	27	0	30	100.00%
Overall	0	0	0	50	190	0	240	100.00%

Issuance of Evaluation of Grades								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	4	66	263	0	333	98.80%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	5	69	259	0	333	98.50%
Reliability	0	0	1	58	274	0	333	99.70%
Access and Facilities	0	1	2	61	269	0	333	99.10%
Communication	0	0	5	72	256	0	333	98.50%
Costs	0	0	3	73	257	0	333	99.10%
Integrity	0	0	4	57	272	0	333	98.80%
Assurance	0	0	2	67	264	0	333	99.40%



Outcome	0	0	1	60	272	0	333	99.70%
Overall	0	1	23	517	2123	0	2664	99.10%

OVERALL SQD

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	5	266	1057	2	1330	99.62%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	6	271	1049	4	1330	99.55%
Reliability	0	0	1	269	1056	4	1330	99.92%
Access and Facilities	0	1	2	267	1056	4	1330	99.77%
Communication	0	0	6	275	1044	5	1330	99.55%
Costs	0	0	4	261	1055	10	1330	99.70%
Integrity	0	0	5	287	1062	4	1358	99.63%
Assurance	0	0	2	269	1055	4	1330	99.85%
Outcome	0	0	1	262	1061	6	1330	99.92%
Overall	0	1	27	2161	8438	41	10668	99.74%



10. Supply & Property Office

January to June 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Delivery Inspection and Acceptance	130	130
TOTAL	130	130

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	80	61.54%
CC1. I know what a CC is, but I did NOT see this office's CC		0.00%
CC1. I learned of the CC only when I saw this office's CC	50	38.46%
CC1. I do not know what a CC is, and I did not see one in this office		0.00%
CC2. Easy to see	130	100.00%
CC2. Somewhat easy to see		0.00%
CC2. Difficult to see		0.00%
CC2. Not visible at all		0.00%
CC2. N/A		0.00%
CC3. Helped very much	130	100.00%
CC3. Somewhat helped		0.00%
CC3. Did not help		0.00%
CC3. N/A		0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					130		130	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					130		130	100.00%
Reliability					130		130	100.00%
Access and Facilities					130		130	100.00%
Communication					130		130	100.00%
Costs						130	130	N/A
Integrity					130		130	100.00%
Assurance					130		130	100.00%
Outcome					130		130	100.00%
Overall	0	0	0	0	910	130	1040	100.00%



July to December 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Delivery Inspection and Acceptance	116	116
TOTAL	116	116

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	53	45.69%
CC1. I know what a CC is, but I did NOT see this office's CC		
CC1. I learned of the CC only when I saw this office's CC	63	54.31%
CC1. I do not know what a CC is, and I did not see one in this office		
CC2. Easy to see	116	100.00%
CC2. Somewhat easy to see		
CC2. Difficult to see		
CC2. Not visible at all		
CC2. N/A		
CC3. Helped very much	116	100.00%
CC3. Somewhat helped		
CC3. Did not help		
CC3. N/A		

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					116		116	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					116		116	100.00%
Reliability					116		116	100.00%
Access and Facilities					116		116	100.00%
Communication					116		116	100.00%
Costs						116	116	N/A
Integrity					116		116	100.00%
Assurance					116		116	100.00%
Outcome					116		116	100.00%
Overall	0	0	0	0	812	116	928	100.00%



11. University Health Services

January to June 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Medical and Dental Consultation	359	359
Outpatient Telemedicine/Online Consultation		
TOTAL	359	359

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	301	84%
CC1. I know what a CC is, but I did NOT see this office's CC	55	15%
CC1. I learned of the CC only when I saw this office's CC	1	0%
CC1. I do not know what a CC is, and I did not see one in this office	2	1%
CC2. Easy to see	301	84%
CC2. Somewhat easy to see	55	15%
CC2. Difficult to see		0%
CC2. Not visible at all		0%
CC2. N/A	3	1%
CC3. Helped very much	301	84%
CC3. Somewhat helped	55	15%
CC3. Did not help	1	0%
CC3. N/A	2	1%

MEDICAL AND DENTAL CONSULTATION								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	12	2	1	77	266	1	359	95.81%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	7	5	10	89	240	8	359	93.73%
Reliability	8	0	3	77	270	1	359	96.93%
Access and Facilities	6	1	3	77	246	26	359	97.00%
Communication	7	0	18	76	248	10	359	92.84%
Costs	11	2	4	28	312	2	359	95.24%
Integrity	6	1	3	70	270	9	359	97.14%
Assurance	7	1	3	75	266	7	359	96.88%
Outcome	6	1	2	83	253	14	359	97.39%
Overall	58	11	46	575	2105	77	2872	95.89%

July to December 2024



EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Medical and Dental Consultation	540	540
Outpatient Telemedicine/Online Consultation	4	4
TOTAL	544	544

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	502	92.28%
CC1. I know what a CC is, but I did NOT see this office's CC	30	5.51%
CC1. I learned of the CC only when I saw this office's CC	10	1.84%
CC1. I do not know what a CC is, and I did not see one in this office	2	0.37%
CC2. Easy to see	502	92.28%
CC2. Somewhat easy to see	30	5.51%
CC2. Difficult to see	10	1.84%
CC2. Not visible at all	2	0.37%
CC2. N/A	0	0.00%
CC3. Helped very much	502	92.28%
CC3. Somewhat helped	30	5.51%
CC3. Did not help	10	1.84%
CC3. N/A	2	0.37%

OVERALL SQD								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	12	2	2	82	445	1	544	97.05%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	7	5	10	69	445	8	544	95.90%
Reliability	5	0	3	75	460	1	544	98.53%
Access and Facilities	5	2	5	80	426	26	544	97.68%
Communication	7	0	18	64	445	10	544	95.32%
Costs	11	2	3	14	512	2	544	97.05%
Integrity	6	1	3	55	470	9	544	98.13%
Assurance	7	1	3	72	454	7	544	97.95%
Outcome	6	2	4	62	456	14	544	97.74%
Overall	54	13	49	491	3668	77	4352	97.29%

MEDICAL AND DENTAL CONSULTATION								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	12	2	2	82	441	1	540	97.03%



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	7	5	10	69	441	8	540	95.86%
Reliability	5	0	3	75	456	1	540	98.52%
Access and Facilities	5	2	5	80	422	26	540	97.67%
Communication	7	0	18	64	441	10	540	95.28%
Costs	11	2	3	14	508	2	540	97.03%
Integrity	6	1	3	55	466	9	540	98.12%
Assurance	7	1	3	72	450	7	540	97.94%
Outcome	6	2	4	62	452	14	540	97.72%
Overall	54	13	49	491	3636	77	4320	97.27%

OUTPATIENT AND TELEMEDICINE/ONLINE CONSULTATION

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					4		4	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					4		4	100.00%
Reliability					4		4	100.00%
Access and Facilities					4		4	100.00%
Communication					4		4	100.00%
Costs					4		4	100.00%
Integrity					4		4	100.00%
Assurance					4		4	100.00%
Outcome					4		4	100.00%
Overall	0	0	0	0	32	0	32	100.00%



12. Procurement Office

January to June 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
PROCUREMENT PROCESS	52	52
PROCUREMENT OF GOODS, INFRASTRUCTURE, CONSULTANCY AND THROUGH PUBLICATION	28	30
TOTAL	80	82

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
SUBMISSION OF PURCHASE REQUEST	31	31
TOTAL	31	31

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	89	80.18%
CC1. I know what a CC is, but I did NOT see this office's CC	12	10.81%
CC1. I learned of the CC only when I saw this office's CC	6	5.41%
CC1. I do not know what a CC is, and I did not see one in this office	4	3.60%
CC2. Easy to see	91	81.98%
CC2. Somewhat easy to see	9	8.11%
CC2. Difficult to see	6	5.41%
CC2. Not visible at all	0	0.00%
CC2. N/A	5	4.50%
CC3. Helped very much	88	79.28%
CC3. Somewhat helped	19	17.12%
CC3. Did not help	0	0.00%
CC3. N/A	4	3.60%

PROCUREMENT PROCESS								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	6	45	1	52	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	1	0	0	5	45	1	52	98.04%
Reliability	0	0	0	1	51	0	52	100.00%
Access and Facilities	0	0	0	3	45	4	52	100.00%
Communication	0	0	1	4	45	2	52	98.00%
Costs	0	0	0	1	35	16	52	100.00%



Integrity	0	0	0	3	45	4	52	100.00%
Assurance	0	0	0	3	47	2	52	100.00%
Outcome	0	0	0	3	49	0	52	100.00%
Overall	1	0	1	23	362	29	416	99.48%

PROCUREMENT OF GOODS, INFRASTRUCTURE, CONSULTANCY AND THROUGH PUBLICATION								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	4	24	0	28	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	1	0	0	2	24	1	28	96.30%
Reliability	0	0	0	1	26	1	28	100.00%
Access and Facilities	0	0	0	4	20	4	28	100.00%
Communication	0	0	1	4	20	3	28	96.00%
Costs	0	0	0	1	6	21	28	100.00%
Integrity	0	0	1	2	20	5	28	95.65%
Assurance	0	0	1	2	22	3	28	96.00%
Outcome	0	0	0	2	25	1	28	100.00%
Overall	1	0	3	18	163	39	224	97.84%

SUBMISSION OF PR								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	7	24	0	31	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	8	23	0	31	100.00%
Reliability	0	0	0	5	26	0	31	100.00%
Access and Facilities	0	0	0	16	15	0	31	100.00%
Communication	0	0	0	21	10	0	31	100.00%
Costs	0	0	0	0	0	0	0	#DIV/0!
Integrity	0	0	0	10	21	0	31	100.00%
Assurance	0	0	0	6	25	0	31	100.00%
Outcome	0	0	0	7	24	0	31	100.00%
Overall	0	0	0	73	144	0	217	100.00%



July to December 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
PROCUREMENT PROCESS		
PROCUREMENT OF GOODS, INFRASTRUCTURE, CONSULTANCY AND THROUGH PUBLIC BIDDING	10	10
TOTAL	10	10

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
SUBMISSION OF PURCHASE REQUEST	54	54

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	59	92.19%
CC1. I know what a CC is, but I did NOT see this office's CC	1	1.56%
CC1. I learned of the CC only when I saw this office's CC	4	6.25%
CC1. I do not know what a CC is, and I did not see one in this office	0	0.00%
CC1. N/A		
CC2. Easy to see	55	85.94%
CC2. Somewhat easy to see	8	12.50%
CC2. Difficult to see	1	1.56%
CC2. Not visible at all	0	0.00%
CC2. N/A	0	0.00%
CC3. Helped very much	57	89.06%
CC3. Somewhat helped	7	10.94%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%

PROCUREMENT OF GOODS, INFRASTRUCTURE, CONSULTANCY AND THROUGH PUBLICATION								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	5	5	0	10	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	5	5	0	10	100.00%
Reliability	0	0	0	5	5	0	10	100.00%
Access and Facilities	0	0	0	6	4	0	10	100.00%



Communication	0	0	0	6	4	0	10	100.00%
Costs	0	0	0	6	4	0	10	100.00%
Integrity	0	0	0	5	5	0	10	100.00%
Assurance	0	0	0	5	5	0	10	100.00%
Outcome	0	0	0	4	6	0	10	100.00%
Overall	0	0	0	42	38	0	80	100.00%

SUBMISSION OF PURCHASE REQUEST								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	9	45	0	54	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	8	46	0	54	100.00%
Reliability	0	0	0	11	43	0	54	100.00%
Access and Facilities	0	0	0	7	31	16	54	100.00%
Communication	0	0	0	16	38	0	54	100.00%
Costs	0	0	0	4	15	35	54	100.00%
Integrity	0	0	0	14	39	1	54	100.00%
Assurance	0	0	0	10	43	1	54	100.00%
Outcome	0	0	0	10	44	0	54	100.00%
Overall	0	0	0	80	299	53	432	100.00%



13. Accounting Office

January to June 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Signing of Student Clearance and Issuance of Examination Permit	223	223
TOTAL	223	223

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	212	90.99%
CC1. I know what a CC is, but I did NOT see this office's CC	21	9.01%
CC1. I learned of the CC only when I saw this office's CC		0.00%
CC1. I do not know what a CC is, and I did not see one in this office		0.00%
CC2. Easy to see	228	97.85%
CC2. Somewhat easy to see	5	2.15%
CC2. Difficult to see		0.00%
CC2. Not visible at all		0.00%
CC2. N/A		0.00%
CC3. Helped very much	233	100.00%
CC3. Somewhat helped		0.00%
CC3. Did not help		0.00%
CC3. N/A		0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0:			1	67	155		223	99.55%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 1: Responsiveness			4	73	144	2	223	98.19%
SQD 2: Reliability			4	58	159	2	223	98.19%
SQD 3: Access and Facilities			2	60	161		223	99.10%
SQD 4: Communication			1	66	156		223	99.55%
SQD 5: Costs			2	61	150	10	223	99.06%
SQD 6: Integrity			3	60	159	1	223	98.65%
SQD 7: Assurance			1	46	176		223	99.55%
SQD 8: Outcome			1	57	165		223	99.55%
Overall	0	0	18	481	1270	15	1784	98.98%

July to December 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Signing of Student Clearance and Issuance of Examination Permit	375	1500



CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	264	70.40%
CC1. I know what a CC is, but I did NOT see this office's CC	35	9.33%
CC1. I learned of the CC only when I saw this office's CC	47	12.53%
CC1. I do not know what a CC is, and I did not see one in this office	29	7.73%
CC2. Easy to see	239	63.73%
CC2. Somewhat easy to see	82	21.87%
CC2. Difficult to see	9	2.40%
CC2. Not visible at all	1	0.27%
CC2. N/A	44	11.73%
CC3. Helped very much	234	62.40%
CC3. Somewhat helped	83	22.13%
CC3. Did not help	2	0.53%
CC3. N/A	56	14.93%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	3		5	139	227	1	375	97.86%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	2		8	143	219	3	375	97.31%
Reliability	2		2	139	230	2	375	98.93%
Access and Facilities	2		3	127	241	2	375	98.66%
Communication	2		7	135	230	1	375	97.59%
Costs	2		4	127	238	4	375	98.38%
Integrity	2		4	117	249	3	375	98.39%
Assurance	2		2	111	257	3	375	98.92%
Outcome	2		4	126	239	4	375	98.38%
Overall	16	0	34	1025	1903	22	3000	98.32%



14. Cashier's Office

January to June 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
COLLECTING FEES	229	229
DISBURSEMENT TO SUPPLIERS/CREDITORS		
A. EXPANDED MODIFIED DIRECT PAYMENT SCHEME (CHEKLESS PAYMENT)	119	119
B. PAYMENT THROUGH CHECK	189	189
TOTAL	537	537

