

DON HONORIO VENTURA STATE UNIVERSITY CITIZEN/CLIENT SATISFACTION REPORT 2020

This report summarizes and highlights the findings of the DHVSU 2020 Citizen/Client Satisfaction Survey. The analysis of this survey report was accomplished by the Quality Management System (QMS) Unit of the University. For this report, QMS unit used two sets of CSS forms (DHVTSU-QSP-ADMINISO-004-F0001-R00 and DHVSU-QSP-ADMINISO-004-F0001-R01) for the period of January-August and September-December, respectively. A total of 1753 surveys were conducted with DHVSU customers.

Coverage	Survey Form	Frequency
January to August 2020	Customer Satisfaction Form <i>(DHVTSU-QSP-ADMINISO-004-F0001-R00)</i>	1,197
September to December 2020	Customer Satisfaction Survey Form <i>(DHVSU-QSP-ADMINISO-004-F0001-R01)</i>	556
TOTAL		1753

The survey addresses client opinions on their experience and satisfaction with DHVSU services. The analysis includes the Net Positive Index (NPI) which provide an indication of the most satisfied versus the least satisfied clients. The NPI is the difference between combined Top Box and Combined Bottom Box responses.

Results of the Citizen/Client Satisfaction Survey for FY 2020

Results of the CSS (January – August, 2020)

Service Quality Dimension	Rating	Description	NPI
1. Timeliness	4.75	Very Satisfied	195
2. Length of Waiting	4.54	Very Satisfied	181
3. Willingness	4.84	Very Satisfied	190
4. Responsiveness	4.81	Very Satisfied	196
5. Overall rating (Personnel/Staff)	4.79	Very Satisfied	196
6. Overall rating (Office/Unit)	4.82	Very Satisfied	196
7. Overall rating (Services)	4.81	Very Satisfied	193
OVERALL SATISFACTION	4.76	Very Satisfied	

The results of the 2020 CSS from January-August shows that the clients of DHVSU were "*very satisfied*" with the services rendered by the personnel of the university. Responsiveness is the highest rated overall category at an NPI of 196, with 96.32% clients choosing the top box. Clients rate their overall satisfaction with the service at an NPI of 193, indicating that 93.32% of the clients choose the top box (*very satisfied* and *satisfied*).



Results of the CSS (September – December, 2020)

Service Quality Dimension	By Critical Service	Overall Service
1. Responsiveness	8.95	9.12
2. Reliability (Quality)	8.97	9.13
3. Access & Facilities	8.73	8.93
4. Communication	8.94	9.10
5. Costs	8.37	8.50
6. Integrity	9.07	9.21
7. Assurance	9.06	9.22
8. Outcome	8.96	9.14
OVERALL SCORE	8.88	9.05
DESCRIPTION	Very Satisfied	Very Satisfied

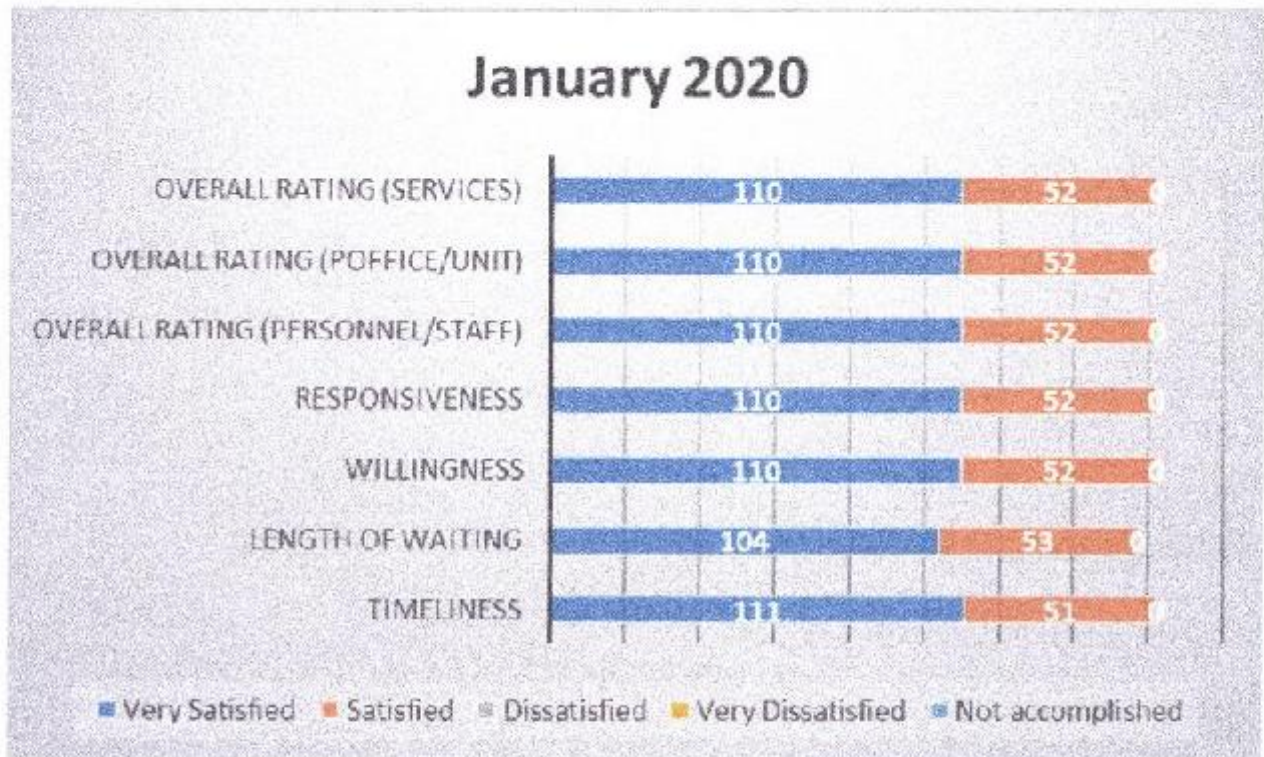


Finally, the last part of each questionnaire asked customers/clients to provide any additional comments or suggestions for improving the service they receive from DHVSU. Out of the 1584 total respondents, all of the comments mentioned positives like "Good Job". "very accommodating", "Thank you".

**SUMMARY OF
CITIZEN/CLIENT
SATISFACTION
SURVEY
REPORT**

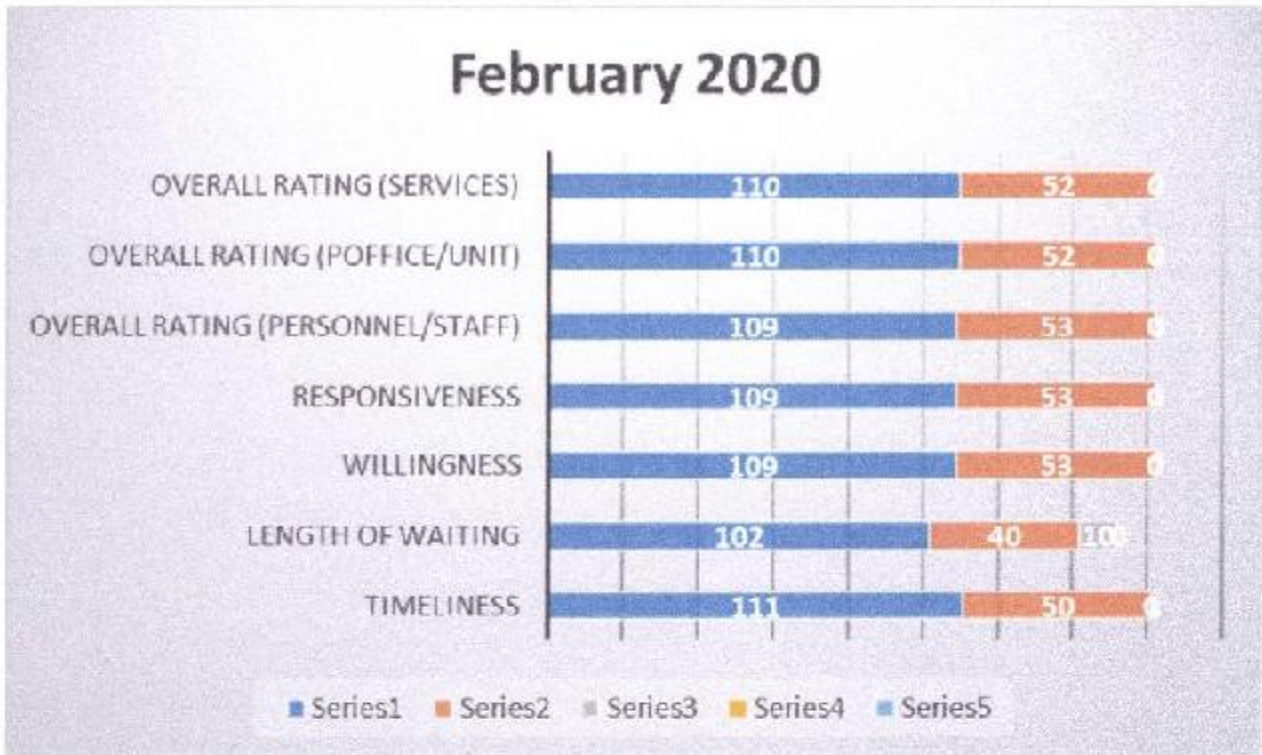
JANUARY 01 - 31, 2020

CUSTOMER SATISFACTION						
		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Not accomplished</i>
1	Timeliness of service	111	51	0	0	0
2	Number of minutes	104	53	0	0	0
3	Personnel's willingness to address the concern	110	52	0	0	0
4	Personnel's responsiveness in resolving the concern	110	52	0	0	0
5	Overall rating of the concerned personnel	110	52	0	0	0
6	Overall rating on the concerned office	110	52	0	0	0
7	Overall rating on the service/s or action/s provided	110	52	0	0	0



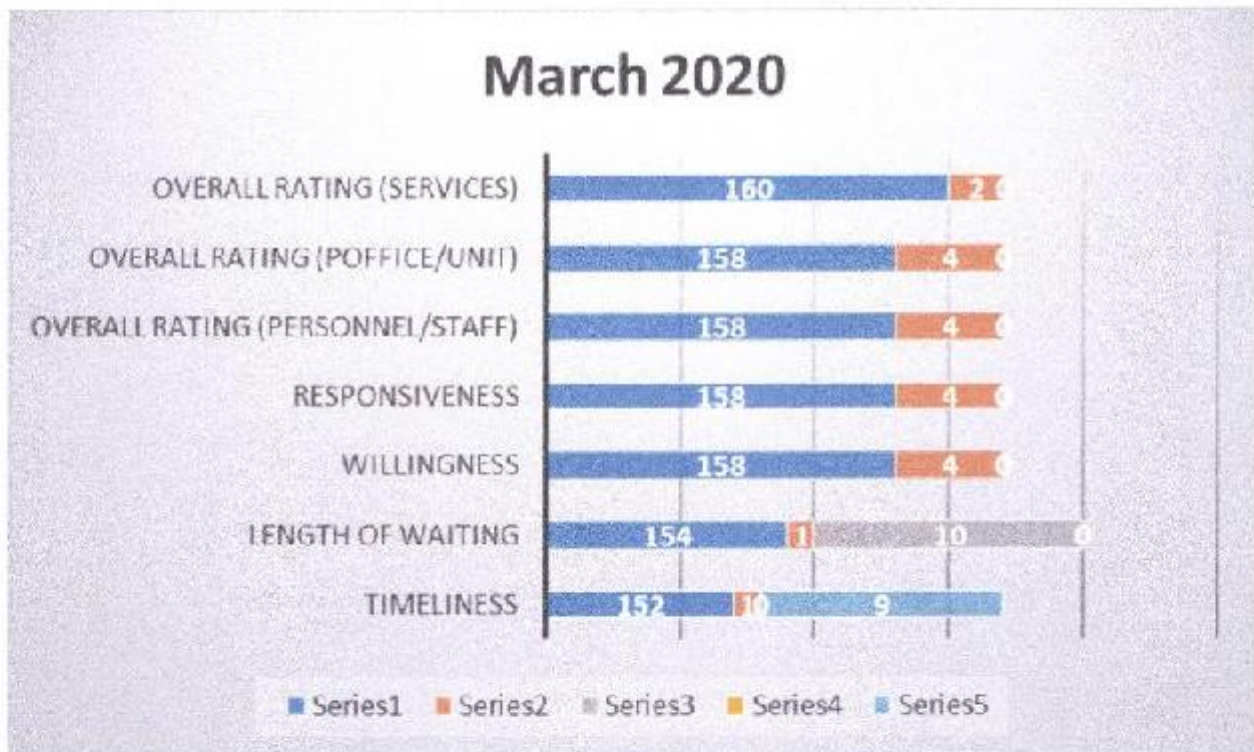
FEBRUARY 01-29, 2020

CUSTOMER SATISFACTION						
		Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not accomplished
1	Timeliness of service	111	50	0	0	1
2	Number of minutes	102	40	10	0	0
3	Personnel's willingness to address the concern	109	53	0	0	0
4	Personnel's responsiveness in resolving the concern	109	53	0	0	0
5	Overall rating of the concerned personnel	109	53	0	0	0
6	Overall rating on the concerned office	110	52	0	0	0
7	Overall rating on the service/s or action/s provided	110	52	0	0	0



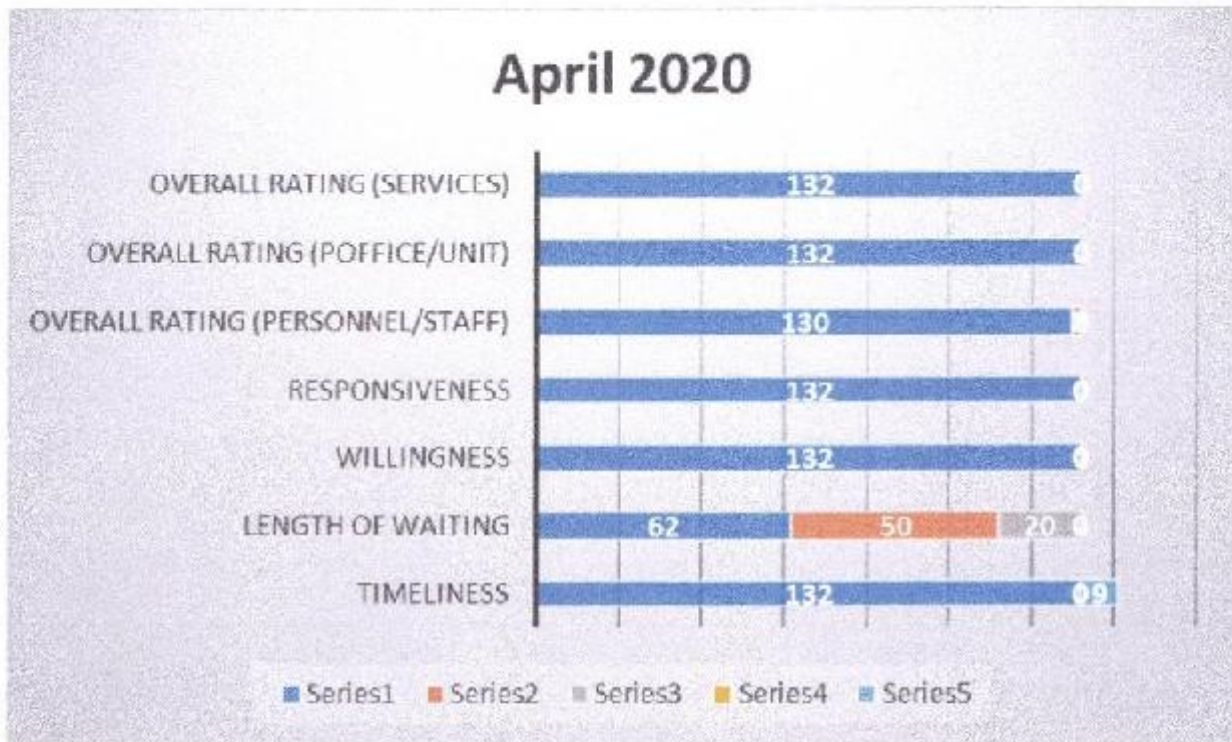
MARCH 01-31, 2020

CUSTOMER SATISFACTION						
		Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not accomplished
1	Timeliness of service	152	1	0	0	9
2	Number of minutes	154	1	0	0	0
3	Personnel's willingness to address the concern	158	4	0	0	0
4	Personnel's responsiveness in resolving the concern	158	4	0	0	0
5	Overall rating of the concerned personnel	158	4	0	0	0
6	Overall rating on the concerned office	158	4	0	0	0
7	Overall rating on the service/s or action/s provided	160	2	0	0	0