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	431	80.26%
CC1. I know what a CC is, but I did NOT see this office's CC	37	6.89%
CC1. I learned of the CC only when I saw this office's CC	34	6.33%
CC1. I do not know what a CC is, and I did not see one in this office	35	6.52%
CC2. Easy to see	424	78.96%
CC2. Somewhat easy to see	66	12.29%
CC2. Difficult to see	9	1.68%
CC2. Not visible at all	3	0.56%
CC2. N/A	35	6.52%
CC3. Helped very much	446	83.05%
CC3. Somewhat helped	54	10.06%
CC3. Did not help	2	0.37%
CC3. N/A	35	6.52%

SQD OVERALL

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	1	106	430	0	537	99.81%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	1	0	7	99	430	0	537	98.51%
Reliability	0	0	1	96	440	0	537	99.81%
Access and Facilities	0	0	1	98	438	0	537	99.81%
Communication	0	0	14	116	406	1	537	97.39%
Costs	0	0	6	84	360	87	537	98.67%
Integrity	0	0	1	95	441	0	537	99.81%
Assurance	0	0	1	94	442	0	537	99.81%
Outcome	0	0	1	98	438	0	537	99.81%
Overall	1	0	32	780	3395	88	4296	99.22%



COLLECTION OF FEES								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0			1	66	162		229	99.56%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	1		6	56	166		229	96.94%
Reliability			1	55	173		229	99.56%
Access and Facilities			1	56	172		229	99.56%
Communication			10	69	150		229	95.63%
Costs			4	58	150	17	229	98.11%
Integrity			1	55	173		229	99.56%
Assurance			1	56	172		229	99.56%
Outcome			1	59	169		229	99.56%
Overall	1	0	25	464	1325	17	1832	98.57%
CHECKLESS PAYMENT								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				14	105		119	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				16	103		119	100.00%
Reliability				13	106		119	100.00%
Access and Facilities				15	104		119	100.00%
Communication			2	18	98	1	119	98.31%
Costs			1	12	81	25	119	98.94%
Integrity				14	105		119	100.00%
Assurance				13	106		119	100.00%
Outcome				14	105		119	100.00%
Overall	0	0	3	115	808	26	952	99.68%
CHECK PAYMENT								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				26	163		189	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness			1	27	161		189	99.47%
Reliability				28	161		189	100.00%
Access and Facilities				27	162		189	100.00%



Communication			2	29	158		189	98.94%
Costs			1	14	129	45	189	99.31%
Integrity				26	163		189	100.00%
Assurance				25	164		189	100.00%
Outcome				25	164		189	100.00%
Overall	0	0	4	201	1262	45	1512	99.73%



July to December 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
COLLECTING FEES	255	255
DISBURSEMENT TO SUPPLIERS/CREDITORS		
A. EXPANDED MODIFIED DIRECT PAYMENT SCHEME (CHEKLESS PAYMENT)	136	136
B. PAYMENT THROUGH CHECK	203	203
	594	594

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	488	82.15%
CC1. I know what a CC is, but I did NOT see this office's CC	37	6.23%
CC1. I learned of the CC only when I saw this office's CC	34	5.72%
CC1. I do not know what a CC is, and I did not see one in this office	35	5.89%
CC2. Easy to see	481	80.98%
CC2. Somewhat easy to see	66	11.11%
CC2. Difficult to see	9	1.52%
CC2. Not visible at all	3	0.51%
CC2. N/A	35	5.89%
CC3. Helped very much	503	84.68%
CC3. Somewhat helped	54	9.09%
CC3. Did not help	2	0.34%
CC3. N/A	35	5.89%

SQD OVERALL

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	1	84	509	0	594	99.83%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	6	75	513	0	594	98.99%
Reliability	0	0	5	70	519	0	594	99.16%
Access and Facilities	0	0	4	102	488	0	594	99.33%
Communication	0	0	11	96	487	0	594	98.15%
Costs	0	0	6	127	372	89	594	98.81%
Integrity	0	0	2	87	505	0	594	99.66%
Assurance	0	0	1	103	490	0	594	99.83%
Outcome	0	0	0	90	504	0	594	100.00%
Overall	0	0	35	750	3878	89	4752	99.25%



COLLECTION OF FEES								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0			1	45	209		255	99.61%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness			5	45	205		255	98.04%
Reliability			5	36	214		255	98.04%
Access and Facilities			2	52	201		255	99.22%
Communication			8	67	180		255	96.86%
Costs			5	91	159		255	98.04%
Integrity			2	59	194		255	99.22%
Assurance			1	61	193		255	99.61%
Outcome				45	210		255	100.00%
Overall	0	0	28	456	1556	0	2040	98.63%
CHECKLESS PAYMENT								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				19	117		136	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				5	131		136	100.00%
Reliability				14	122		136	100.00%
Access and Facilities			1	27	108		136	99.26%
Communication			1	10	125		136	99.26%
Costs			1	11	124		136	99.26%
Integrity				14	122		136	100.00%
Assurance				14	122		136	100.00%
Outcome				20	116		136	100.00%
CHECK PAYMENT								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				20	183		203	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness			1	25	177		203	99.51%
Reliability				20	183		203	100.00%
Access and Facilities			1	23	179		203	99.51%
Communication			2	19	182		203	99.01%
Costs				25	89	89	203	100.00%



Integrity				14	189		203	100.00%
Assurance				28	175		203	100.00%
Outcome				25	178		203	100.00%
Overall	0	0	4	179	1352	89	1624	99.74%



15. Budget Office

January to June 2024

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
PREPARATION OF OBLIGATION REQUEST AND STATUS	5	5
PREPARATION OF BUDGET UTILIZATION REQUEST AND STATUS	20	20
TOTAL	25	25

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	23	92.00%
CC1. I know what a CC is, but I did NOT see this office's CC	2	8.00%
CC1. I learned of the CC only when I saw this office's CC		
CC1. I do not know what a CC is, and I did not see one in this office		
CC2. Easy to see	23	92.00%
CC2. Somewhat easy to see		
CC2. Difficult to see		
CC2. Not visible at all	2	8.00%
CC2. N/A		
CC3. Helped very much	23	92.00%
CC3. Somewhat helped	2	8.00%
CC3. Did not help		
CC3. N/A		

SQD OVERALL

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				7	18		25	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness			1	7	17		25	96.00%
Reliability				9	16		25	100.00%
Access and Facilities			1	6	18		25	96.00%
Communication				8	17		25	100.00%
Costs						25	25	N/A
Integrity				7	18		25	100.00%
Assurance				8	17		25	100.00%
Outcome				7	18		25	100.00%
Overall	0	0	2	52	121	25	200	98.86%



PREPARATION OF OBLIGATION REQUEST AND STATUS (ORS)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				1	4		5	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness			1	1	3		5	80.00%
Reliability				2	3		5	100.00%
Access and Facilities			1	1	3		5	80.00%
Communication				2	3		5	100.00%
Costs						5	5	N/A
Integrity				1	4		5	100.00%
Assurance				1	4		5	100.00%
Outcome				1	4		5	100.00%
Overall	0	0	2	9	24	5	40	94.29%

PREPARATION OF BUDGET UTILIZATION REQUEST AND STATUS (BURS)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				6	14		20	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				6	14		20	100.00%
Reliability				7	13		20	100.00%
Access and Facilities				5	15		20	100.00%
Communication				6	14		20	100.00%
Costs						20	20	N/A
Integrity				6	14		20	100.00%
Assurance				7	13		20	100.00%
Outcome				6	14		20	100.00%
Overall	0	0	0	43	97	20	160	100.00%



July to December 2024

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
PREPARATION OF OBLIGATION REQUEST AND STATUS	15	15
PREPARATION OF BUDGET UTILIZATION REQUEST AND STATUS	12	12
TOTAL	27	27

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	23	85.19%
CC1. I know what a CC is, but I did NOT see this office's CC	2	7.41%
CC1. I learned of the CC only when I saw this office's CC	1	3.70%
CC1. I do not know what a CC is, and I did not see one in this office	1	3.70%
CC2. Easy to see	24	88.89%
CC2. Somewhat easy to see	2	7.41%
CC2. Difficult to see		0.00%
CC2. Not visible at all	1	3.70%
CC2. N/A		
CC3. Helped very much	24	88.89%
CC3. Somewhat helped	2	7.41%
CC3. Did not help		0.00%
CC3. N/A	1	3.70%

SQD OVERALL

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	0	27	0	27	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	1	26	0	27	100.00%
Reliability	0	0	0	1	26	0	27	100.00%
Access and Facilities	0	0	0	2	25	0	27	100.00%
Communication	0	0	0	1	26	0	27	100.00%
Costs	0	0	0	0	0	27	27	n/a
Integrity	0	0	0	0	27	0	27	100.00%
Assurance	0	0	0	1	26	0	27	100.00%
Outcome	0	0	0	1	26	0	27	100.00%
Overall	0	0	0	7	182	27	216	100.00%

PREPARATION OF OBLIGATION REQUEST AND STATUS (ORS)								
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Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					15		15	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					15		15	100.00%
Reliability					15		15	100.00%
Access and Facilities				1	14		15	100.00%
Communication					15		15	100.00%
Costs						15	15	N/A
Integrity					15		15	100.00%
Assurance				1	14		15	100.00%
Outcome					15		15	100.00%
Overall	0	0	0	2	103	15	120	100.00%

PREPARATION OF BUDGET UTILIZATION REQUEST AND STATUS (BURS)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					12		12	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				1	11		12	100.00%
Reliability				1	11		12	100.00%
Access and Facilities				1	11		12	100.00%
Communication				1	11		12	100.00%
Costs						12	12	N/A
Integrity					12		12	100.00%
Assurance					12		12	100.00%
Outcome				1	11		12	100.00%
Overall	0	0	0	5	79	12	96	100.00%



16. Human Resource Management Office

January to June 2024

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
ISSUANCE OF HUMAN RESOURCE-RELATED RECORDS AND CERTIFICATION (WALK-IN)	195	377
ISSUANCE OF HUMAN RESOURCE-RELATED RECORDS AND CERTIFICATION (ONLINE)	255	759
TOTAL	450	1136

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	344	76.44%
CC1. I know what a CC is, but I did NOT see this office's CC	88	19.56%
CC1. I learned of the CC only when I saw this office's CC	18	4.00%
CC1. I do not know what a CC is, and I did not see one in this office	0	0.00%
CC2. Easy to see	450	100.00%
CC2. Somewhat easy to see	0	0.00%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	0	0.00%
CC3. Helped very much	450	100.00%
CC3. Somewhat helped	0	0.00%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%

SQD OVERALL

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	1	95	354	0	450	99.78%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	1	0	6	98	345	0	450	98.44%
Reliability	0	0	1	94	355	0	450	99.78%
Access and Facilities	0	0	1	97	352	0	450	99.78%
Communication	0	0	12	107	330	1	450	97.33%
Costs	0	0	5	98	305	42	450	98.77%
Integrity	0	0	1	93	356	0	450	99.78%
Assurance	0	0	1	97	352	0	450	99.78%
Outcome	0	0	1	100	349	0	450	99.78%
Overall	1	0	28	784	2744	43	3600	99.18%



ISSUANCE OF HUMAN RESOURCE-RELATED RECORDS AND CERTIFICATION (WALK-IN)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	1	60	134	0	195	99.49%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	1	0	6	56	132	0	195	96.41%
Reliability	0	0	1	55	139	0	195	99.49%
Access and Facilities	0	0	1	56	138	0	195	99.49%
Communication	0	0	10	69	116	0	195	94.87%
Costs	0	0	4	58	116	17	195	97.75%
Integrity	0	0	1	55	139	0	195	99.49%
Assurance	0	0	1	56	138	0	195	99.49%
Outcome	0	0	1	59	135	0	195	99.49%
Overall	1	0	25	464	1053	17	1560	98.31%
ISSUANCE OF HUMAN RESOURCE-RELATED RECORDS AND CERTIFICATION (ONLINE)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	35	220	0	255	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	42	213	0	255	100.00%
Reliability	0	0	0	39	216	0	255	100.00%
Access and Facilities	0	0	0	41	214	0	255	100.00%
Communication	0	0	2	38	214	1	255	99.21%
Costs	0	0	1	40	189	25	255	99.57%
Integrity	0	0	0	38	217	0	255	100.00%
Assurance	0	0	0	41	214	0	255	100.00%
Outcome	0	0	0	41	214	0	255	100.00%
Overall	0	0	3	320	1691	26	2040	99.85%



July to December 2024

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
ISSUANCE OF HUMAN RESOURCE-RELATED RECORDS AND CERTIFICATION (WALK-IN)	89	89
ISSUANCE OF HUMAN RESOURCE-RELATED RECORDS AND CERTIFICATION (ONLINE)	62	62
TOTAL	151	151

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	96	63.58%
CC1. I know what a CC is, but I did NOT see this office's CC	55	36.42%
CC1. I learned of the CC only when I saw this office's CC	0	0.00%
CC1. I do not know what a CC is, and I did not see one in this office	0	0.00%
CC2. Easy to see	151	100.00%
CC2. Somewhat easy to see	0	0.00%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	0	0.00%
CC3. Helped very much	151	100.00%
CC3. Somewhat helped	0	0.00%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%

SQD OVERALL

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	2	0	0	9	140	0	151	98.68%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	2	1	0	8	139	1	151	98.00%
Reliability	1	0	1	8	141	0	151	98.68%
Access and Facilities	3	0	1	10	135	2	151	97.32%
Communication	2	0	1	9	138	1	151	98.00%
Costs	3	0	12	6	101	29	151	87.70%
Integrity	2	0	0	8	139	1	150	98.66%
Assurance	2	0	0	10	138	0	150	98.67%
Outcome	2	0	0	9	139	1	151	98.67%
Overall	17	1	15	68	1070	35	1206	97.18%
ISSUANCE OF HUMAN RESOURCE-RELATED RECORDS AND CERTIFICATION (WALK-IN)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	1	0	0	5	83	0	89	98.88%



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	2	0	0	7	79	1	89	97.73%
Reliability	1	0	1	5	82	0	89	97.75%
Access and Facilities	2	0	1	6	78	2	89	96.55%
Communication	2	0	0	4	83	0	89	97.75%
Costs	0	0	5	1	66	17	89	93.06%
Integrity	1	0	0	3	85	0	89	98.88%
Assurance	1	0	0	8	80	0	89	98.88%
Outcome	1	0	0	2	85	1	89	98.86%
Overall	10	0	7	36	638	21	712	97.54%