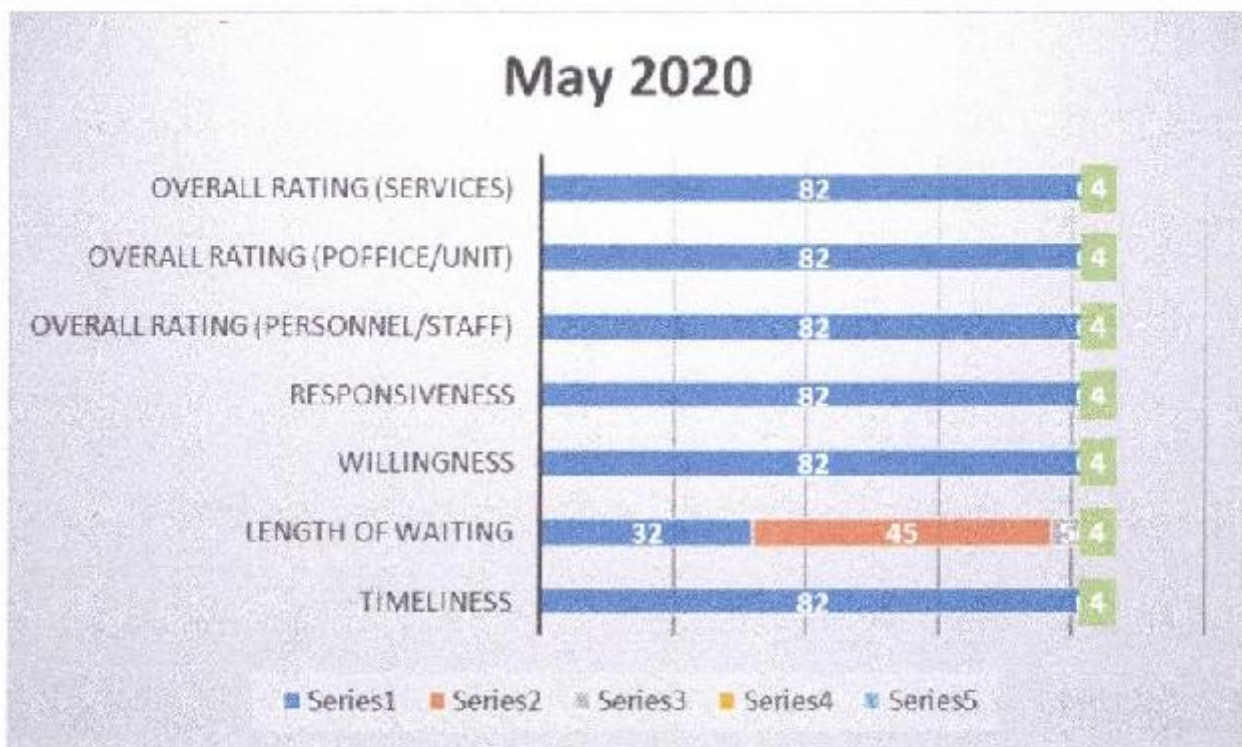
APRIL 01-30, 2020

CUSTOMER SATISFACTION						
		Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not accomplished
1	Timeliness of service	132	0	0	0	0
2	Number of minutes	62	50	20	0	0
3	Personnel's willingness to address the concern	132	0	0	0	0
4	Personnel's responsiveness in resolving the concern	132	0	0	0	0
5	Overall rating of the concerned personnel	130	2	0	0	0
6	Overall rating on the concerned office	132	0	0	0	0
7	Overall rating on the service/s or action/s provided	132	0	0	0	0



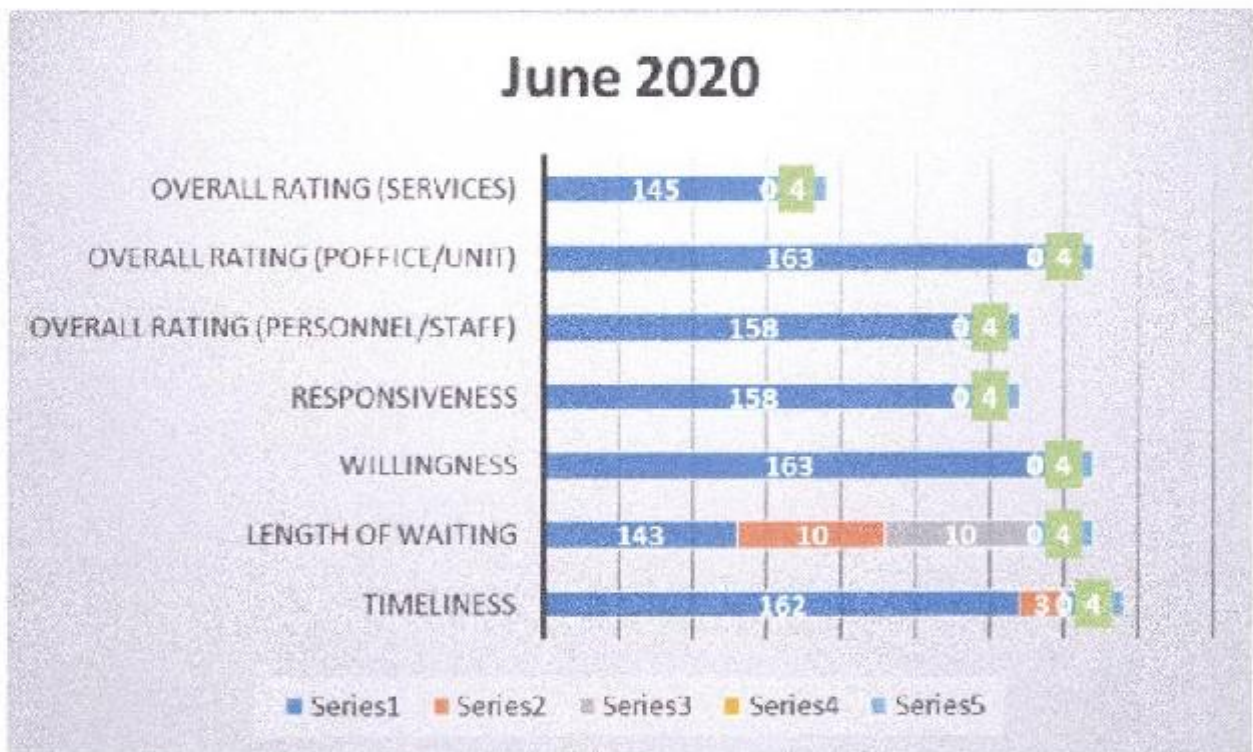
MAY 01-31, 2020

CUSTOMER SATISFACTION						
		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Not accomplished</i>
1	Timeliness of service	82	0	0	0	4
2	Number of minutes	32	45	5	0	4
3	Personnel's willingness to address the concern	82	0	0	0	4
4	Personnel's responsiveness in resolving the concern	82	0	0	0	4
5	Overall rating of the concerned personnel	82	0	0	0	4
6	Overall rating on the concerned office	82	0	0	0	4
7	Overall rating on the service/s or action/s provided	82	0	0	0	4