ISSUANCE OF HUMAN RESOURCE-RELATED RECORDS AND CERTIFICATION (ONLINE)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	1	0	0	4	57	0	62	98.39%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	1	0	1	60	0	62	98.39%
Reliability	0	0	0	3	59	0	62	100.00%
Access and Facilities	1	0	0	4	57	0	62	98.39%
Communication	0	0	1	5	55	1	62	98.36%
Costs	3	0	7	5	35	12	62	80.00%
Integrity	1	0	0	5	55	1	62	98.36%
Assurance	1	0	0	2	59	0	62	98.39%
Outcome	1	0	0	7	54	0	62	98.39%
Overall	7	1	8	32	434	14	496	96.68%



17. Office of Extension Services

January to June 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
REQUEST FOR TRAINING, COMMUNITY OUTREACH, TECHNICAL ASSISTANCE AND SPECIAL PROJECTS	10	10

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Processing of Project Proposal	4	4

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	12	85.71%
CC1. I know what a CC is, but I did NOT see this office's CC	2	14.29%
CC1. I learned of the CC only when I saw this office's CC		0.00%
CC1. I do not know what a CC is, and I did not see one in this office		0.00%
CC2. Easy to see	10	71.43%
CC2. Somewhat easy to see	3	21.43%
CC2. Difficult to see	1	7.14%
CC2. Not visible at all		0.00%
CC2. N/A		0.00%
CC3. Helped very much	13	92.86%
CC3. Somewhat helped	1	7.14%
CC3. Did not help		0.00%
CC3. N/A		0.00%

SQD OVERALL

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	1	13	0	14	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				1	13		14	100.00%
Reliability				1	13		14	100.00%
Access and Facilities					3	11	14	100.00%
Communication				3	11		14	100.00%
Costs					1	13	14	n/a
Integrity				1	13		14	100.00%



Assurance				1	13		14	100.00%
Outcome				1	13		14	100.00%
Overall	0	0	0	8	80	24	112	100.00%

**REQUEST FOR TRAINING, COMMUNITY OUTREACH, TECHNICAL ASSISTANCE, AND SPECIAL PROJECTS
(EXTERNAL)**

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					10		10	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					10		10	100.00%
Reliability					10		10	100.00%
Access and Facilities					10		10	100.00%
Communication					10		10	100.00%
Costs							0	n/a
Integrity					10		10	100.00%
Assurance					10		10	100.00%
Outcome					10		10	100.00%
Overall	0	0	0	0	70	0	70	100.00%

PROCESSING OF PROJECT PROPOSAL (INTERNAL)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					4		4	#DIV/0!
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					4		4	100.00%
Reliability					4		4	100.00%
Access and Facilities					4		4	100.00%
Communication					4		4	100.00%
Costs							0	n/a
Integrity					4		4	100.00%
Assurance					4		4	100.00%
Outcome					4		4	100.00%
Overall	0	0	0	0	28	0	28	100.00%



July to December 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
REQUEST FOR TRAINING, COMMUNITY OUTREACH, TECHNICAL ASSISTANCE AND SPECIAL PROJECTS	13	13

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Processing of Project Proposal	2	2

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	12	80%
CC1. I know what a CC is, but I did NOT see this office's CC	1	6.67%
CC1. I learned of the CC only when I saw this office's CC	1	6.67%
CC1. I do not know what a CC is, and I did not see one in this office	1	7%
CC2. Easy to see	13	86.67%
CC2. Somewhat easy to see		
CC2. Difficult to see	1	6.67%
CC2. Not visible at all		
CC2. N/A	1	6.67%
CC3. Helped very much	13	86.67%
CC3. Somewhat helped	1	6.67%
CC3. Did not help		
CC3. N/A	1	6.67%

SQD OVERALL

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				1	10	4	15	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	
Responsiveness				1	14		15	100.00%
Reliability				1	14		15	100.00%
Access and Facilities				2	13		15	100.00%
Communication				1	14		15	100.00%
Costs						15	15	n/a
Integrity				2	13		15	100.00%
Assurance				1	14		15	100.00%
Outcome				1	14		15	100.00%
Overall	0	0	0	9	96	15	120	100.00%



REQUEST FOR TRAINING, COMMUNITY OUTREACH, TECHNICAL ASSISTANCE AND SPECIAL PROJECTS (EXTERNAL)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				1	8	4	13	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	
Responsiveness				1	12		13	100.00%
Reliability					13		13	100.00%
Access and Facilities				1	12		13	100.00%
Communication					13		13	100.00%
Costs						13	13	n/a
Integrity				1	12		13	100.00%
Assurance					13		13	100.00%
Outcome					13		13	100.00%
Overall	0	0	0	3	88	13	104	100.00%

PROCESSING OF PROJECT PROPOSAL (INTERNAL)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					2		2	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	
Responsiveness				1	1		2	100.00%
Reliability				1	1		2	100.00%
Access and Facilities				1	1		2	100.00%
Communication				1	1		2	100.00%
Costs						2	2	n/a
Integrity				1	1		2	100.00%
Assurance				1	1		2	100.00%
Outcome				1	1		2	100.00%
Overall	0	0	0	7	7	2	16	100.00%



18. Innovation and Technology Support Services Office
January to June 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Request for Manuscript Similarity Examination	120	120
IP Application	6	6

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	56	44.44%
CC1. I know what a CC is, but I did NOT see this office's CC	17	13.49%
CC1. I learned of the CC only when I saw this office's CC	0	0.00%
CC1. I do not know what a CC is, and I did not see one in this office	53	42.06%
		0.00%
CC2. Easy to see	59	46.83%
CC2. Somewhat easy to see	32	25.40%
CC2. Difficult to see	3	2.38%
CC2. Not visible at all	24	19.05%
CC2. N/A	8	6.35%
		0.00%
CC3. Helped very much	57	45.24%
CC3. Somewhat helped	39	30.95%
CC3. Did not help	25	19.84%
CC3. N/A	5	3.97%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					126		126	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	2	48	76	0	126	98.41%
Reliability	0	0	2	41	83	0	126	98.41%
Access and Facilities	0	0	6	45	75	0	126	95.24%
Communication	0	1	3	50	72	0	126	96.83%
Costs	0	0	3	22	85	16	126	97.27%
Integrity	0	0	2	42	82	0	126	98.41%
Assurance	0	0	7	43	76	0	126	94.44%
Outcome	0	0	5	49	72	0	126	96.03%
Overall	0	1	30	340	621	16	1008	96.88%

ORIGINALITY CHECK								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					120		120	100.00%



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	2	46	72	0	120	98.33%
Reliability	0	0	2	40	78	0	120	98.33%
Access and Facilities	0	0	6	44	70	0	120	95.00%
Communication	0	1	3	47	69	0	120	96.67%
Costs	0	0	2	20	82	16	120	98.08%
Integrity	0	0	2	41	77	0	120	98.33%
Assurance	0	0	7	41	72	0	120	94.17%
Outcome	0	0	5	48	67	0	120	95.83%
Overall	0	1	29	327	587	16	960	96.82%

IP APPLICATION								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					6		6	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	2	4	0	6	100.00%
Reliability	0	0	0	1	5	0	6	100.00%
Access and Facilities	0	0	0	1	5	0	6	100.00%
Communication	0	0	0	3	3	0	6	100.00%
Costs	0	0	1	2	3	0	6	83.33%
Integrity	0	0	0	1	5	0	6	100.00%
Assurance	0	0	0	2	4	0	6	100.00%
Outcome	0	0	0	1	5	0	6	100.00%
Overall	0	0	1	13	34	0	48	97.92%



July to December 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Request for Manuscript Similarity Examination	37	37
IP Application	10	10

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	21	16.67%
CC1. I know what a CC is, but I did NOT see this office's CC	6	4.76%
CC1. I learned of the CC only when I saw this office's CC	2	1.59%
CC1. I do not know what a CC is, and I did not see one in this office	18	14.29%
		0.00%
CC2. Easy to see	21	16.67%
CC2. Somewhat easy to see	6	4.76%
CC2. Difficult to see	2	1.59%
CC2. Not visible at all	0	0.00%
CC2. N/A	18	14.29%
		0.00%
CC3. Helped very much	24	19.05%
CC3. Somewhat helped	6	4.76%
CC3. Did not help	0	0.00%
CC3. N/A	17	13.49%

SQD OVERALL

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0			3	20	23	1	47	93.48%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	1	21	24	1	47	97.83%
Reliability	0	0	0	23	21	3	47	100.00%
Access and Facilities	0	0	2	19	19	7	47	95.00%
Communication	0	0	0	23	22	2	47	100.00%
Costs	0	0	0	8	15	24	47	100.00%
Integrity	0	0	2	21	23	1	47	95.65%
Assurance	0	0	1	18	26	2	47	97.78%
Outcome	0	0	1	16	27	3	47	97.73%
Overall	0	0	7	149	177	43	376	97.90%
ORIGINALITY CHECK								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0			2	15	19	1	37	94.44%



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	1	15	20	1	37	97.22%
Reliability	0	0	0	16	18	3	37	100.00%
Access and Facilities	0	0	2	13	15	7	37	93.33%
Communication	0		0	16	19	2	37	100.00%
Costs	0	0	0	8	5	24	37	100.00%
Integrity	0	0	1	16	19	1	37	97.22%
Assurance	0	0	1	13	21	2	37	97.14%
Outcome	0	0	1	12	21	3	37	97.06%
Overall	0	0	6	109	138	43	296	97.63%

IP APPLICATION								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0			1	5	4		10	90.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	6	4	0	10	100.00%
Reliability	0	0	0	7	3	0	10	100.00%
Access and Facilities	0	0	0	6	4	0	10	100.00%
Communication	0	0	0	7	3	0	10	100.00%
Costs	0	0	0	0	10	0	10	100.00%
Integrity	0	0	1	5	4	0	10	90.00%
Assurance	0	0	0	5	5	0	10	100.00%
Outcome	0	0	0	4	6	0	10	100.00%
Overall	0	0	1	40	39	0	80	98.75%



19. Office of Research Services

January to June 2024

INTERNAL SERVICES	Responses	Total Transactions
Submission of Institutional Research Proposal	14	14

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	14	100%
CC1. I know what a CC is, but I did NOT see this office's CC		0%
CC1. I learned of the CC only when I saw this office's CC		0%
CC1. I do not know what a CC is, and I did not see one in this office		0%
CC2. Easy to see	14	100%
CC2. Somewhat easy to see		0%
CC2. Difficult to see		0%
CC2. Not visible at all		0%
CC2. N/A		0%
CC3. Helped very much	12	86%
CC3. Somewhat helped	2	14%
CC3. Did not help		0%
CC3. N/A		0%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0					14		14	100%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)	0	0	0	0	14	0	14	100%
Reliability (SQD2)	0	0	0	0	14	0	14	100%
Access and Facilities (SQD3)	0	0	0	0	14	0	14	100%
Communication (SQD4)	0	0	0	0	14	0	14	100%
Costs (SQD5)	0	0	0	0		14	14	n/a
Integrity (SQD6)	0	0	0	0	14	0	14	100%
Assurance (SQD7)	0	0	0	0	14	0	14	100%
Outcome (SQD8)	0	0	0	0	14	0	14	100%
Overall	0	0	0	0	98	14	112	100%

July to December 2024

INTERNAL SERVICES	Responses	Total Transactions
Submission of Institutional Research Proposal	9	9



INTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	7	78%
CC1. I know what a CC is, but I did NOT see this office's CC	2	22%
CC1. I learned of the CC only when I saw this office's CC		0%
CC1. I do not know what a CC is, and I did not see one in this office		0%
CC2. Easy to see	9	100%
CC2. Somewhat easy to see		0%
CC2. Difficult to see		0%
CC2. Not visible at all		0%
CC2. N/A		0%
CC3. Helped very much	9	100%
CC3. Somewhat helped		0%
CC3. Did not help		0%
CC3. N/A		0%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0					9		9	100%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)	0	0	0	0	9	0	9	100%
Reliability (SQD2)	0	0	0	0	9	0	9	100%
Access and Facilities (SQD3)	0	0	0	0	9	0	9	100%
Communication (SQD4)	0	0	0	0	9	0	9	100%
Costs (SQD5)	0	0	0	0	0	9	9	N/A
Integrity (SQD6)	0	0	0	0	9	0	9	100%
Assurance (SQD7)	0	0	0	0	9	0	9	100%
Outcome (SQD8)	0	0	0	0	9	0	9	100%
Overall	0	0	0	0	63	9	72	100%



II. COLLEGES

20. COLLEGE OF ADMINISTRATION, BUSINESS, HOSPITALITY, AND ACCOUNTANCY

January to June 2024

EXTERNAL SERVICES	Responses	Total Transactions
Confirmation and Admission of Students	158	158

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	103	65.19%
CC1. I know what a CC is, but I did NOT see this office's CC	6	3.80%
CC1. I learned of the CC only when I saw this office's CC	22	13.92%
CC1. I do not know what a CC is, and I did not see one in this office	27	17.09%
CC2. Easy to see	97	61.39%
CC2. Somewhat easy to see	31	19.62%
CC2. Difficult to see	4	2.53%
CC2. Not visible at all	5	3.16%
CC2. N/A	21	13.29%
CC3. Helped very much	105	66.46%
CC3. Somewhat helped	26	16.46%
CC3. Did not help	2	1.27%
CC3. N/A	25	15.82%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0				40	118		158	100%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				41	115	2	158	100%
Reliability				44	114		158	100%
Access and Facilities				42	103	13	158	100%
Communication				44	114		158	100%
Costs				28	70	60	158	0.00
Integrity				41	117		158	100%
Assurance				40	118		158	100%
Outcome				39	119		158	100%
Overall	0	0	0	319	870	75	1264	100%



July to December 2024

EXTERNAL SERVICES	Responses	Total Transactions
Confirmation and Admission of Students	171	171

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	169	98.83
CC1. I know what a CC is, but I did NOT see this office's CC	0	
CC1. I learned of the CC only when I saw this office's CC	2	1.17%
CC1. I do not know what a CC is, and I did not see one in this office	0	
CC2. Easy to see	166	97.08%
CC2. Somewhat easy to see	5	2.92%
CC2. Difficult to see	0	
CC2. Not visible at all	0	
CC2. N/A	0	
CC3. Helped very much	168	98.25%
CC3. Somewhat helped	3	1.75%
CC3. Did not help	0	
CC3. N/A	0	

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQDO				10	161		158	100%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				23	148		171	100%
Reliability				19	152		171	100%
Access and Facilities					3	168	171	100%
Communication				34	137		171	100%
Costs						171	171	0.00
Integrity				13	158		171	100%
Assurance				21	150		171	100%
Outcome				24	147		171	100%
Overall	0	0	0	134	895	339	1368	100%



21. College of Agriculture

January to June 2024

EXTERNAL SERVICES	Responses	Total Transactions
Confirmation and Admission of Students	37	37