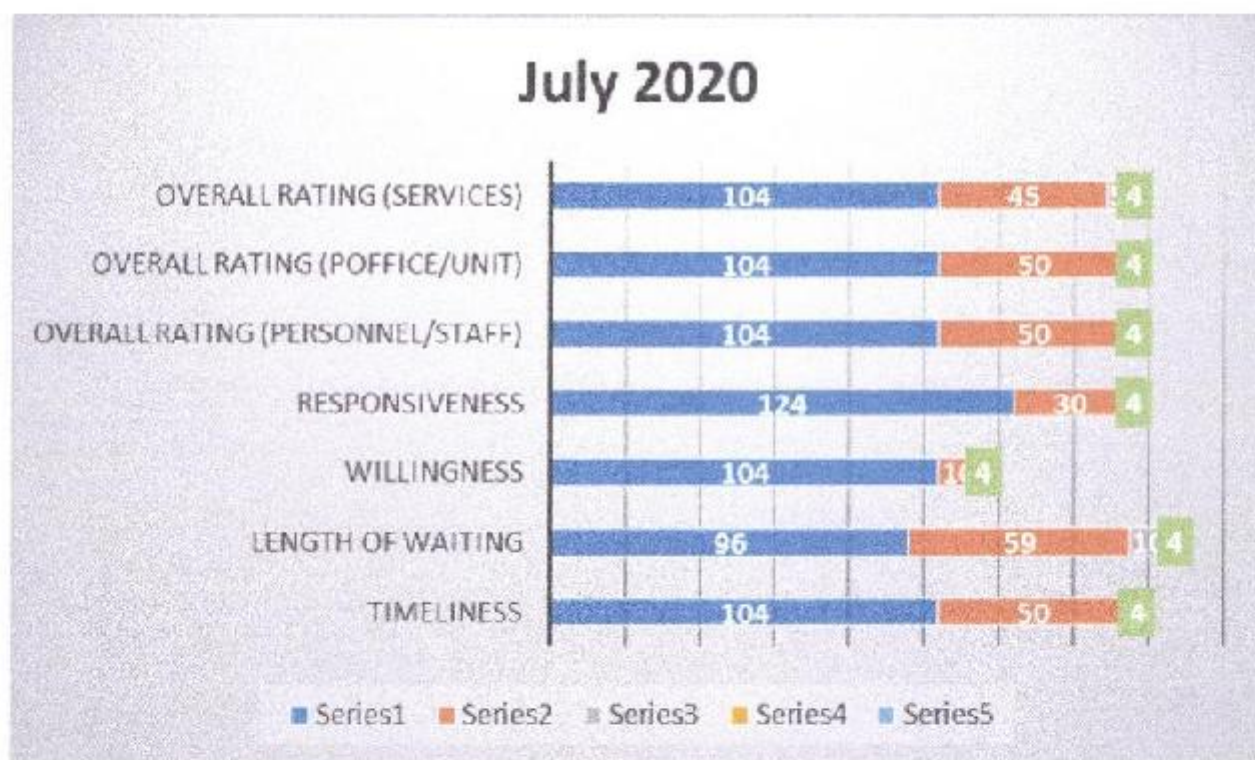
JUNE 01-30, 2020

CUSTOMER SATISFACTION						
		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Not accomplished</i>
1	Timeliness of service	162	3	0	0	4
2	Number of minutes	143	10	10	0	4
3	Personnel's willingness to address the concern	163	0	0	0	4
4	Personnel's responsiveness in resolving the concern	158	5	0	0	4
5	Overall rating of the concerned personnel	158	5	0	0	4
6	Overall rating on the concerned office	163	0	0	0	4
7	Overall rating on the service/s or action/s provided	145	5	0	0	4



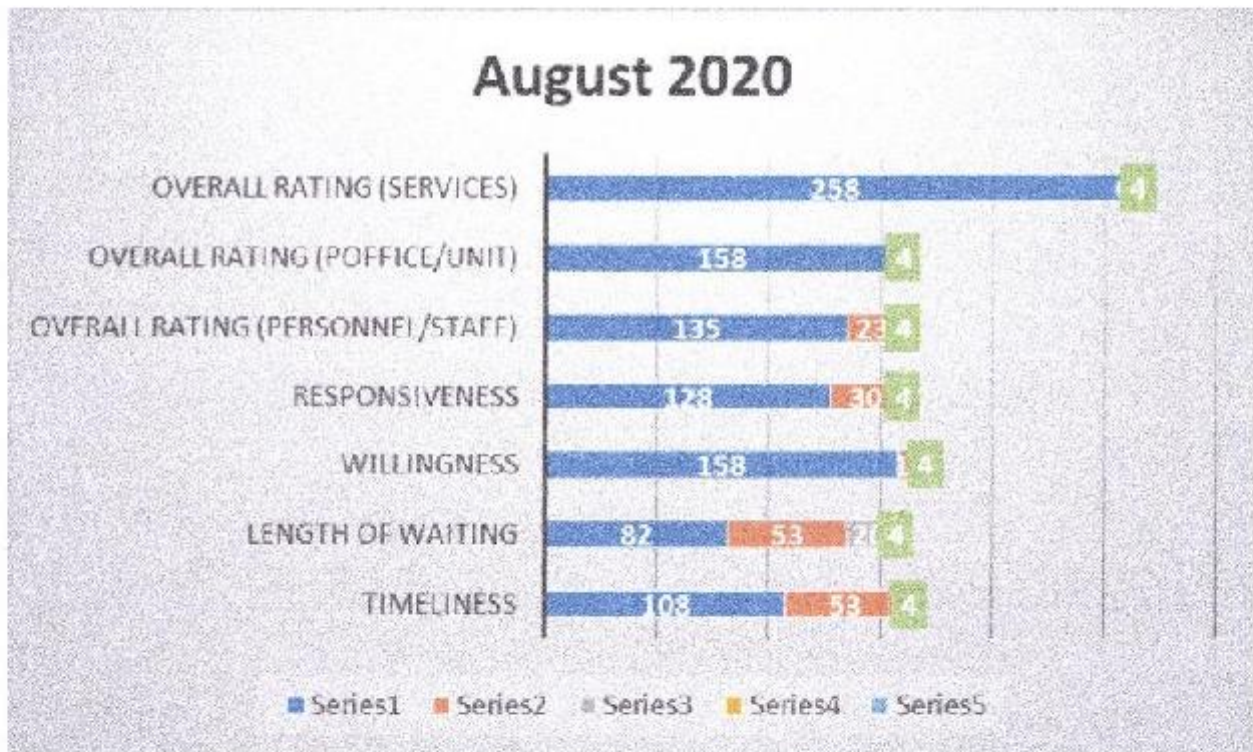
JULY 01-31, 2020

CUSTOMER SATISFACTION						
		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Not accomplished</i>
1	Timeliness of service	104	50	1	0	4
2	Number of minutes	96	59	0	0	4
3	Personnel's willingness to address the concern	104	10	0	0	4
4	Personnel's responsiveness in resolving the concern	124	30	0	0	4
5	Overall rating of the concerned personnel	104	50	0	0	4
6	Overall rating on the concerned office	104	50	0	0	4
7	Overall rating on the service/s or action/s provided	104	45	5	0	4



AUGUST 01-31, 2020

CUSTOMER SATISFACTION						
		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Not accomplished</i>
1	Timeliness of service	108	53	0	0	4
2	Number of minutes	82	53	20	0	4
3	Personnel's willingness to address the concern	158	0	0	0	4
4	Personnel's responsiveness in resolving the concern	128	30	0	0	4
5	Overall rating of the concerned personnel	135	23	0	0	4
6	Overall rating on the concerned office	158	0	0	0	4
7	Overall rating on the service/s or action/s provided	158	0	0	0	4



Sample Accomplished Forms

CUSTOMER SURVEY FORM

Delivering Office : SENIOR HIGH SCHOOL
 Service Requested : _____
 Assisted By : EDIRINA O. LAPINA
 Date : _____

I. DHSU QUALITY CHECKLIST

Place a check mark (✓) in the box that corresponds to your choice

1. Timeliness of service

- Very Satisfied Dissatisfied
 Satisfied Very Dissatisfied

No. of Minutes

- Did not have to wait 10-20 minutes
 5-10 minutes More than 20 minutes

2. Personnel's willingness to address the concern

- Very Satisfied Dissatisfied
 Satisfied Very Dissatisfied

3. Personnel's responsiveness in resolving the concern

- Very Satisfied Dissatisfied
 Satisfied Very Dissatisfied

4. Overall rating of the concerned personnel

- Very Satisfied Dissatisfied
 Satisfied Very Dissatisfied

5. Overall rating on the concerned office

- Very Satisfied Dissatisfied
 Satisfied Very Dissatisfied

6. Overall rating on the service/s or action/s provided

- Very Satisfied Dissatisfied
 Satisfied Very Dissatisfied

II. COMMENTS/SUGGESTIONS

keep up the good work

Signature (Optional)

CUSTOMER SURVEY FORM

Delivering Office : SENIOR HIGH SCHOOL
 Service Requested : _____
 Assisted By : EDIRINA O. LAPINA
 Date : _____

I. DHSU QUALITY CHECKLIST

Place a check mark (✓) in the box that corresponds to your choice

1. Timeliness of service

- Very Satisfied Dissatisfied
 Satisfied Very Dissatisfied

No. of Minutes

- Did not have to wait 10-20 minutes
 5-10 minutes More than 20 minutes

2. Personnel's willingness to address the concern

- Very Satisfied Dissatisfied
 Satisfied Very Dissatisfied

3. Personnel's responsiveness in resolving the concern

- Very Satisfied Dissatisfied
 Satisfied Very Dissatisfied

4. Overall rating of the concerned personnel

- Very Satisfied Dissatisfied
 Satisfied Very Dissatisfied

5. Overall rating on the concerned office

- Very Satisfied Dissatisfied
 Satisfied Very Dissatisfied

6. Overall rating on the service/s or action/s provided

- Very Satisfied Dissatisfied
 Satisfied Very Dissatisfied

II. COMMENTS/SUGGESTIONS

Signature (Optional)