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	19	51.35%
CC1. I know what a CC is, but I did NOT see this office's CC	6	16.22%
CC1. I learned of the CC only when I saw this office's CC	8	21.62%
CC1. I do not know what a CC is, and I did not see one in this office	4	10.81%
	37	
CC2. Easy to see	21	56.74%
CC2. Somewhat easy to see	13	35.14%
CC2. Difficult to see	0	0
CC2. Not visible at all	2	5.41%
CC2. N/A	1	2.71%
	37	
CC3. Helped very much	29	78.38%
CC3. Somewhat helped	6	16.22%
CC3. Did not help	0	0
CC3. N/A	2	5.40%
	37	

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQDO	1	0	0	16	20	0	37	97.30%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	1	3	0	18	15	0	37	89.19%
Reliability	1	0	0	11	25	0	37	97.30%
Access and Facilities	1	0	0	11	25	0	37	97.30%
Communication	1	0	0	12	21	3	37	97.06%
Costs	1	0	1	11	16	8	37	93.10%
Integrity	2	0	1	7	27	0	37	91.89%
Assurance	2	0	0	9	26	0	37	94.59%
Outcome	2	0	0	10	25	0	37	94.59%
Overall	11	3	2	89	180	11	296	94.39%



July to December 2024

EXTERNAL SERVICES	Responses	Total Transactions
Confirmation and Admission of Students	74	74

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	73	98.65%
CC1. I know what a CC is, but I did NOT see this office's CC	0	0
CC1. I learned of the CC only when I saw this office's CC	1	1.35%
CC1. I do not know what a CC is, and I did not see one in this office	0	0
	74	
CC2. Easy to see	74	100%
CC2. Somewhat easy to see	0	0
CC2. Difficult to see	0	0
CC2. Not visible at all	0	0
CC2. N/A	0	0
	74	
CC3. Helped very much	74	100%
CC3. Somewhat helped	0	0
CC3. Did not help	0	0
CC3. N/A	0	0
	74	

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	5	6	14	49	0	74	85.14%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	2	3	17	52	0	74	93.24%
Reliability	0	3	5	20	46	0	74	89.19%
Access and Facilities	0	3	3	20	48	0	74	91.89%
Communication	0	2	4	21	47	0	74	91.89%
Costs	0	3	3	17	51	0	74	91.89%
Integrity	0	1	2	19	52	0	74	95.95%
Assurance	0	4	2	18	50	0	74	91.89%
Outcome	0	2	0	20	52	0	74	97.30%
Overall	0	20	22	152	398	0	592	92.91%



22. College of Allied Medicine

January to June 2024

EXTERNAL SERVICES	Responses	Total Transactions
Confirmation and Admission of Students	186	186

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	130	69.90%
CC1. I know what a CC is, but I did NOT see this office's CC	16	8.60%
CC1. I learned of the CC only when I saw this office's CC	30	16.13%
CC1. I do not know what a CC is, and I did not see one in this office	10	5.37%
CC2. Easy to see	152	81.72%
CC2. Somewhat easy to see	18	9.68%
CC2. Difficult to see	2	1.08%
CC2. Not visible at all	2	1.08%
CC2. N/A	12	6.45%
CC3. Helped very much	162	87.10%
CC3. Somewhat helped	14	7.53%
CC3. Did not help	2	1.08%
CC3. N/A	8	4.30%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	1	10	30	132	13	186	93.64%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	1	13	23	135	14	186	91.86%
Reliability	1	0	12	26	134	13	186	92.49%
Access and Facilities	0	1	9	21	140	15	186	94.15%
Communication	1	0	14	30	127	14	186	91.28%
Costs	0	2	13	22	110	39	186	89.80%
Integrity	0	0	12	26	135	13	186	93.06%
Assurance	0	1	8	21	143	13	186	94.80%
Outcome	0	1	7	19	145	14	186	95.35%
Overall	2	6	88	188	1069	135	1488	92.90%



July to December 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	95	95

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	49	51.58%
CC1. I know what a CC is, but I did NOT see this office's CC	22	23.16%
CC1. I learned of the CC only when I saw this office's CC	11	11.58%
CC1. I do not know what a CC is, and I did not see one in this office	13	13.68%
	95	
CC2. Easy to see	36	37.89%
CC2. Somewhat easy to see	38	40.00%
CC2. Difficult to see	6	6.32%
CC2. Not visible at all	1	1.05%
CC2. N/A	14	14.74%
	95	
CC3. Helped very much	48	50.53%
CC3. Somewhat helped	34	35.79%
CC3. Did not help	0	0.00%
CC3. N/A	13	13.68%
	95	

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	1	6	51	33	4	95	92.31%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	8	54	28	5	95	91.11%
Reliability	0	0	7	52	32	4	95	92.31%
Access and Facilities	0	0	7	49	34	5	95	92.22%
Communication	0	0	7	55	29	4	95	92.31%
Costs	0	0	0	0	0	95	95	
Integrity	0	0	8	52	30	5	95	91.11%
Assurance	0	0	9	50	32	4	95	90.11%
Outcome	0	0	9	49	33	4	95	90.11%
Overall	0	0	65	403	245	47	760	91.45%



23. College of Arts and Sciences
January to June 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	324	324

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	171	52.78%
CC1. I know what a CC is, but I did NOT see this office's CC	47	14.51%
CC1. I learned of the CC only when I saw this office's CC	22	6.79%
CC1. I do not know what a CC is, and I did not see one in this office	84	25.93%
CC2. Easy to see	161	49.69%
CC2. Somewhat easy to see	56	17.28%
CC2. Difficult to see	19	5.86%
CC2. Not visible at all	10	3.09%
CC2. N/A	78	24.07%
CC3. Helped very much	169	52.16%
CC3. Somewhat helped	58	17.90%
CC3. Did not help	15	4.63%
CC3. N/A	82	25.31%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	14	207	103	0	324	95.68%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	14	121	189	0	324	95.68%
Reliability	0	1	11	124	188	0	324	96.3%
Access and Facilities	0	2	17	123	182	0	324	94.14%
Communication	0	1	10	133	180	0	324	96.6%
Costs	0	0	0	0	0	324	324	0
Integrity	0	1	9	112	199	3	324	95.11%
Assurance	0	0	13	102	206	3	324	94.19%
Outcome	0	1	10	104	206	3	324	94.8%
Overall	0	6	84	819	1350	9	2268	95.26



July to December 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	284	284

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	186	65.49%
CC1. I know what a CC is, but I did NOT see this office's CC	23	8.10%
CC1. I learned of the CC only when I saw this office's CC	37	13.03%
CC1. I do not know what a CC is, and I did not see one in this office	38	13.38%
CC2. Easy to see	171	60.21%
CC2. Somewhat easy to see	57	20.07%
CC2. Difficult to see	8	2.82%
CC2. Not visible at all	10	3.52%
CC2. N/A	38	13.38%
CC3. Helped very much	191	67.25%
CC3. Somewhat helped	51	17.96%
CC3. Did not help	4	1.41%
CC3. N/A	38	13.38%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	11	241	32	0	284	96.13%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	3	0	12	130	139	0	284	94.72%
Reliability	2	1	6	112	163	0	284	96.83%
Access and Facilities	2	1	11	90	180	0	284	95.07%
Communication	2	0	12	96	174	0	284	95.07%
Costs	0	0	0	0	0	284	284	0
Integrity	2	0	10	93	179	0	284	95.77%
Assurance	2	0	8	97	177	0	284	96.48%
Outcome	2	0	8	93	181	0	284	96.48%
Overall	15	2	67	711	1193	0	1988	95.77%



24. College of Engineering

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	260	260

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	141	54.23%
CC1. I know what a CC is, but I did NOT see this office's CC	12	4.62%
CC1. I learned of the CC only when I saw this office's CC	76	29.23%
CC1. I do not know what a CC is, and I did not see one in this office	31	11.92%
CC2. Easy to see	156	60.00%
CC2. Somewhat easy to see	77	29.62%
CC2. Difficult to see	8	3.08%
CC2. Not visible at all	3	1.15%
CC2. N/A	16	6.15%
CC3. Helped very much	173	66.54%
CC3. Somewhat helped	68	26.15%
CC3. Did not help	0	0.00%
CC3. N/A	19	7.31%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0			2	73	185		260	99.23%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness			5	83	171	1	260	98.07%
Reliability			4	69	187	0	260	98.46%
Access and Facilities			3	71	176	10	260	98.80%
Communication			6	75	173	6	260	97.64%
Costs			0	0	0	260	260	n/a
Integrity			4	87	169	0	260	98.46%
Assurance			3	62	195	0	260	98.85%
Outcome			5	72	183	0	260	98.08%
Overall	0	0	30	519	1254	277	2080	98.34%



25. College of Industrial Technology

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	20	20

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	16	80%
CC1. I know what a CC is, but I did NOT see this office's CC	0	0%
CC1. I learned of the CC only when I saw this office's CC	3	15%
CC1. I do not know what a CC is, and I did not see one in this office	1	5%
CC2. Easy to see	15	75%
CC2. Somewhat easy to see	1	5%
CC2. Difficult to see	1	5%
CC2. Not visible at all	0	0%
CC2. N/A	3	15%
CC3. Helped very much	16	80%
CC3. Somewhat helped	2	10%
CC3. Did not help	0	0%
CC3. N/A	2	10%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	2	18	0	20	100.00%
Responsiveness	0	0	0	2	18	0	20	100.00%
Reliability	0	0	0	3	17	0	20	100.00%
Access and Facilities	0	0	0	3	17	0	20	100.00%
Communication	0	0	0	4	16	0	20	100.00%
Costs	0	0	0	2	3	15	20	100.00%
Integrity	0	0	1	1	18	0	20	95.00%
Assurance	0	0	0	1	19	0	20	100.00%
Outcome	0	0	0	1	19	0	20	100.00%
Overall	0	0	1	19	145	15	180	99.39%



26. College of Teachers Education

January to June 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	17	17

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	17	100.00%
CC1. I know what a CC is, but I did NOT see this office's CC	0	
CC1. I learned of the CC only when I saw this office's CC	0	
CC1. I do not know what a CC is, and I did not see one in this office	0	
	17	
CC2. Easy to see	17	100.00%
CC2. Somewhat easy to see	0	
CC2. Difficult to see	0	
CC2. Not visible at all	0	
CC2. N/A	0	
	17	
CC3. Helped very much	17	100.00%
CC3. Somewhat helped	0	
CC3. Did not help	0	
CC3. N/A	0	
	17	

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	3	14		17	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				3	14		17	100.00%
Reliability				3	14		17	100.00%
Access and Facilities				4	12		16	100.00%
Communication				6	11		17	100.00%
Costs						17	17	n/a
Integrity				2	15		17	100.00%
Assurance				3	14		17	100.00%
Outcome				2	15		17	100.00%
Overall							135	100%

July to December 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
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Confirmation and Admission of Students	13	13
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CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	10	76.92%
CC1. I know what a CC is, but I did NOT see this office's CC	0	0.00%
CC1. I learned of the CC only when I saw this office's CC	3	23.08%
CC1. I do not know what a CC is, and I did not see one in this office	0	0.00%
	13	
CC2. Easy to see	13	100.00%
CC2. Somewhat easy to see	0	0.00%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	0	0.00%
	13	
CC3. Helped very much	13	100.00%
CC3. Somewhat helped	0	0.00%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%
	13	

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					13		13	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				3	10		13	100.00%
Reliability				1	12		13	100.00%
Access and Facilities				3	10		13	100.00%
Communication				8	5		13	100.00%
Costs						13	13	n/a
Integrity				2	11		13	100.00%
Assurance				4	9		13	100.00%
Outcome				2	11		13	100.00%
Overall							104	100.00%



27. Graduate School

January to June 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	122	122

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	67	54.92%
CC1. I know what a CC is, but I did NOT see this office's CC	10	8.20%
CC1. I learned of the CC only when I saw this office's CC	7	5.74%
CC1. I do not know what a CC is, and I did not see one in this office	38	31.14%
	122	
CC2. Easy to see	66	54.10%
CC2. Somewhat easy to see	16	13.11%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	1	0.08%
CC2. N/A	39	32.71%
	122	
CC3. Helped very much	75	61.48%
CC3. Somewhat helped	10	8.20%
CC3. Did not help	0	0.00%
CC3. N/A	37	30.32%
	122	

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	18	104	0	122	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	1	2	16	100	3	122	97.48%
Reliability	0	0	0	13	109	0	122	100.00%
Access and Facilities	0	0	0	10	103	9	122	100.00%
Communication	0	0	0	19	98	5	122	100.00%
Costs	0	1	0	8	93	20	122	99.02%
Integrity	0	1	0	11	110	0	122	99.18%
Assurance	0	0	0	12	110	0	122	100.00%
Outcome	0	0	0	8	114	0	122	100.00%
Overall							976	99.46%



July to December 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	124	124

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	111	89.52%
CC1. I know what a CC is, but I did NOT see this office's CC	4	3.23%
CC1. I learned of the CC only when I saw this office's CC	5	4.03%
CC1. I do not know what a CC is, and I did not see one in this office	4	3.23%
	124	
CC2. Easy to see	107	86.29%
CC2. Somewhat easy to see	16	12.90%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	1	0.81%
	124	
CC3. Helped very much	115	92.74%
CC3. Somewhat helped	8	6.45%
CC3. Did not help	0	0.00%
CC3. N/A	1	0.81%
	124	

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Response s	Rating
SQD 0	0	0	0	5	119	0	124	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Response s	Rating
Responsiveness	0	0	0	9	115	0	124	100.00%
Reliability	0	0	0	5	119	0	124	100.00%
Access and Facilities	0	0	0	8	114	2	124	100.00%
Communication	0	0	0	10	114	0	124	100.00%
Costs	0	0	0	6	89	29	124	100.00%
Integrity	0	0	0	5	119	0	124	100.00%
Assurance	0	0	0	5	119	0	124	100.00%
Outcome	0	0	0	6	118	0	124	100.00%
Overall							992	100.00%



28. Institute of Human Kinetics

January to June 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	18	18

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	18	100.00%
CC1. I know what a CC is, but I did NOT see this office's CC		0.00%
CC1. I learned of the CC only when I saw this office's CC		0.00%
CC1. I do not know what a CC is, and I did not see one in this office		0.00%
CC2. Easy to see	18	100.00%
CC2. Somewhat easy to see		0.00%
CC2. Difficult to see		0.00%
CC2. Not visible at all		0.00%
CC2. N/A		0.00%
CC3. Helped very much	18	100.00%
CC3. Somewhat helped		0.00%
CC3. Did not help		0.00%
CC3. N/A		0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					18		18	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					18		18	100.00%
Reliability				1	17		18	100.00%
Access and Facilities			1		17		18	94.44%
Communication					18		18	100.00%
Costs						18	18	n/a
Integrity					18		18	100.00%
Assurance					18		18	100.00%
Outcome					18		18	100.00%
Overall	0	0	1	1	124	18	144	99.21%



July to December 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	44	44

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	29	65.91%
CC1. I know what a CC is, but I did NOT see this office's CC	14	31.82%
CC1. I learned of the CC only when I saw this office's CC	0	0.00%
CC1. I do not know what a CC is, and I did not see one in this office	1	2.27%
CC2. Easy to see	30	68.18%
CC2. Somewhat easy to see	14	31.82%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	0	0.00%
CC3. Helped very much	36	81.82%
CC3. Somewhat helped	6	13.64%
CC3. Did not help	0	0.00%
CC3. N/A	2	4.55%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	10	34	0	44	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	1	13	30	0	44	97.73%
Reliability	0	0	0	13	31	0	44	100.00%
Access and Facilities	0	0	0	12	32	0	44	100.00%
Communication	0	0	0	13	31	0	44	100.00%
Costs	0	0	0	0	0	0	0	N/A
Integrity	0	0	0	12	32	0	44	100.00%
Assurance	0	0	1	11	32	0	44	97.73%
Outcome	0	0	0	14	30	0	44	100.00%
Overall	0	0	2	98	252	0	352	99.43%



29. Laboratory School

January to June 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	186	186

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC		0.00%
CC1. I know what a CC is, but I did NOT see this office's CC	8	4.30%
CC1. I learned of the CC only when I saw this office's CC	178	95.70%
CC1. I do not know what a CC is, and I did not see one in this office		0.00%
CC2. Easy to see	19	10.22%
CC2. Somewhat easy to see	167	89.78%
CC2. Difficult to see		0.00%
CC2. Not visible at all		0.00%
CC2. N/A		0.00%
CC3. Helped very much	28	15.05%
CC3. Somewhat helped	158	84.95%
CC3. Did not help		0.00%
CC3. N/A		0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0			4	28	154		186	97.85%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness			8	34	144		186	95.70%
Reliability			7	37	142		186	96.24%
Access and Facilities			6	18	162		186	96.77%
Communication			7	28	151		186	96.24%
Costs							0	n/a
Integrity			9	29	148		186	95.16%
Assurance			6	23	157		186	96.77%
Outcome			3	37	146		186	98.39%
Overall			46	206	1050		1302	96.47%



July to December 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	468	468

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	129	27.56%
CC1. I know what a CC is, but I did NOT see this office's CC		0.00%
CC1. I learned of the CC only when I saw this office's CC	339	72.44%
CC1. I do not know what a CC is, and I did not see one in this office		0.00%
CC2. Easy to see	219	46.79%
CC2. Somewhat easy to see	249	53.21%
CC2. Difficult to see		0.00%
CC2. Not visible at all		0.00%
CC2. N/A		
CC3. Helped very much	120	25.64%
CC3. Somewhat helped	348	74.36%
CC3. Did not help		0.00%
CC3. N/A		0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0			18	183	267		468	96.15%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness			18	293	157		468	96.15%
Reliability			21	268	179		468	95.51%
Access and Facilities			17	289	162		468	96.37%
Communication			6	311	151		468	98.72%
Costs							0	n/a
Integrity			12	274	182		468	97.44%
Assurance			16	287	165		468	96.58%
Outcome			13	323	132		468	97.22%
Overall			103	2045	1128		3276	96.86%



III. Satellite

30. SLSU Alabat

January to June 2024

EXTERNAL SERVICES	Responses	Total Transactions
Confirmation and Admission of Students	1	1
Request for Issuance of Certification	18	18
Request for Issuance of Transcript of Records (TOR)	1	1

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	5	25.00%
CC1. I know what a CC is, but I did NOT see this office's CC	4	20.00%
CC1. I learned of the CC only when I saw this office's CC	0	0.00%
CC1. I do not know what a CC is, and I did not see one in this office	11	55.00%
Total Response	20	100.00%
CC2. Easy to see	5	25.00%
CC2. Somewhat easy to see	1	5.00%
CC2. Difficult to see	1	5.00%
CC2. Not visible at all	1	5.00%
CC2. N/A	12	60.00%
Total Response	20	100.00%
CC3. Helped very much	5	25.00%
CC3. Somewhat helped	1	5.00%
CC3. Did not help	0	0.00%
CC3. N/A	14	70.00%
Total Response	20	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0				6	14		20	100%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				11	9		20	100%
Reliability			1	8	10	1	20	94.74%
Access and Facilities				9	10	1	20	100%
Communication				10	9	1	20	100%
Costs				11	7	2	20	100%
Integrity				9	11		20	100%
Assurance				6	14		20	100%
Outcome				8	12		20	100%
Overall	0	0	1	72	82	5	160	99.35%



July to December

EXTERNAL SERVICES	Responses	Total Transactions
Confirmation and Admission of Students	40	40

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	26	65.00%
CC1. I know what a CC is, but I did NOT see this office's CC	4	10.00%
CC1. I learned of the CC only when I saw this office's CC	8	20.00%
CC1. I do not know what a CC is, and I did not see one in this office	2	5.00%
Total Response	40	100.00%
CC2. Easy to see	27	67.50%
CC2. Somewhat easy to see	9	22.50%
CC2. Difficult to see	2	5.00%
CC2. Not visible at all	1	2.50%
CC2. N/A	1	2.50%
Total Response	40	100.00%
CC3. Helped very much	31	77.50%
CC3. Somewhat helped	7	17.50%
CC3. Did not help		0.00%
CC3. N/A	2	5.00%
Total Response	40	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQDO				15	25		40	100%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness			1	18	20	1	40	97.44%
Reliability				15	25		40	100%
Access and Facilities			1	22	17		40	97.50%
Communication				15	24	1	40	100%
Costs	1			11	10	18	40	95.45%
Integrity				19	20	1	40	100%
Assurance				15	25		40	100%
Outcome				15	25		40	100%
Overall	1	0	2	130	166	21	320	99%



31. SLSU Catanauan

January to June 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	420	420
Request for Issuance of Transcript of Records (TOR)	25	25
Request for Issuance of Certificate of Authentication/Verification (CAV)	0	0
Authentication of Diploma/TOR/Registration Form	10	10
Request for a Copy of Good Moral Certificate	2	2
	457	457

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	404	88.40%
CC1. I know what a CC is, but I did NOT see this office's CC	9	1.97%
CC1. I learned of the CC only when I saw this office's CC	29	6.35%
CC1. I do not know what a CC is, and I did not see one in this office	15	3.28%
	457	
CC2. Easy to see	418	91.47%
CC2. Somewhat easy to see	29	6.35%
CC2. Difficult to see	10	2.19%
CC2. Not visible at all	0	0.00%
CC2. N/A	0	0.00%
	457	
CC3. Helped very much	363	79.43%
CC3. Somewhat helped	45	9.85%
CC3. Did not help	9	1.97%
CC3. N/A	40	8.75%
	457	

OVERALL SQD

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	12	50	140	255	0	457	86.43%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	40	155	250	12	457	91.01%
Reliability	0	0	13	172	267	5	457	97.12%
Access and Facilities	0	0	16	112	325	4	457	96.47%
Communication	0	0	12	78	367	0	457	97.37%
Costs	0	0	8	135	310	4	457	98.23%
Integrity	0	0	4	148	305	0	457	99.12%
Assurance	0	0	10	101	346	0	457	97.81%



Outcome	0	0	7	65	385	0	457	98.47%
Overall			110	966	2555	21	3656	96.86%

20. Confirmation and Admission of Students

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	1	5	85	328	1	420	98.57%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	15	103	302	0	420	96.43%
Reliability	0	0	0	88	326	6	420	100.00%
Access and Facilities	0	0	13	92	315	0	420	96.90%
Communication	0	0	10	60	350	0	420	97.62%
Costs	0	0	9	86	325	0	420	97.86%
Integrity	0	0	4	96	310	10	420	99.02%
Assurance	0	0	6	48	356	10	420	98.54%
Outcome	0	0	6	69	345	0	420	98.57%
Overall			63	642	2629	16	3360	97.82%

21. Request for Issuance of Transcript of Records (TOR)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	4	3	18		25	84.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	2	3	20		25	92.00%
Reliability	0	0	0	5	15	5	25	100.00%
Access and Facilities	0	0	1	2	21		25	92.00%
Communication	0	0	0	5	20		25	100.00%
Costs	0	0	3	4	18		25	88.00%
Integrity	0	0	0	5	20		25	100.00%
Assurance	0	0	0	0	25		25	100.00%
Outcome	0	0	0	0	25		25	100.00%
Overall			6	24	164	5	200	96.41%

23. Authentication of Diploma/TOR/Registration Form

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	0	10		10	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	0	10		10	100.00%
Reliability	0	0	0	0	10		10	100.00%



Access and Facilities	0	0	0	0	10		10	100.00%
Communication	0	0	0	0	10		10	100.00%
Costs	0	0	0	2	8		10	100.00%
Integrity	0	0	0	3	7		10	100.00%
Assurance	0	0	0	1	9		10	100.00%
Outcome	0	0	0	0	10		10	100.00%
Overall				6	74		80	100.00%

24. Request for a Copy of Good Moral Certificate

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0		2		2	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	0	2		2	100.00%
Reliability	0	0	0	0	2		2	100.00%
Access and Facilities	0	0	0	0	2		2	100.00%
Communication	0	0	0	0	2		2	100.00%
Costs	0	0	0	0	2		2	100.00%
Integrity	0	0	0	0	2		2	100.00%
Assurance	0	0	0	0	2		2	100.00%
Outcome	0	0	0	0	2		2	100.00%
Overall					16		16	100.00%

July to December 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	68	68
Request for Issuance of Transcript of Records (TOR)	6	6
Request for Issuance of Certificate of Authentication/Verification (CAV)	5	5
Authentication of Diploma/TOR/Registration Form	3	3
Request for a Copy of Good Moral Certificate	4	4
	86	86

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	55	63.95%
CC1. I know what a CC is, but I did NOT see this office's CC	0	0.00%
CC1. I learned of the CC only when I saw this office's CC	31	36.05%
CC1. I do not know what a CC is, and I did not see one in this office	0	0.00%
	86	
CC2. Easy to see	49	56.98%



CC2. Somewhat easy to see	37	43.02%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	0	0.00%
	86	
CC3. Helped very much	52	60.47%
CC3. Somewhat helped	34	39.53%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%
	86	

SQD OVERALL

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	1	0	34	51		86	98.84%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	1	35	49		85	98.82%
Reliability	0	0	1	28	57		86	98.84%
Access and Facilities	0	2	2	36	46		86	95.35%
Communication	0	0	0	40	46		86	100.00%
Costs	0	0	0	0	0	86	86	n/a
Integrity	0	0	0	28	58		86	100.00%
Assurance	0	1	0	22	63		86	98.84%
Outcome	0	0	0	30	56		86	100.00%
Overall							687	98.84%

20. Confirmation and Admission of Students

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	1	0	27	40		68	98.53%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	28	39		67	100.00%
Reliability	0	0	0	23	45		68	100.00%
Access and Facilities	0	1	2	28	37		68	95.59%
Communication	0	0	0	31	37		68	100.00%
Costs	0	0	0	0	0	68	68	
Integrity	0	0	0	24	44		68	100.00%
Assurance	0	1	0	17	50		68	98.53%
Outcome	0	0	0	24	44		68	100.00%
Overall							543	99.16%



21. Request for Issuance of Transcript of Records (TOR)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	2	4		6	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	1	3	2		6	83.33%
Reliability	0	0	0	2	4		6	100.00%
Access and Facilities	0	0	0	2	4		6	100.00%
Communication	0	0	0	3	3		6	100.00%
Costs	0	0	0	0	0	6	6	N/A
Integrity	0	0	0	2	4		6	100.00%
Assurance	0	0	0	2	4		6	100.00%
Outcome	0	0	0	2	4		6	100.00%
Overall							48	97.62%
22. Request for Issuance of Certificate of Authentication/Verification (CAV)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	2	3		5	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	2	3		5	100.00%
Reliability	0	0	0	2	3		5	100.00%
Access and Facilities	0	0	0	3	2		5	100.00%
Communication	0	0	0	3	2		5	100.00%
Costs	0	0	0	0	0	5	5	
Integrity	0	0	0	2	3		5	100.00%
Assurance	0	0	0	2	3		5	100.00%
Outcome	0	0	0	2	3		5	100.00%
Overall							40	100%
23. Authentication of Diploma/TOR/Registration Form								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	1	2		3	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating



Responsiveness	0	0	0	1	2		3	100.00%
Reliability	0	0	1	0	2		3	66.67%
Access and Facilities	0	0	1	1	1		3	66.67%
Communication	0	0	0	1	2		3	100.00%
Costs	0	0	0	0	0	3	3	
Integrity	0	0	0	0	3		3	100.00%
Assurance	0	0	0	1	2		3	100.00%
Outcome	0	0	0	2	1		3	100.00%
Overall							24	90.48%

24. Request for a Copy of Good Moral Certificate

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	2	2		4	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	1	3		4	100.00%
Reliability	0	0	0	2	2		4	100.00%
Access and Facilities	0	0	0	2	2		4	100.00%
Communication	0	0	0	2	2		4	100.00%
Costs	0	0	0	0	0	4	4	N/A
Integrity	0	0	0	0	4		4	100.00%
Assurance	0	0	0	0	4		4	100.00%
Outcome	0	0	0	0	4		4	100.00%
Overall							32	100%



32. SLSU Gumaca

January to June 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	233	233

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	200	85.84%
CC1. I know what a CC is, but I did NOT see this office's CC	0	0.00%
CC1. I learned of the CC only when I saw this office's CC	33	14.16%
CC1. I do not know what a CC is, and I did not see one in this office	0	0.00%
TOTAL	233	100.00%
CC2. Easy to see	220	94.42%
CC2. Somewhat easy to see	0	0.00%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	13	5.58%
TOTAL	233	100.00%
CC3. Helped very much	223	95.71%
CC3. Somewhat helped	5	2.15%
CC3. Did not help	0	0.00%
CC3. N/A	5	2.15%
TOTAL	233	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	3	4	10	127	89		233	92.70%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	5	3	5	125	95		233	94.42%
Reliability	18	15	6	102	92		233	83.26%
Access and Facilities	2	7	9	129	86		233	92.27%
Communication	3	3	10	130	87		233	93.13%
Costs	1	2	14	141	75		233	92.70%
Integrity	1	1	5	126	100		233	97.00%
Assurance	5	10	7	112	99		233	90.56%
Outcome	1	1	7	104	120		233	96.14%
Overall	36	42	63	969	754	0	1864	92.44%