CUSTOMER SURVEY FORM

Delivering Office : SENIOR HIGH SCHOOL
 Service Requested :
 Assisted By : EHRINA G. LAPINA
 Date :

I. DHSU QUALITY CHECKLIST

Place a check mark (✓) in the box that corresponds to your choice

1. Timeliness of service

- | | |
|--|--|
| <input checked="" type="checkbox"/>  Very Satisfied | <input type="checkbox"/>  Dissatisfied |
| <input type="checkbox"/>  Satisfied | <input type="checkbox"/>  Very Dissatisfied |

No. of Minutes

- | | |
|--|---|
| <input checked="" type="checkbox"/>  Did not have to wait | <input type="checkbox"/>  10-20 minutes |
| <input type="checkbox"/>  5-10 minutes | <input type="checkbox"/>  More than 20 minutes |

2. Personnel's willingness to address the concern

- | | |
|--|--|
| <input checked="" type="checkbox"/>  Very Satisfied | <input type="checkbox"/>  Dissatisfied |
| <input type="checkbox"/>  Satisfied | <input type="checkbox"/>  Very Dissatisfied |

3. Personnel's responsiveness in resolving the concern

- | | |
|--|--|
| <input checked="" type="checkbox"/>  Very Satisfied | <input type="checkbox"/>  Dissatisfied |
| <input type="checkbox"/>  Satisfied | <input type="checkbox"/>  Very Dissatisfied |

4. Overall rating of the concerned personnel

- | | |
|--|---|
| <input checked="" type="checkbox"/>  Very Satisfied | <input type="checkbox"/>  Dissatisfied |
| <input type="checkbox"/>  Satisfied | <input type="checkbox"/>  Very Dissatisfied |

5. Overall rating on the concerned office

- | | |
|--|--|
| <input checked="" type="checkbox"/>  Very Satisfied | <input type="checkbox"/>  Dissatisfied |
| <input type="checkbox"/>  Satisfied | <input type="checkbox"/>  Very Dissatisfied |

6. Overall rating on the services or actions provided

- | | |
|--|--|
| <input checked="" type="checkbox"/>  Very Satisfied | <input type="checkbox"/>  Dissatisfied |
| <input type="checkbox"/>  Satisfied | <input type="checkbox"/>  Very Dissatisfied |

II. COMMENTS/SUGGESTIONS

 Signature (Optional)

CUSTOMER SURVEY FORM

Delivering Office : SENIOR HIGH SCHOOL
 Service Requested :
 Assisted By : EHRINA G. LAPINA
 Date :

I. DHSU QUALITY CHECKLIST

Place a check mark (✓) in the box that corresponds to your choice

1. Timeliness of service

- | | |
|---|--|
| <input type="checkbox"/>  Very Satisfied | <input type="checkbox"/>  Dissatisfied |
| <input type="checkbox"/>  Satisfied | <input type="checkbox"/>  Very Dissatisfied |

No. of Minutes

- | | |
|---|---|
| <input type="checkbox"/>  Did not have to wait | <input type="checkbox"/>  10-20 minutes |
| <input type="checkbox"/>  5-10 minutes | <input type="checkbox"/>  More than 20 minutes |

2. Personnel's willingness to address the concern

- | | |
|---|--|
| <input type="checkbox"/>  Very Satisfied | <input type="checkbox"/>  Dissatisfied |
| <input type="checkbox"/>  Satisfied | <input type="checkbox"/>  Very Dissatisfied |

3. Personnel's responsiveness in resolving the concern

- | | |
|---|--|
| <input type="checkbox"/>  Very Satisfied | <input type="checkbox"/>  Dissatisfied |
| <input type="checkbox"/>  Satisfied | <input type="checkbox"/>  Very Dissatisfied |

4. Overall rating of the concerned personnel

- | | |
|---|---|
| <input type="checkbox"/>  Very Satisfied | <input type="checkbox"/>  Dissatisfied |
| <input type="checkbox"/>  Satisfied | <input type="checkbox"/>  Very Dissatisfied |

5. Overall rating on the concerned office

- | | |
|---|--|
| <input type="checkbox"/>  Very Satisfied | <input type="checkbox"/>  Dissatisfied |
| <input type="checkbox"/>  Satisfied | <input type="checkbox"/>  Very Dissatisfied |

6. Overall rating on the services or actions provided

- | | |
|---|--|
| <input type="checkbox"/>  Very Satisfied | <input type="checkbox"/>  Dissatisfied |
| <input type="checkbox"/>  Satisfied | <input type="checkbox"/>  Very Dissatisfied |

II. COMMENTS/SUGGESTIONS

 Signature (Optional)

CUSTOMER SURVEY FORM

Delivering Office : COLLEGE OF EDUCATION
 Service Requested : Topic: Business
 Assisted By : WILMA B. BARBIETO
 Date : Jun 7, 2020

I. DHVSU QUALITY CHECKLIST

Place a check mark (✓) in the box that corresponds to your choice

1. Timeliness of service

- | | |
|--|--|
| <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

No. of Minutes

- | | |
|--|---|
| <input checked="" type="checkbox"/> Did not have to wait | <input type="checkbox"/> 10-20 minutes |
| <input type="checkbox"/> 5-10 minutes | <input type="checkbox"/> More than 20 minutes |

2. Personnel's willingness to address the concern

- | | |
|--|--|
| <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

3. Personnel's responsiveness in resolving the concern

- | | |
|--|--|
| <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

4. Overall rating of the concerned personnel

- | | |
|--|--|
| <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

5. Overall rating on the concerned office

- | | |
|--|--|
| <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

6. Overall rating on the service/s or actions provided

- | | |
|--|--|
| <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

COMMENTS/SUGGESTIONS

VTSU-OSP-ADMINSO-004-F0001-R00

Signature
 Signature

CUSTOMER SURVEY FORM

Delivering Office : COLLEGE OF EDUCATION
 Service Requested : Dissemination of Business
 Assisted By : WILMA B. BARBIETO
 Date : January 6, 2021

I. DHVSU QUALITY CHECKLIST

Place a check mark (✓) in the box that corresponds to your choice

1. Timeliness of service

- | | |
|--|--|
| <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

No. of Minutes

- | | |
|--|---|
| <input checked="" type="checkbox"/> Did not have to wait | <input type="checkbox"/> 10-20 minutes |
| <input type="checkbox"/> 5-10 minutes | <input type="checkbox"/> More than 20 minutes |

2. Personnel's willingness to address the concern

- | | |
|--|--|
| <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

3. Personnel's responsiveness in resolving the concern

- | | |
|--|--|
| <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

4. Overall rating of the concerned personnel

- | | |
|---|--|
| <input type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

5. Overall rating on the concerned office

- | | |
|---|--|
| <input type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

6. Overall rating on the service/s or actions provided

- | | |
|--|--|
| <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

II. COMMENTS/SUGGESTIONS

DHVTSU-OSP-ADMINSO-004-F0001-R00

Signature
 Signature

CUSTOMER SURVEY FORM

Delivering Office : COLLEGE OF EDUCATION
 Service Requested : Sign-up of clearance
 Assisted By : WILMA B. BARBICHO
 Date : February 13, 2022

I. DHSU QUALITY CHECKLIST

Place a check mark (✓) in the box that corresponds to your choice

1. Timeliness of service

- | | |
|--|--|
| <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

No. of Minutes

- | | |
|--|---|
| <input checked="" type="checkbox"/> Did not have to wait | <input type="checkbox"/> 10-20 minutes |
| <input type="checkbox"/> 5-10 minutes | <input type="checkbox"/> More than 20 minutes |

2. Personnel's willingness to address the concern

- | | |
|--|--|
| <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

3. Personnel's responsiveness in resolving the concern

- | | |
|--|--|
| <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

4. Overall rating of the concerned personnel

- | | |
|--|--|
| <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

5. Overall rating on the concerned office

- | | |
|--|--|
| <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

6. Overall rating on the service/s or action/s provided

- | | |
|--|--|
| <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

II. COMMENTS/SUGGESTIONS

Wilma B. Barbicho
 Signature

CUSTOMER SURVEY FORM

Delivering Office : COLLEGE OF EDUCATION
 Service Requested : Sign-up of clearance
 Assisted By : WILMA B. BARBICHO
 Date : February 13, 2022