July to December 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	118	118

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	85	72.03%
CC1. I know what a CC is, but I did NOT see this office's CC	1	0.85%
CC1. I learned of the CC only when I saw this office's CC	23	19.49%
CC1. I do not know what a CC is, and I did not see one in this office	9	7.63%
CC2. Easy to see	77	65.25%
CC2. Somewhat easy to see	30	25.42%
CC2. Difficult to see	2	1.69%
CC2. Not visible at all	1	0.85%
CC2. N/A	8	6.78%
CC3. Helped very much	89	75.42%
CC3. Somewhat helped	20	16.95%
CC3. Did not help	0	0.00%
CC3. N/A	9	7.63%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0			5	60	53		118	95.76%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness		1	4	67	46		118	95.76%
Reliability			1	53	64		118	99.15%
Access and Facilities			2	64	50	2	118	98.28%
Communication			2	66	49	1	118	98.29%
Costs		1	4	58	47	8	118	95.45%
Integrity			3	56	59		118	97.46%
Assurance			2	50	66		118	98.31%
Outcome			1	57	59	1	118	99.15%
Overall	0	2	19	471	440	12	944	97.75%



33. SLSU Infanta

January to June 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	97	112
Request for Issuance of Transcript of Records (TOR)	69	83
Request for Issuance of Certificate of Authentication/Verification (CAV)	83	95
Authentication of Diploma/TOR/Registration Form	36	36
Request for a copy of Good Moral Certificate	20	22
	305	348

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	133	43.61%
CC1. I know what a CC is, but I did NOT see this office's CC	43	14.10%
CC1. I learned of the CC only when I saw this office's CC	119	39.02%
CC1. I do not know what a CC is, and I did not see one in this office	10	3.28%
CC2. Easy to see	156	51.15%
CC2. Somewhat easy to see	127	41.64%
CC2. Difficult to see	11	3.61%
CC2. Not visible at all	1	0.33%
CC2. N/A	10	3.28%
CC3. Helped very much	198	64.92%
CC3. Somewhat helped	95	31.15%
CC3. Did not help	2	0.66%
CC3. N/A	10	3.28%

OVERALL SQD

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	1	97	207	0	305	99.67%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	60	245	0	305	100.00%
Reliability	0	0	1	83	221	0	305	99.67%
Access and Facilities	0	0	0	73	232	0	305	100.00%
Communication	0	0	0	110	195	0	305	100.00%
Costs	0	0	0	39	266	0	305	100.00%
Integrity								n/a
Assurance	0	0	0	39	266	0	305	100.00%



Outcome	0	0	0	31	274	0	305	100.00%
Overall	0	0	1	435	1699	0	2135	99.92%

Confirmation and Admission of Students								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				23	74		97	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				4	93		97	100.00%
Reliability				16	81		97	100.00%
Access and Facilities				11	86		97	100.00%
Communication				4	93		97	100.00%
Costs				2	95		97	100.00%
Integrity				29	68		97	100.00%
Assurance				14	83		97	100.00%
Outcome				1	96		97	100.00%
Overall	0	0	0	81	695	0	776	100.00%

Request for Issuance of Transcript of Records (TOR)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0			1	35	33		69	98.55%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				27	42		69	100.00%
Reliability			1	25	43		69	98.55%
Access and Facilities				41	28		69	100.00%
Communication				13	56		69	100.00%
Costs				18	51		69	100.00%
Integrity				49	20		69	100.00%
Assurance				6	63		69	100.00%
Outcome				23	46		69	100.00%
Overall	0	0	1	202	349	0	552	99.82%

Reques for Issuance of Certificate of Authentication/Verrification (CAV)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				21	62		83	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating



Responsiveness				26	57		83	100.00%
Reliability				36	47		83	100.00%
Access and Facilities				3	80		83	100.00%
Communication				60	23		83	100.00%
Costs				5	78		83	100.00%
Assurance				9	74		83	100.00%
Outcome				5	78		83	100.00%
Overall	0	0	0	144	437	0	581	100.00%

Authentication of Diploma/TOR/Registration Form

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				16	20		36	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				2	34		36	100.00%
Reliability				1	35		36	100.00%
Access and Facilities				11	25		36	100.00%
Communication				29	7		36	100.00%
Costs				13	23		36	100.00%
Integrity				28	8		36	100.00%
Assurance				2	34		36	100.00%
Outcome				1	35		36	100.00%
Overall	0	0	0	87	201	0	288	100.00%

Request for a copy of Good Moral Certificate

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				2	18		20	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				1	19		20	100.00%
Reliability				5	15		20	100.00%
Access and Facilities				7	13		20	100.00%
Communication				4	16		20	100.00%
Costs				1	19		20	100.00%
Integrity				4	16		20	100.00%
Assurance				8	12		20	100.00%
Outcome				1	19		20	100.00%
Overall	0	0	0	31	129	0	160	100.00%



July to December 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	246	246
Request for Issuance of Transcript of Records (TOR)	53	53
Request for Issuance of Certificate of Authentication/Verification (CAV)	13	13
Authentication of Diploma/TOR/Registration Form	21	21
Request for a copy of Good Moral Certificate	40	40
TOTAL	373	373

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	194	63.61%
CC1. I know what a CC is, but I did NOT see this office's CC	5	1.64%
CC1. I learned of the CC only when I saw this office's CC	161	52.79%
CC1. I do not know what a CC is, and I did not see one in this office	13	4.26%
CC2. Easy to see	202	66.23%
CC2. Somewhat easy to see	156	51.15%
CC2. Difficult to see	2	0.66%
CC2. Not visible at all		0.00%
CC2. N/A	13	4.26%
CC3. Helped very much	186	60.98%
CC3. Somewhat helped	174	57.05%
CC3. Did not help		0.00%
CC3. N/A	13	4.26%

Overall SQD

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	55	318	0	373	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	26	347		373	100.00%
Reliability	0	0	0	57	316		373	100.00%
Access and Facilities	0	0	0	167	206		373	100.00%
Communication	0	0	0	24	349		373	100.00%
Costs	0	0	0	82	291		373	100.00%
Integrity	0	0	0	90	283		373	100.00%
Assurance	0	0	0	126	247		373	100.00%
Outcome	0	0	0	126	247		373	100.00%



Overall	0	0	0	698	2286	0	2984	100.00%
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Confirmation and Admission of Students								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				25	221		246	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				21	225		246	100.00%
Reliability				20	226		246	100.00%
Access and Facilities				100	146		246	100.00%
Communication				7	239		246	100.00%
Costs				74	172		246	100.00%
Integrity				70	176		246	100.00%
Assurance				80	166		246	100.00%
Outcome				101	145		246	100.00%
Overall	0	0	0	473	1495	0	1968	100.00%

Request for Issuance of Transcript of Records (TOR)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				12	41		53	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				1	52		53	100.00%
Reliability				9	44		53	100.00%
Access and Facilities				25	28		53	100.00%
Communication				4	49		53	100.00%
Costs				2	51		53	100.00%
Integrity				14	39		53	100.00%
Assurance				30	23		53	100.00%
Outcome				9	44		53	100.00%
Overall	0	0	0	94	330	0	424	100.00%

Reques for Issuance of Certificate of Authentication/Verrification (CAV)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				2	11		13	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				1	12		13	100.00%



Reliability				5	8		13	100.00%
Access and Facilities				1	12		13	100.00%
Communication				4	9		13	100.00%
Costs				4	9		13	100.00%
Integrity				1	12		13	100.00%
Assurance				7	6		13	100.00%
Outcome				12	1		13	100.00%
Overall	0	0	0	35	69	0	104	100.00%

Authentication of Diploma/TOR/Registration Form

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				3	18		21	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				1	20		21	100.00%
Reliability				9	12		21	100.00%
Access and Facilities				5	16		21	100.00%
Communication				3	18		21	100.00%
Costs				1	20		21	100.00%
Integrity				4	17		21	100.00%
Assurance				2	19		21	100.00%
Outcome				2	19		21	100.00%
Overall	0	0	0	27	141	0	168	100.00%

Request for a copy of Good Moral Certificate

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				13	27		40	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				2	38		40	100.00%
Reliability				14	26		40	100.00%
Access and Facilities				36	4		40	100.00%
Communication				6	34		40	100.00%
Costs				1	39		40	100.00%
Integrity				1	39		40	100.00%
Assurance				7	33		40	100.00%
Outcome				2	38		40	100.00%
Overall	0	0	0	69	251	0	320	100.00%



34. SLSU Lucena

January to June 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
20. Confirmation and Admission of Students	367	367
21. Request for Issuance of Transcript of Records (TOR)	80	89
22. Request for Issuance of Certificate of Authentication/Verification (CAV)	8	8
23. Authentication of Diploma/TOR/Registration Form	166	173
24. Request for a Copy of Good Moral Certificate	10	10
	631	647

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	412	65.29%
CC1. I know what a CC is, but I did NOT see this office's CC	18	2.85%
CC1. I learned of the CC only when I saw this office's CC	189	29.95%
CC1. I do not know what a CC is, and I did not see one in this office	12	1.90%
CC2. Easy to see	525	83.20%
CC2. Somewhat easy to see	79	12.52%
CC2. Difficult to see	6	0.95%
CC2. Not visible at all	7	1.11%
CC2. N/A	14	2.22%
CC3. Helped very much	541	85.74%
CC3. Somewhat helped	70	11.09%
CC3. Did not help	13	2.06%
CC3. N/A	7	1.11%

			OVERALL SQD					
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	2	4	7	134	477	7	631	97.92%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	1	4	7	220	392	7	631	98.08%
Reliability	0	4	4	218	400	5	631	98.72%
Access and Facilities	1	2	6	183	422	17	631	98.53%
Communication	2	2	5	191	417	14	631	98.54%
Costs	1	1	3	64	193	369	631	98.09%
Integrity	1	3	15	162	439	11	631	96.94%
Assurance	1	6	6	185	417	16	631	97.89%



Outcome	3	6	10	168	435	9	631	96.95%
Overall	10	28	56	1391	3115	448	5048	97.96%

20. Confirmation and Admission of Students								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	1	2	4	39	318	3	367	98.08%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	2	4	128	229	4	367	98.35%
Reliability	0	2	1	125	236	3	367	99.18%
Access and Facilities	1	1	2	97	258	8	367	98.89%
Communication	1	1	2	117	243	3	367	98.90%
Costs	0	0	0	0	0	367	367	N/A
Integrity	1	3	6	89	261	7	367	97.22%
Assurance	0	5	3	105	244	10	367	97.76%
Outcome	2	4	8	97	249	7	367	96.11%
Overall	5	18	26	758	1720	409	2936	98.06%

21. Request for Issuance of Transcript of Records (TOR)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	1	1	21	57	0	80	97.50%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	1	1	25	53	0	80	97.50%
Reliability	0	1	0	23	56	0	80	98.75%
Access and Facilities	0	1	1	20	54	4	80	97.37%
Communication	0	0	1	18	58	3	80	98.70%
Costs	1	0	1	25	53	0	80	97.50%
Integrity	0	0	1	26	52	1	80	98.73%
Assurance	0	0	1	19	60	0	80	98.75%
Outcome	0	1	0	28	51	0	80	98.75%
Overall	1	4	6	184	437	8	640	98.26%

22. Request for Issuance of Certificate of Authentication/Verification (CAV)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	1	6	1	8	100.00%



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	1	7	0	8	100.00%
Reliability	0	0	0	3	4	1	8	100.00%
Access and Facilities	0	0	1	0	7	0	8	87.50%
Communication	0	0	0	1	6	1	8	100.00%
Costs	0	0	0	2	5	1	8	100.00%
Integrity	0	0	1	1	6	0	8	87.50%
Assurance	0	0	0	1	6	1	8	100.00%
Outcome	0	0	1	0	7	0	8	87.50%
Overall	0	0	3	9	48	4	64	95.00%

23. Authentication of Diploma/TOR/Registration Form

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	1	1	2	70	89	3	166	97.55%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	1	1	2	63	97	2	166	97.56%
Reliability	0	1	3	65	96	1	166	97.58%
Access and Facilities	0	0	2	66	93	5	166	98.76%
Communication	1	1	2	55	100	7	166	97.48%
Costs	0	1	2	36	127	0	166	98.19%
Integrity	0	0	5	45	113	3	166	96.93%
Assurance	1	1	2	59	98	5	166	97.52%
Outcome	1	1	1	41	120	2	166	98.17%
Overall	4	6	19	430	844	25	1328	97.77%

24. Request for a Copy of Good Moral Certificate

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	3	7	0	10	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	3	6	1	10	100.00%
Reliability	0	0	0	2	8	0	10	100.00%
Access and Facilities	0	0	0	0	10	0	10	100.00%
Communication	0	0	0	0	10	0	10	100.00%
Costs	0	0	0	1	8	1	10	100.00%



Integrity	0	0	2	1	7	0	10	80.00%
Assurance	0	0	0	1	9	0	10	100.00%
Outcome	0	0	0	2	8	0	10	100.00%
Overall	0	0	2	10	66	2	80	97.44%



July to December 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
20. Confirmation and Admission of Students	106	106
21. Request for Issuance of Transcript of Records (TOR)	51	51
22. Request for Issuance of Certificate of Authentication/Verification (CAV)	7	7
23. Authentication of Diploma/TOR/Registration Form	180	189
24. Request for a Copy of Good Moral Certificate	22	22
	366	375

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	245	66.94%
CC1. I know what a CC is, but I did NOT see this office's CC	30	8.20%
CC1. I learned of the CC only when I saw this office's CC	76	20.77%
CC1. I do not know what a CC is, and I did not see one in this office	15	4.10%
CC2. Easy to see	261	71.31%
CC2. Somewhat easy to see	65	17.76%
CC2. Difficult to see	13	3.55%
CC2. Not visible at all	10	2.73%
CC2. N/A	17	4.64%
CC3. Helped very much	294	80.33%
CC3. Somewhat helped	42	11.48%
CC3. Did not help	12	3.28%
CC3. N/A	18	4.92%

OVERALL SQD

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	2	4	5	95	252	8	366	96.93%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	3	3	11	90	250	9	366	95.24%
Reliability	2	4	5	93	257	5	366	96.95%
Access and Facilities	1	4	4	90	244	23	366	97.38%
Communication	1	3	3	115	236	8	366	98.04%
Costs	2	4	5	76	165	114	366	95.63%
Integrity	2	4	5	87	255	13	366	96.88%
Assurance	2	3	6	106	233	16	366	96.86%
Outcome	2	2	5	89	263	5	366	97.51%



Overall	15	27	44	746	1903	193	2928	96.86%
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20. Confirmation and Admission of Students

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	1	1	3	8	90	3	106	95.15%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	2	0	5	20	74	5	106	93.07%
Reliability	1	1	3	16	81	4	106	95.10%
Access and Facilities	0	1	1	13	73	18	106	97.73%
Communication	1	0	1	39	62	3	106	98.06%
Costs	0	0	0	0	0	106	106	#DIV/0!
Integrity	1	1	2	13	77	12	106	95.74%
Assurance	1	1	3	32	58	11	106	94.74%
Outcome	1	0	2	18	82	3	106	97.09%
Overall	7	4	17	151	507	162	848	95.92%

21. Request for Issuance of Transcript of Records (TOR)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	1	2	1	17	25	5	51	91.30%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	1	1	1	13	32	3	51	93.75%
Reliability	1	1	1	19	28	1	51	94.00%
Access and Facilities	1	1	2	15	29	3	51	91.67%
Communication	0	1	1	10	38	1	51	96.00%
Costs	1	0	3	12	30	5	51	91.30%
Integrity	1	1	1	21	26	1	51	94.00%
Assurance	1	0	2	20	25	3	51	93.75%
Outcome	1	0	1	17	30	2	51	95.92%
Overall	7	5	12	127	238	19	408	93.83%

22. Request for Issuance of Certificate of Authentication/Verification (CAV)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	2	5	0	7	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating



Responsiveness	0	0	0	0	7	0	7	100.00%
Reliability	0	0	0	0	7	0	7	100.00%
Access and Facilities	0	0	0	2	5	0	7	100.00%
Communication	0	0	0	2	4	1	7	100.00%
Costs	0	0	0	3	3	1	7	100.00%
Integrity	0	0	0	1	6	0	7	100.00%
Assurance	0	0	0	0	7	0	7	100.00%
Outcome	0	0	0	0	7	0	7	100.00%
Overall	0	0	0	8	46	2	56	100.00%

23. Authentication of Diploma/TOR/Registration Form

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	1	1	63	115	0	180	98.89%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	2	4	52	121	1	180	96.65%
Reliability	0	2	0	51	127	0	180	98.89%
Access and Facilities	0	2	0	51	127	0	180	98.89%
Communication	0	2	0	55	121	2	180	98.88%
Costs	1	4	1	53	120	1	180	96.65%
Integrity	0	2	1	48	129	0	180	98.33%
Assurance	0	2	0	47	131	0	180	98.89%
Outcome	0	2	1	51	126	0	180	98.33%
Overall	1	18	7	408	1002	4	1440	98.19%

24. Request for a Copy of Good Moral Certificate

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	5	17	0	22	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	1	5	16	0	22	95.45%
Reliability	0	0	1	7	14	0	22	95.45%
Access and Facilities	0	0	1	9	10	2	22	95.00%
Communication	0	0	1	9	11	1	22	95.24%
Costs	0	0	1	8	12	1	22	95.24%
Integrity	0	0	1	4	17	0	22	95.45%
Assurance	0	0	1	7	12	2	22	95.00%



Outcome	0	0	1	3	18	0	22	95.45%
Overall	0	0	8	52	110	6	176	95.29%



35. SLSU Polilio
January to June 2024

EXTERNAL SERVICES	Responses	Total Transactions
Request for Issuance of Transcript of Records (TOR)	94	94
Request for Issuance of Certificate of Authentication/Verification (CAV)	5	5
Authentication of Diploma/TOR/Registration Form	40	40
Request for a Copy of Good Moral Certificate	4	4
total	143	143

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	143	100%
CC1. I know what a CC is, but I did NOT see this office's CC	0	
CC1. I learned of the CC only when I saw this office's CC	0	
CC1. I do not know what a CC is, and I did not see one in this office	0	
CC2. Easy to see	143	100%
CC2. Somewhat easy to see	0	
CC2. Difficult to see	0	
CC2. Not visible at all	0	
CC2. N/A	0	
CC3. Helped very much	143	100%
CC3. Somewhat helped	0	
CC3. Did not help	0	
CC3. N/A	0	

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	0	0	54	89	0	143	100%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	90	53	0	143	100%
Reliability	0	0	0	80	63	0	143	100%
Access and Facilities	0	0	6	68	69	0	143	95.80%
Communication	0	0	0	71	72	0	143	100%
Costs	0	0	0	53	90	0	143	100%
Integrity	0	0	0	75	68	0	143	100%
Assurance	0	0	0	73	70	0	143	100%
Outcome	0	0	0	74	69	0	143	100%



Overall	0	0	6	584	554	0	1144	99.48%
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Request for Issuance of Transcript of Records								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	0	0	30	64	0	94	100%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	87	7	0	94	100%
Reliability	0	0	0	55	39	0	94	100%
Access and Facilities	0	0	0	59	35	0	94	100%
Communication	0	0	0	50	44	0	94	100%
Costs	0	0	0	35	59	0	94	100%
Integrity	0	0	0	44	50	0	94	100%
Assurance	0	0	0	42	52	0	94	100%
Outcome	0	0	0	29	11	0	40	100%
Overall	0	0	0	401	297	0	698	100%

Request for Issuance of Certificate of Authentication/Verification (CAV)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	0	0	0	5	0	5	100%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	0	5	0	5	100%
Reliability	0	0	0	0	5	0	5	100%
Access and Facilities	0	0	0	1	4	0	5	100%
Communication	0	0	0	0	5	0	5	100%
Costs	0	0	0	0	5	0	5	100%
Integrity	0	0	0	0	5	0	5	100%
Assurance	0	0	0	0	5	0	5	100%
Outcome	0	0	0	0	5	0	5	100%
Overall	0	0	0	1	39	0	40	100%

Authentication of Diploma/TOR/Registration Form								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	0	0	24	16	0	40	100%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating



Responsiveness	0	0	0	1	39	0	40	100%
Reliability	0	0	0	25	15	0	40	100%
Access and Facilities	0	0	6	9	25	0	40	85%
Communication	0	0	0	21	19	0	40	100%
Costs	0	0	0	18	22	0	40	100%
Integrity	0	0	0	31	9	0	40	100%
Assurance	0	0	0	31	9	0	40	100%
Outcome	0	0	0	15	25	0	40	100%
Overall	0	0	6	151	163	0	320	98.13%

Request for a Copy of Good Moral Certificate

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQDO	0	0	0	0	4	0	4	100%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	0	4	0	4	100%
Reliability	0	0	0	0	4	0	4	100%
Access and Facilities	0	0	0	1	3	0	4	100%
Communication	0	0	0	0	4	0	4	100%
Costs	0	0	0	0	4	0	4	100%
Integrity	0	0	0	0	4	0	4	100%
Assurance	0	0	0	0	4	0	4	100%
Outcome	0	0	0	0	4	0	4	100%
Overall	0	0	0	1	31	0	32	100%

July to December 2024

EXTERNAL SERVICES	Responses	Total Transactions
Confirmation and Admission of Students	100	138
Request for Issuance of Transcript of Records (TOR)	50	50
Request for Issuance of Certificate of Authentication/Verification (CAV)	20	20
Authentication of Diploma/TOR/Registration Form	15	15
Request for a Copy of Good Moral Certificate	15	15
TOTAL	200	238

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	180	90%



CC1. I know what a CC is, but I did NOT see this office's CC	20	10%
CC1. I learned of the CC only when I saw this office's CC	0	
CC1. I do not know what a CC is, and I did not see one in this office	0	
CC2. Easy to see	200	
CC2. Somewhat easy to see	0	100%
CC2. Difficult to see	0	
CC2. Not visible at all	0	
CC2. N/A	0	
CC3. Helped very much	200	100%
CC3. Somewhat helped	0	
CC3. Did not help	0	
CC3. N/A	0	

OVERALL SQD

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	0	0	35	165	0	200	100.0%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	5	195	0	200	100.0%
Reliability	0	0	0	12	188	0	200	100.0%
Access and Facilities	0	0	5	15	180	0	200	97.50%
Communication	0	0	0	0	200	0	200	100.0%
Costs	0	0	2	7	191	0	200	99%
Integrity	0	0	0	10	190	0	200	100.0%
Assurance	0	0	0	0	200	0	200	100.0%
Outcome	0	0	0	0	200	0	200	100.0%
Overall	0	0	7	49	1544	0	1600	99.56%

Confirmation and Admissio of Students

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	0	0	17	83	0	100	100%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	2	98	0	100	100%
Reliability	0	0	0	3	97	0	100	100%
Access and Facilities	0	0	1	5	94	0	100	99%
Communication	0	0	0	0	100	0	100	100%



Costs	0	0	1	2	97	0	100	99%
Integrity	0	0	0	2	98	0	100	100%
Assurance	0	0	0	0	100	0	100	100%
Outcome	0	0	0	0	100	0	100	100%
Overall	0	0	2	14	784	0	800	99.75%

Request of Issuance of Transcript of Records (TOR)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQDO	0	0	0	13	37	0	50	100%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	1	49	0	50	100%
Reliability	0	0	0	2	48	0	50	100%
Access and Facilities	0	0	1	2	47	0	50	98%
Communication	0	0	0	0	50	0	50	100%
Costs	0	0	1	1	48	0	50	98%
Integrity	0	0	0	5	45	0	50	100%
Assurance	0	0	0	0	50	0	50	100%
Outcome	0	0	0	0	50	0	50	100%
Overall	0	0	2	11	387	0	400	99.50%

Request of Issuance of Transcript of Certificate of Authentication/Verification (CAV)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQDO	0	0	0	3	17	0	20	100%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	1	19	0	20	100%
Reliability	0	0	0	1	19	0	20	100%
Access and Facilities	0	0	1	3	16	0	20	95%
Communication	0	0	0	0	20	0	20	100%
Costs	0	0	0	2	18	0	20	100%
Integrity	0	0	0	1	19	0	20	100%
Assurance	0	0	0	0	20	0	20	100%
Outcome	0	0	0	0	20	0	20	100%
Overall	0	0	1	8	151	0	160	99.38%



Authentication of Diploma/TOR/Registration Form								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQDO	0	0	0	1	14	0	15	100%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	1	14	0	15	100%
Reliability	0	0	0	2	13	0	15	100%
Access and Facilities	0	0	1	3	11	0	15	93.33%
Communication	0	0	0	0	15	0	15	100%
Costs	0	0	0	1	14	0	15	100%
Integrity	0	0	0	1	14	0	15	100%
Assurance	0	0	0	0	15	0	15	100%
Outcome	0	0	0	0	15	0	15	100%
Overall	0	0	1	8	111	0	120	99.17%
Request for a Copy of Good Moral Certificate								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQDO	0	0	0	1	14	0	15	100%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	0	15	0	15	100%
Reliability	0	0	0	4	11	0	15	100%
Access and Facilities	0	0	1	2	12	0	15	93.33%
Communication	0	0	0	0	15	0	15	100%
Costs	0	0	0	1	14	0	15	100%
Integrity	0	0	0	1	14	0	15	100%
Assurance	0	0	0	0	15	0	15	100%
Outcome	0	0	0	0	15	0	15	100%
Overall	0	0	1	8	111	0	120	99.17%



36. SLSU Tagkawayan

January to June 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	204	204
Request for Issuance of Transcript of Records (TOR)	53	53
Request for Issuance of Certificate of Authentication/Verification (CAV)	4	4
Authentication of Diploma/TOR/Registration Form	13	13
Request for a Copy of Good Moral Certificate	45	45
	319	319

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	307	96.24%
CC1. I know what a CC is, but I did NOT see this office's CC	6	1.88%
CC1. I learned of the CC only when I saw this office's CC	3	0.94%
CC1. I do not know what a CC is, and I did not see one in this office	3	0.94%
CC2. Easy to see	301	94.36%
CC2. Somewhat easy to see	7	2.19%
CC2. Difficult to see		0.00%
CC2. Not visible at all	3	0.94%
CC2. N/A	8	2.51%
CC3. Helped very much	305	95.61%
CC3. Somewhat helped	3	0.94%
CC3. Did not help	4	1.25%
CC3. N/A	7	2.19%

OVERALL SQD

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				20	299		319	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness		1		22	295	1	319	99.69%
Reliability			1	19	299		319	99.69%
Access and Facilities			2	18	298	1	319	99.37%
Communication				25	294		319	100.00%
Costs	NOT APPLICABLE							
Integrity				18	301		319	100.00%
Assurance		1		12	306		319	99.69%



Outcome			1	17	301		319	99.69%
Overall		2	2	131	2094	2	2233	99.73%

20. Confirmation and Admission of Students								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					204		204	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					204		204	100.00%
Reliability					204		204	100.00%
Access and Facilities					204		204	100.00%
Communication					204		204	100.00%
Costs	NOT APPLICABLE							
Integrity					204		204	100.00%
Assurance					204		204	100.00%
Outcome					204		204	100.00%
Overall				0	1428		1428	100.00%

21. Request for Issuance of Transcript of Records (TOR)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				12	41		53	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				9	44		53	100.00%
Reliability			1	6	46		53	98.11%
Access and Facilities			1	8	44		53	98.11%
Communication				9	44		53	100.00%
Costs	NOT APPLICABLE							
Integrity				8	45		53	100.00%
Assurance				6	47		53	100.00%
Outcome				10	43		53	100.00%
Overall			2	56	313		371	99.46%

22. Request for Issuance of Certificate of Authentication/Verification (CAV)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					4		4	100.00%



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					4		4	100.00%
Reliability					4		4	100.00%
Access and Facilities					4		4	100.00%
Communication					4		4	100.00%
Costs	NOT APPLICABLE							
Integrity					4		4	100.00%
Assurance					4		4	100.00%
Outcome					4		4	100.00%
Overall					28		28	100.00%

23. Authentication of Diploma/TOR/Registration Form

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				2	11		13	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				3	10		13	100.00%
Reliability				5	8		13	100.00%
Access and Facilities				1	12		13	100.00%
Communication				3	10		13	100.00%
Costs	NOT APPLICABLE							
Integrity				4	9		13	100.00%
Assurance				3	10		13	100.00%
Outcome				3	10		13	100.00%
Overall				22	69		91	100.00%

24. Request for a Copy of Good Moral Certificate

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				6	39		45	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness		1		10	33	1	45	97.73%
Reliability				8	37		45	100.00%
Access and Facilities			1	9	34	1	45	97.73%
Communication				13	32		45	100.00%
Costs	NOT APPLICABLE							



Integrity				6	39		45	100.00%
Assurance		1		3	41		45	97.78%
Outcome			1	4	40		45	97.78%
Overall		2	2	53	256	2	315	98.72%



July to December 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	366	366
Request for Issuance of Transcript of Records (TOR)	15	15
Request for Issuance of Certificate of Authentication/Verification (CAV)	3	3
Authentication of Diploma/TOR/Registration Form	16	16
Request for a Copy of Good Moral Certificate	13	13
	413	413