I. DHSU QUALITY CHECKLIST

Place a check mark (✓) in the box that corresponds to your choice

1. Timeliness of service

- | | |
|---|--|
| <input type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

No. of Minutes

- | | |
|--|---|
| <input checked="" type="checkbox"/> Did not have to wait | <input type="checkbox"/> 10-20 minutes |
| <input type="checkbox"/> 5-10 minutes | <input type="checkbox"/> More than 20 minutes |

2. Personnel's willingness to address the concern

- | | |
|--|--|
| <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

3. Personnel's responsiveness in resolving the concern

- | | |
|--|--|
| <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

4. Overall rating of the concerned personnel

- | | |
|--|--|
| <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

5. Overall rating on the concerned office

- | | |
|--|--|
| <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

6. Overall rating on the service/s or action/s provided

- | | |
|--|--|
| <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very Dissatisfied |

II. COMMENTS/SUGGESTIONS

Wilma B. Barbicho
 Signature

CUSTOMER SURVEY FORM

Delivering Office : COLLEGE OF EDUCATION
Service Requested : Topic Review
Assisted By : WILMA B. BARRIETO
Date : March 5, 2023

I. DHVSU QUALITY CHECKLIST

Place a check mark (✓) in the box that corresponds to your choice

1. Timeliness of service
 Very Satisfied
 Satisfied
 Dissatisfied
 Very Dissatisfied
No. of Minutes
 Did not have to wait
 5-10 minutes
 10-20 minutes
 More than 20 minutes
2. Personnel's willingness to address the concern
 Very Satisfied
 Satisfied
 Dissatisfied
 Very Dissatisfied
3. Personnel's responsiveness in resolving the concern
 Very Satisfied
 Satisfied
 Dissatisfied
 Very Dissatisfied
4. Overall rating of the concerned personnel
 Very Satisfied
 Satisfied
 Dissatisfied
 Very Dissatisfied
5. Overall rating on the concerned office
 Very Satisfied
 Satisfied
 Dissatisfied
 Very Dissatisfied
6. Overall rating on the service/s or action/s provided
 Very Satisfied
 Satisfied
 Dissatisfied
 Very Dissatisfied

II. COMMENTS/SUGGESTIONS

DHVSU-OSP-ADMINSO-004-PC001-R00

Wilma B. Barrieto
Signature

CUSTOMER SURVEY FORM

Delivering Office : COLLEGE OF EDUCATION
Service Requested : Topic Review
Assisted By : WILMA B. BARRIETO
Date : March 5, 2023

I. DHVSU QUALITY CHECKLIST

Place a check mark (✓) in the box that corresponds to your choice

1. Timeliness of service
 Very Satisfied
 Satisfied
 Dissatisfied
 Very Dissatisfied
No. of Minutes
 Did not have to wait
 5-10 minutes
 10-20 minutes
 More than 20 minutes
2. Personnel's willingness to address the concern
 Very Satisfied
 Satisfied
 Dissatisfied
 Very Dissatisfied
3. Personnel's responsiveness in resolving the concern
 Very Satisfied
 Satisfied
 Dissatisfied
 Very Dissatisfied
4. Overall rating of the concerned personnel
 Very Satisfied
 Satisfied
 Dissatisfied
 Very Dissatisfied
5. Overall rating on the concerned office
 Very Satisfied
 Satisfied
 Dissatisfied
 Very Dissatisfied
6. Overall rating on the service/s or action/s provided
 Very Satisfied
 Satisfied
 Dissatisfied
 Very Dissatisfied

II. COMMENTS/SUGGESTIONS

DHVSU-OSP-ADMINSO-004-PC001-R00

Wilma B. Barrieto
Signature

CUSTOMER SURVEY FORM

Delivering Office : COLLEGE OF EDUCATION
 Service Requested : C.O.E.
 Assisted By : WILMA D. BARRIETO
 Date : June 4, 2020

I. DHVBU QUALITY CHECKLIST

Place a check mark (✓) in the box that corresponds to your choice

- Timeliness of service

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied
- No. of Minutes

<input checked="" type="checkbox"/> Did not have to wait	<input type="checkbox"/> 10-20 minutes
<input type="checkbox"/> 5-10 minutes	<input type="checkbox"/> More than 20 minutes
- Personnel's willingness to address the concern

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied
- Personnel's responsiveness in resolving the concern

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied
- Overall rating of the concerned personnel

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied
- Overall rating on the concerned office

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied
- Overall rating on the service/s or action/s provided

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied

II. COMMENTS/SUGGESTIONS

DHVBU-QSP-ADMINSO-004-F0001-R00

[Signature]
 Signature

CUSTOMER SURVEY FORM

Delivering Office : COLLEGE OF EDUCATION
 Service Requested : C.O.E.
 Assisted By : WILMA D. BARRIETO
 Date : June 4, 2020

I. DHVBU QUALITY CHECKLIST

Place a check mark (✓) in the box that corresponds to your choice

- Timeliness of service

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied
- No. of Minutes

<input checked="" type="checkbox"/> Did not have to wait	<input type="checkbox"/> 10-20 minutes
<input type="checkbox"/> 5-10 minutes	<input type="checkbox"/> More than 20 minutes
- Personnel's willingness to address the concern

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied
- Personnel's responsiveness in resolving the concern

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied
- Overall rating of the concerned personnel

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied
- Overall rating on the concerned office

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied
- Overall rating on the service/s or action/s provided

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied

II. COMMENTS/SUGGESTIONS

DHVBU-QSP-ADMINSO-004-F0001-R00

[Signature]
 Signature

CUSTOMER SURVEY FORM

Delivering Office : COLLEGE OF EDUCATION
 Service Requested : classroom signing
 Assisted By : WILMA B. BARRIETO
 Date : July 19, 2023

I. DHVTSU QUALITY CHECKLIST

Place a check mark (✓) in the box that corresponds to your choice

- Timeliness of service

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied

No. of Minutes

<input checked="" type="checkbox"/> Did not have to wait	<input type="checkbox"/> 10-20 minutes
<input type="checkbox"/> 5-10 minutes	<input type="checkbox"/> More than 20 minutes
- Personnel's willingness to address the concern

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied
- Personnel's responsiveness in resolving the concern

<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied
- Overall rating of the concerned personnel

<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied
- Overall rating on the concerned office

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied
- Overall rating on the service/s or action/s provided

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied

II. COMMENTS/SUGGESTIONS

DHVTSU-QSP-ADMINSO-004-F0001-R03

Signature

CUSTOMER SURVEY FORM

Delivering Office : COLLEGE OF EDUCATION
 Service Requested : Classroom Sign
 Assisted By : WILMA B. BARRIETO
 Date : July 19, 2023

I. DHVBU QUALITY CHECKLIST

Place a check mark (✓) in the box that corresponds to your choice

- Timeliness of service

<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied

No. of Minutes

<input type="checkbox"/> Did not have to wait	<input type="checkbox"/> 10-20 minutes
<input type="checkbox"/> 5-10 minutes	<input type="checkbox"/> More than 20 minutes
- Personnel's willingness to address the concern

<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied
- Personnel's responsiveness in resolving the concern

<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied
- Overall rating of the concerned personnel

<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied
- Overall rating on the concerned office

<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied
- Overall rating on the service/s or action/s provided

<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Dissatisfied

II. COMMENTS/SUGGESTIONS

DHVTSU-QSP-ADM NSO-004-F0001-R03

Signature



Republic of the Philippines
DON HONORIO VENTURA STATE UNIVERSITY
 Bacolor, Pampanga
Customer Satisfaction Survey Form

I. BASIC INFORMATION

Name (Optional):

Student Parent/Guardian DHVSU Employee Supplier Others (Specify) _____

Delivering Office/Unit: University Library

Service Requested: Borrowed Books

Assisted by: _____

Date: Nov. 12, 2020

II. SERVICE QUALITY CHECKLIST

Service Quality Dimension	Very Satisfied		Satisfied		Neither Satisfied nor Dissatisfied		Dissatisfied		Very Dissatisfied	
	(10)	(9)	(8)	(7)	(6)	(5)	(4)	(3)	(2)	(1)
1. Timely delivery of service	/									
2. Employee/s' willingness to help, assist and provide prompt service	/									
3. Employee/s' responsiveness in resolving concerns	/									
4. Employee/s' ability to show sincere interest in solving customer's problems and provide the needed service	/									
5. Employee/s' ability to perform with none to minimal error rate in service	/									
6. Convenience of location and physical access to building	/									
7. Comfort of offices and waiting area	/									
8. Length of service	/									
9. Queries were answered appropriately	/									
10. Basic information was available	/									
11. Citizen charter is clear and easy to understand	/									
12. Ease of billing/payment	/									
13. Acceptable range of service fee	/									
14. Employee/s' honesty in delivering the service	/									
15. Employee/s' fairness in delivering the service	/									
16. Customer feels safe with their transaction	/									
17. Employee's ability to instill confidence to customers	/									
18. Quality of actual service provided	/									