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	342	82.81%
CC1. I know what a CC is, but I did NOT see this office's CC	29	7.02%
CC1. I learned of the CC only when I saw this office's CC	30	7.26%
CC1. I do not know what a CC is, and I did not see one in this office	12	2.91%
CC2. Easy to see	350	84.75%
CC2. Somewhat easy to see	52	12.59%
CC2. Difficult to see	8	1.94%
CC2. Not visible at all	3	0.73%
CC2. N/A		0.00%
CC3. Helped very much	369	89.35%
CC3. Somewhat helped	37	8.96%
CC3. Did not help	5	1.21%
CC3. N/A	2	0.48%

OVERALL SQD

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				171	242		413	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				179	234		413	100.00%
Reliability				153	260		413	100.00%
Access and Facilities				156	257		413	100.00%
Communication				159	254		413	100.00%
Costs	NOT APPLICABLE							
Integrity				136	274	3	413	100.00%
Assurance				124	289		413	100.00%
Outcome			1	124	277	11	413	99.75%



Overall			1	1031	1845	14	2891	99.97%
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20. Confirmation and Admission of Students

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				107	259		366	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				132	234		366	100.00%
Reliability				127	239		366	100.00%
Access and Facilities				111	255		366	100.00%
Communication				108	258		366	100.00%
Costs	NOT APPLICABLE							
Integrity				129	237		366	100.00%
Assurance				125	241		366	100.00%
Outcome				114	252		366	100.00%
Overall				846	1716		2562	100.00%

21. Request for Issuance of Transcript of Records (TOR)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					15		15	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					15		15	100.00%
Reliability					15		15	100.00%
Access and Facilities					15		15	100.00%
Communication					15		15	100.00%
Costs	NOT APPLICABLE							
Integrity					15		15	100.00%
Assurance					15		15	100.00%
Outcome					15		15	100.00%
Overall					105		105	100.00%

22. Request for Issuance of Certificate of Authentication/Verification (CAV)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					3		3	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating



Responsiveness					3		3	100.00%
Reliability					3		3	100.00%
Access and Facilities					3		3	100.00%
Communication					3		3	100.00%
Costs	NOT APPLICABLE							
Integrity					3		3	100.00%
Assurance					3		3	100.00%
Outcome					3		3	100.00%
Overall					21		21	100.00%

23. Authentication of Diploma/TOR/Registration Form

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				4	12		16	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					16		16	100.00%
Reliability					16		16	100.00%
Access and Facilities					16		16	100.00%
Communication				1	15		16	100.00%
Costs	NOT APPLICABLE							
Integrity					16		16	100.00%
Assurance				2	14		16	100.00%
Outcome					16		16	100.00%
Overall				3	109		112	100.00%

24. Request for a Copy of Good Moral Certificate

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					13		13	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					13		13	100.00%
Reliability					13		13	100.00%
Access and Facilities					13		13	100.00%
Communication					13		13	100.00%
Costs	NOT APPLICABLE							
Integrity					13		13	100.00%
Assurance					13		13	100.00%



Outcome					13		13	100.00%
Overall					91		91	100.00%



37. SLSU Tayabas
January to June 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
20. Confirmation and Admission of Students	305	305
21. Request for Issuance of Transcript of Records (TOR)	102	102
22. Request for Issuance of Certificate of Authentication/Verification (CAV)	14	14
23. Authentication of Diploma/TOR/Registration Form	35	35
24. Request for a Copy of Good Moral Certificate	41	41
	497	497

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	497	100.00%
CC1. I know what a CC is, but I did NOT see this office's CC	0	0.00%
CC1. I learned of the CC only when I saw this office's CC	0	0.00%
CC1. I do not know what a CC is, and I did not see one in this office	0	0.00%
CC2. Easy to see	497	100.00%
CC2. Somewhat easy to see	0	0.00%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	0	0.00%
CC3. Helped very much	497	100.00%
CC3. Somewhat helped	0	0.00%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%

OVERALL SQD

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	46	451	0	497	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	46	451	0	497	100.00%
Reliability	0	0	0	46	451	0	497	100.00%
Access and Facilities	0	0	0	46	451	0	497	100.00%
Communication	0	0	0	46	451	0	497	100.00%
Costs	0	0	0	46	451	0	497	100.00%
Integrity	0	0	0	46	451	0	497	100.00%
Assurance	0	0	0	46	451	0	497	100.00%
Outcome	0	0	0	46	451	0	497	100.00%
Overall	0	0	0	368	3608	0	3976	100.00%



20. Confirmation and Admission of Students								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	12	293	0	305	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	12	293	0	305	100.00%
Reliability	0	0	0	12	293	0	305	100.00%
Access and Facilities	0	0	0	12	293	0	305	100.00%
Communication	0	0	0	12	293	0	305	100.00%
Costs	0	0	0	12	293	0	305	100.00%
Integrity	0	0	0	12	293	0	305	100.00%
Assurance	0	0	0	12	293	0	305	100.00%
Outcome	0	0	0	12	293	0	305	100.00%
Overall	0	0	0	96	2344	0	2440	100.00%
21. Request for Issuance of Transcript of Records (TOR)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	10	92	0	102	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	10	92	0	102	100.00%
Reliability	0	0	0	10	92	0	102	100.00%
Access and Facilities	0	0	0	10	92	0	102	100.00%
Communication	0	0	0	10	92	0	102	100.00%
Costs	0	0	0	10	92	0	102	100.00%
Integrity	0	0	0	10	92	0	102	100.00%
Assurance	0	0	0	10	92	0	102	100.00%
Outcome	0	0	0	10	92	0	102	100.00%
Overall	0	0	0	80	736	0	816	100.00%
22. Request for Issuance of Certificate of Authentication/Verification (CAV)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	2	12	0	14	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	2	12	0	14	100.00%
Reliability	0	0	0	2	12	0	14	100.00%
Access and Facilities	0	0	0	2	12	0	14	100.00%



Communication	0	0	0	2	12	0	14	100.00%
Costs	0	0	0	2	12	0	14	100.00%
Integrity	0	0	0	2	12	0	14	100.00%
Assurance	0	0	0	2	12	0	14	100.00%
Outcome	0	0	0	2	12	0	14	100.00%
Overall	0	0	0	16	96	0	112	100.00%

23. Authentication of Diploma/TOR/Registration Form

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	10	25	0	35	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	10	25	0	35	100.00%
Reliability	0	0	0	10	25	0	35	100.00%
Access and Facilities	0	0	0	10	25	0	35	100.00%
Communication	0	0	0	10	25	0	35	100.00%
Costs	0	0	0	10	25	0	35	100.00%
Integrity	0	0	0	10	25	0	35	100.00%
Assurance	0	0	0	10	25	0	35	100.00%
Outcome	0	0	0	10	25	0	35	100.00%
Overall	0	0	0	80	200	0	280	100.00%

24. Request for a Copy of Good Moral Certificate

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	10	31	0	41	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	0	10	31	41	100.00%
Reliability	0	0	0	0	10	31	41	100.00%
Access and Facilities	0	0	0	0	10	31	41	100.00%
Communication	0	0	0	0	10	31	41	100.00%
Costs	0	0	0	0	10	31	41	100.00%
Integrity	0	0	0	0	10	31	41	100.00%
Assurance	0	0	0	0	10	31	41	100.00%
Outcome	0	0	0	0	10	31	41	100.00%
Overall	0	0	0	0	80	248	328	100.00%



July to December 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
20. Confirmation and Admission of Students	487	487

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	487	100.00%
CC1. I know what a CC is, but I did NOT see this office's CC	0	0.00%
CC1. I learned of the CC only when I saw this office's CC	0	0.00%
CC1. I do not know what a CC is, and I did not see one in this office	0	0.00%
CC2. Easy to see	487	100.00%
CC2. Somewhat easy to see	0	0.00%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	0	0.00%
CC3. Helped very much	487	100.00%
CC3. Somewhat helped	0	0.00%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	42	445	0	487	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	42	445	0	487	100.00%
Reliability	0	0	0	42	445	0	487	100.00%
Access and Facilities	0	0	0	42	445	0	487	100.00%
Communication	0	0	0	42	445	0	487	100.00%
Costs	0	0	0	42	445	0	487	100.00%
Integrity	0	0	0	42	445	0	487	100.00%
Assurance	0	0	0	42	445	0	487	100.00%
Outcome	0	0	0	42	445	0	487	100.00%
Overall	0	0	0	336	3560	0	3896	100.00%



38. SLSU Tiaong

January to June 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	0	0
Request for Issuance of Transcript of Records (TOR)	84	84
Request for Issuance of Certificate of Authentication/Verification (CAV)	21	21
Authentication of Diploma/TOR/Registration Form	37	37
Request for a Copy of Good Moral Certificate	31	31
	173	173

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	151	87.28%
CC1. I know what a CC is, but I did NOT see this office's CC	0	0.00%
CC1. I learned of the CC only when I saw this office's CC	22	12.72%
CC1. I do not know what a CC is, and I did not see one in this office	0	0.00%
CC2. Easy to see	173	100.00%
CC2. Somewhat easy to see		
CC2. Difficult to see		
CC2. Not visible at all		
CC2. N/A		
CC3. Helped very much	173	100.00%
CC3. Somewhat helped		
CC3. Did not help		
CC3. N/A		

OVERALL SQD

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				2	171		173	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				3	170		173	100.00%
Reliability				4	169		173	100.00%
Access and Facilities				9	164		173	100.00%
Communication				1	172		173	100.00%
Costs				0	173		173	100.00%
Integrity				5	168		173	100.00%



Assurance				0	173		173	100.00%
Outcome				0	173		173	100.00%
Overall				22	1362		1384	100.00%

21. Request for Issuance of Transcript of Records (TOR)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					84		84	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					84		84	100.00%
Reliability				2	82		84	100.00%
Access and Facilities					84		84	100.00%
Communication					84		84	100.00%
Costs					84		84	100.00%
Integrity				5	79		84	100.00%
Assurance					84		84	100.00%
Outcome					84		84	100.00%
Overall				7	665		672	100.00%

22. Request for Issuance of Certificate of Authentication/Verification (CAV)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					21		21	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					21		21	100.00%
Reliability					21		21	100.00%
Access and Facilities					21		21	100.00%
Communication					21		21	100.00%
Costs					21		21	100.00%
Integrity					21		21	100.00%
Assurance					21		21	100.00%
Outcome					21		21	100.00%
Overall					168		168	100.00%

23. Authentication of Diploma/TOR/Registration Form								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				2	35		37	100.00%



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				3	34		37	100.00%
Reliability					37		37	100.00%
Access and Facilities				6	31		37	100.00%
Communication				1	36		37	100.00%
Costs					37		37	100.00%
Integrity					37		37	100.00%
Assurance					37		37	100.00%
Outcome					37		37	100.00%
Overall				10	286		296	100.00%

24. Request for a Copy of Good Moral Certificate

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					31		31	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					31		31	100.00%
Reliability				2	29		31	100.00%
Access and Facilities				3	28		31	100.00%
Communication					31		31	100.00%
Costs					31		31	100.00%
Integrity					31		31	100.00%
Assurance					31		31	100.00%
Outcome					31		31	100.00%
Overall				5	243		248	100.00%



July to December 2024

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	25	25
Request for Issuance of Transcript of Records (TOR)	54	54
Request for Issuance of Certificate of Authentication/Verification (CAV)	5	5
Authentication of Diploma/TOR/Registration Form	30	52
Request for a Copy of Good Moral Certificate	5	8
	119	144

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	110	92.44%
CC1. I know what a CC is, but I did NOT see this office's CC	0	0.00%
CC1. I learned of the CC only when I saw this office's CC	8	6.72%
CC1. I do not know what a CC is, and I did not see one in this office	1	0.84%
CC2. Easy to see	115	96.64%
CC2. Somewhat easy to see	4	3.36%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	0	0.00%
CC3. Helped very much	103	86.55%
CC3. Somewhat helped	16	13.45%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%

Confirmation and Admission of Students								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	14	11	0	25	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	14	11	0	25	100.00%
Reliability	0	0	0	13	12	0	25	100.00%
Access and Facilities	0	0	0	14	11	0	25	100.00%
Communication	0	0	0	13	12	0	25	100.00%
Costs	0	0	0	0	0	25	25	n/a
Integrity	0	0	0	13	12	0	25	100.00%
Assurance	0	0	0	13	12	0	25	100.00%
Outcome	0	0	0	14	11	0	25	100.00%



Overall	0	0	0	94	81	25	200	100.00%
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Request for Issuance of Transcript of Records (TOR)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	29	25	0	54	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	26	28	0	54	100.00%
Reliability	0	0	0	26	28	0	54	100.00%
Access and Facilities	0	0	0	28	26	0	54	100.00%
Communication	0	0	0	26	28	0	54	100.00%
Costs	0	0	0	27	27	0	54	100.00%
Integrity	0	0	0	26	28	0	54	100.00%
Assurance	0	0	0	26	28	0	54	100.00%
Outcome	0	0	0	27	27	0	54	100.00%
Overall	0	0	0	212	220	0	432	100.00%

Request for Issuance of Certificate of Authentication/Verification (CAV)								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	4	1	0	5	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	4	1	0	5	100.00%
Reliability	0	0	0	4	1	0	5	100.00%
Access and Facilities	0	0	0	4	1	0	5	100.00%
Communication	0	0	0	4	1	0	5	100.00%
Costs	0	0	0	4	1	0	5	100.00%
Integrity	0	0	0	4	1	0	5	100.00%
Assurance	0	0	0	4	1	0	5	100.00%
Outcome	0	0	0	4	1	0	5	100.00%
Overall	0	0	0	32	8	0	40	100.00%



Authentication of Diploma/TOR/Registration Form								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	27	20	0	47	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	28	19	0	47	100.00%
Reliability	0	0	0	27	20	0	47	100.00%
Access and Facilities	0	0	0	26	21	0	47	100.00%
Communication	0	0	0	28	19	0	47	100.00%
Costs	0	0	0	27	20	0	47	100.00%
Integrity	0	0	0	28	19	0	47	100.00%
Assurance	0	0	0	27	20	0	47	100.00%
Outcome	0	0	0	26	21	0	47	100.00%
Overall	0	0	0	217	159	0	376	100.00%

Request for a Copy of Good Moral Certificate								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	5	3	0	8	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	5	3	0	8	100.00%
Reliability	0	0	0	5	3	0	8	100.00%
Access and Facilities	0	0	0	5	3	0	8	100.00%
Communication	0	0	0	5	3	0	8	100.00%
Costs	0	0	0	5	3	0	8	100.00%
Integrity	0	0	0	5	3	0	8	100.00%
Assurance	0	0	0	5	3	0	8	100.00%
Outcome	0	0	0	5	3	0	8	100.00%
Overall	0	0	0	40	24	0	64	100.00%