III. COMMENTS/SUGGESTIONS



Republic of the Philippines
DON HONORIO VENTURA STATE UNIVERSITY
Bacolor, Pampanga
Customer Satisfaction Survey Form

I. BASIC INFORMATION

Name (Optional):

Student Parent/Guardian DHSU Employee Supplier Others (Specify) _____

Delivering Office/Unit: _____

Service Requested: _____

Requested By: _____

Date: _____

II. SERVICE QUALITY CHECKLIST

Service Quality Dimension	Very Satisfied		Satisfied		Neutral Satisfied or Dissatisfied		Dissatisfied		Very Dissatisfied	
	(10)	(9)	(8)	(7)	(6)	(5)	(4)	(3)	(2)	(1)
1. Timely delivery of service	/									
2. Employee/s' willingness to help, assist and provide prompt service	/									
3. Employee/s' responsiveness in resolving concerns	/									
4. Employee/s' ability to show sincere interest in solving customer's problems and provide the needed service	/									
5. Employee/s' ability to perform with none to minimal error rate in service	/									
6. Convenience of location and physical access to building	/									
7. Comfort of offices and waiting area	/									
8. Length of service	/									
9. Queries were answered appropriately	/									
10. Basic information was available	/									
11. Citizen charter is clear and easy to understand	/									
12. Ease of billing/payment	/									
13. Acceptable range of service fee	/									
14. Employee/s' honesty in delivering the service	/									
15. Employee/s' fairness in delivering the service	/									
16. Customer feels safe with their transaction	/									
17. Employee's ability to instill confidence to customers	/									
18. Quality of actual service provided	/									

III. COMMENTS/SUGGESTIONS



Republic of the Philippines
DON HONORIO VENTURA STATE UNIVERSITY
 Bacolor, Pampanga
Customer Satisfaction Survey Form

I. BASIC INFORMATION

Name (Optional): Cynthia Beltran
 Student Parent/Guardian DHVSU Employee Supplier Others (Specify) _____
 Delivering Office/Unit: Cashier
 Service Requested: Payment
 Assisted by: Cashier (Mrs. Detha Galang)
 Date: Oct. 21, 2023

II. SERVICE QUALITY CHECKLIST

Service Quality Dimension	Very Satisfied		Satisfied		Neither Satisfied nor Dissatisfied		Dissatisfied		Very Dissatisfied	
	(10)	(9)	(8)	(7)	(6)	(5)	(4)	(3)	(2)	(1)
1. Timely delivery of service	/									
2. Employee/s' willingness to help, assist and provide prompt service	/									
3. Employee/s' responsiveness in resolving concerns	/									
4. Employee/s' ability to show sincere interest in solving customer's problems and provide the needed service	/									
5. Employee/s' ability to perform with none to minimal error rate in service	/									
6. Convenience of location and physical access to building	/									
7. Comfort of offices and waiting area	/									
8. Length of service	/									
9. Queries were answered appropriately	/									
10. Basic information was available	/									
11. Citizen charter is clear and easy to understand	/									
12. Ease of billing/payment	/									
13. Acceptable range of service fee	/									
14. Employee/s' honesty in delivering the service	/									
15. Employee/s' fairness in delivering the service	/									
16. Customer feels safe with their transaction	/									
17. Employee's ability to instill confidence to customers	/									
18. Quality of actual service provided	/									

III. COMMENTS/SUGGESTIONS



Republic of the Philippines
DON HONORIO VENTURA STATE UNIVERSITY
 Bacolor, Pampanga
Customer Satisfaction Survey Form

I. BASIC INFORMATION

Name (Optional):

Student Parent/Guardian DHVSU Employee Supplier Others (Specify) _____

Delivering Office/Unit:

Registrar

Service Requested:

COG / COR

Assisted by:

Ms. Joan Sicut

Date:

Oct. 20, 2020

II. SERVICE QUALITY CHECKLIST

Service Quality Dimension	Very Satisfied		Satisfied		Neither Satisfied nor Dissatisfied		Dissatisfied		Very Dissatisfied	
	(10)	(9)	(8)	(7)	(6)	(5)	(4)	(3)	(2)	(1)
1. Timely delivery of service	/									
2. Employee/s' willingness to help, assist and provide prompt service	/									
3. Employee/s' responsiveness in resolving concerns	/									
4. Employee/s' ability to show sincere interest in solving customer's problems and provide the needed service	/									
5. Employee/s' ability to perform with none to minimal error rate in service	/									
6. Convenience of location and physical access to building	/									
7. Comfort of offices and waiting area			/							
8. Length of service	/									
9. Queries were answered appropriately	/									
10. Basic Information was available	/									
11. Citizen charter is clear and easy to understand	/									
12. Ease of billing/payment	/									
13. Acceptable range of service fee	/									
14. Employee/s' honesty in delivering the service	/									
15. Employee/s' fairness in delivering the service	/									
16. Customer feels safe with their transaction	/									
17. Employee's ability to instill confidence to customers	/									
18. Quality of actual service provided	/									

III. COMMENTS/SUGGESTIONS

Look for prompt service.

DHVSU-QSP-ADMINSO-004-F0001-R01



Republic of the Philippines
DON HONORIO VENTURA STATE UNIVERSITY
 Bacolor, Pampanga
Customer Satisfaction Survey Form

I. BASIC INFORMATION

Name (Optional):

Student Parent/Guardian DHSU Employee Supplier Others (specify)

Delivering Office/Unit:

REGISTRAR

Service Requested:

TOR

Assisted by:

MAH TIN UMAYAS

Date:

10/21/2021

II. SERVICE QUALITY CHECKLIST

Service Quality Dimension	Very Satisfied		Satisfied		Neither Satisfied nor Dissatisfied		Dissatisfied		Very Dissatisfied	
	(10)	(9)	(8)	(7)	(6)	(5)	(4)	(3)	(2)	(1)
1. Timely delivery of service		/								
2. Employee/s' willingness to help, assist and provide prompt service	/									
3. Employee/s' responsiveness in resolving concerns	/									
4. Employee/s' ability to show sincere interest in solving customer's problems and provide the needed service	/									
5. Employee/s' ability to perform with none to minimal error rate in service	/									
6. Convenience of location and physical access to building	/									
7. Comfort of offices and waiting area		/								
8. Length of service		/								
9. Queries were answered appropriately	/									
10. Basic information was available	/									
11. Citizen charter is clear and easy to understand	/									
12. Ease of billing/payment	/									
13. Acceptable range of service fee	/									
14. Employee/s' honesty in delivering the service	/									
15. Employee/s' fairness in delivering the service	/									
16. Customer feels safe with their transaction	/									
17. Employee's ability to instill confidence to customers	/									
18. Quality of actual service provided	/									

III. COMMENTS/SUGGESTIONS

THANKS PO!



Republic of the Philippines
DON HONORIO VENTURA STATE UNIVERSITY
 Bacolor, Pampanga
Customer Satisfaction Survey Form

I. BASIC INFORMATION

Name (Optional):

Student Parent/Guardian DHSU Employee Supplier Others (Specify) _____

Delivering Office/Unit: HR

Service Requested: Cert. of Employment

Assisted by: M. Blanco

Date: 11/11/20

II. SERVICE QUALITY CHECKLIST

Service Quality Dimension	Very Satisfied		Satisfied		Neither Satisfied nor Dissatisfied		Dissatisfied		Very Dissatisfied	
	(10)	(9)	(8)	(7)	(6)	(5)	(4)	(3)	(2)	(1)
1. Timely delivery of service	✓									
2. Employee/s' willingness to help, assist and provide prompt service	✓									
3. Employee/s' responsiveness in resolving concerns	✓									
4. Employee/s' ability to show sincere interest in solving customer's problems and provide the needed service	✓									
5. Employee/s' ability to perform with none to minimal error rate in service	✓									
6. Convenience of location and physical access to building	✓									
7. Comfort of offices and waiting area	✓									
8. Length of service	✓									
9. Queries were answered appropriately	✓									
10. Basic Information was available	✓									
11. Citizen charter is clear and easy to understand	✓									
12. Ease of billing/payment	✓									
13. Acceptable range of service fee	✓									
14. Employee/s' honesty in delivering the service	✓									
15. Employee/s' fairness in delivering the service	✓									
16. Customer feels safe with their transaction	✓									
17. Employee's ability to instill confidence to customers	✓									
18. Quality of actual service provided	✓									

III. COMMENTS/SUGGESTIONS



Republic of the Philippines
DON HONORIO VENTURA STATE UNIVERSITY
 Bacolor, Pampanga
Customer Satisfaction Survey Form

I. BASIC INFORMATION

Name (Optional):

Student Parent/Guardian DHSU Employee Supplier Others (Specify) _____

Delivering Office/Unit:

HR

Service Requested:

Cert. of EMPLOYMENT

Assisted by:

M. Liangco

Date:

NOV. 11, 2020

II. SERVICE QUALITY CHECKLIST

Service Quality Dimension	Very Satisfied		Satisfied		Neither Satisfied nor Dissatisfied		Dissatisfied		Very Dissatisfied	
	(10)	(9)	(8)	(7)	(6)	(5)	(4)	(3)	(2)	(1)
1. Timely delivery of service	/									
2. Employee/s' willingness to help, assist and provide prompt service	/									
3. Employee/s' responsiveness in resolving concerns	/									
4. Employee/s' ability to show sincere interest in solving customer's problems and provide the needed service	/									
5. Employee/s' ability to perform with none to minimal error rate in service	/									
6. Convenience of location and physical access to building	/									
7. Comfort of offices and waiting area	/									
8. Length of service	/									
9. Queues were answered appropriately	/									
10. Basic information was available	/									
11. Citizen charter is clear and easy to understand	/									
12. Ease of billing/payment	/									
13. Acceptable range of service fee	/									
14. Employee/s' honesty in delivering the service	/									
15. Employee/s' fairness in delivering the service	/									
16. Customer feels safe with their transaction	/									
17. Employee's ability to instill confidence to customers	/									
18. Quality of actual service provided	/									

III. COMMENTS/SUGGESTIONS



Republic of the Philippines
DON HONORIO VENTURA STATE UNIVERSITY
 Tarlac, Pangasinana
Customer Satisfaction Survey Form

I. BASIC INFORMATION

Name (Optional):

Student Parent/Guardian DHSU Employee Supplier Others (Specify):

Delivering (DTH) of/Dial
 Service (Respondent):

Assisted by:

Date:

*H.K.
 Operations of Employment
 Adm. Serv. Division
 Apr. 11, 2022*

II. SERVICE QUALITY CHECKLIST

Service Quality Dimension	Very Satisfied		Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Very Dissatisfied	
	(10)	(9)	(8)	(7)	(6)	(5)	(4)	(3)	(2)	(1)
1. Timely delivery of service	✓									
2. Employee/s' willingness to help, assist and provide prompt service	✓									
3. Employee/s' responsiveness in resolving concerns	✓									
4. Employee/s' ability to show sincere interest in solving customer's problems and provide the needed service	✓									
5. Employee/s' ability to perform with near to minimal error rate in service	✓									
6. Convenience of location and physical access to building	✓									
7. Comfort of offices and waiting area	✓									
8. Length of service	✓									
9. Queries were answered appropriately	✓									
10. Basic information was available	✓									
11. Citizen charter is clear and easy to understand	✓									
12. Ease of billing/payment	✓									
13. Acceptable range of service fee	✓									
14. Employee/s' honesty in delivering the service	✓									
15. Employee/s' fairness in delivering the service	✓									
16. Customer feels safe with their transaction	✓									
17. Employee's ability to instill confidence to customers	✓									
18. Quality of actual service provided	✓									

III. COMMENTS/SUGGESTIONS

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Republic of the Philippines
DON HONORIO VENTURA STATE UNIVERSITY
 Bacolor, Pampanga
Customer Satisfaction Survey Form

I. BASIC INFORMATION

Name (Optional): Hannah Nicole C. Nacion
 Student Parent/Guardian DHVSU Employee Supplier Others (Specify) _____

Delivering Office/Unit: University Registrar
 Service Requested: Certificate of Registration
 Assisted by: Mrs. Joan Sibal
 Date: November 09, 2020

II. SERVICE QUALITY CHECKLIST

Service Quality Dimension	Very Satisfied		Satisfied		Neither Satisfied nor Dissatisfied		Dissatisfied		Very Dissatisfied	
	(10)	(9)	(8)	(7)	(6)	(5)	(4)	(3)	(2)	(1)
1. Timely delivery of service	/									
2. Employee/s' willingness to help, assist and provide prompt service	/									
3. Employee/s' responsiveness in resolving concerns	/									
4. Employee/s' ability to show sincere interest in solving customer's problems and provide the needed service	/									
5. Employee/s' ability to perform with none to minimal error rate in service	/									
6. Convenience of location and physical access to building	/									
7. Comfort of offices and waiting area	/									
8. Length of service	/									
9. Queries were answered appropriately	/									
10. Basic information was available	/									
11. Citizen charter is clear and easy to understand	/									
12. Ease of billing/payment	/									
13. Acceptable range of service fee	/									
14. Employee/s' honesty in delivering the service	/									
15. Employee/s' fairness in delivering the service	/									
16. Customer feels safe with their transaction	/									
17. Employee's ability to instill confidence to customers	/									
18. Quality of actual service provided	/									

III. COMMENTS/SUGGESTIONS

Very accomodating

DHVSU-QSP-ADMIN50-004-F0001-R01



Republic of the Philippines
DON HONORIO VENTURA STATE UNIVERSITY
 Alcala, Pampanga
Customer Satisfaction Survey Form

I. BASIC INFORMATION

Name (Optional):

Student Parent/Guardian DHVSU Employee Supplier Others (Specify) _____

Delivering Office/Unit: university registrar

Service Requested: C.O.R.

Assisted by: _____

Date: 11/10/20

II. SERVICE QUALITY CHECKLIST

Service Quality Dimension	Very Satisfied		Satisfied		Neither Satisfied nor Dissatisfied		Dissatisfied		Very Dissatisfied	
	(10)	(9)	(8)	(7)	(6)	(5)	(4)	(3)	(2)	(1)
1. Timely delivery of service	✓									
2. Employee/s' willingness to help, assist and provide prompt service	✓									
3. Employee/s' responsiveness in resolving concerns	✓									
4. Employee/s' ability to show sincere interest in solving customer's problems and provide the needed service	✓									
5. Employee/s' ability to perform with none to minimal error rate in service	✓									
6. Convenience of location and physical access to building	✓									
7. Comfort of offices and waiting area	✓									
8. Length of service	✓									
9. Queries were answered appropriately	✓									
10. Basic information was available	✓									
11. Citizen charter is clear and easy to understand	✓									
12. Ease of billing/payment	✓									
13. Acceptable range of service fee	✓									
14. Employee/s' honesty in delivering the service	✓									
15. Employee/s' fairness in delivering the service	✓									
16. Customer feels safe with their transaction	✓									
17. Employee's ability to instill confidence to customers	✓									
18. Quality of actual service provided	✓									

III. COMMENTS/SUGGESTIONS



Republic of the Philippines
DON HONORIO VENTURA STATE UNIVERSITY
 Bncolor, Pampanga
Customer Satisfaction Survey Form

I. BASIC INFORMATION

Name (Optional):

Student Parent/Guardian DHVSU Employee Supplier Others (Specify) _____

Delivering Office/Unit: University Registrar

Service Requested: COURSE CURRICULUM COPY

Assisted by: _____

Date: November 09, 2020

II. SERVICE QUALITY CHECKLIST

Service Quality Dimension	Very Satisfied		Satisfied		Neither Satisfied nor Dissatisfied		Dissatisfied		Very Dissatisfied	
	(10)	(9)	(8)	(7)	(6)	(5)	(4)	(3)	(2)	(1)
1. Timely delivery of service	✓									
2. Employee/s' willingness to help, assist and provide prompt service		✓								
3. Employee/s' responsiveness in resolving concerns		✓								
4. Employee/s' ability to show sincere interest in solving customer's problems and provide the needed service		✓								
5. Employee/s' ability to perform with none to minimal error rate in service	✓									
6. Convenience of location and physical access to building	✓									
7. Comfort of offices and waiting area	✓									
8. Length of service	✓									
9. Queries were answered appropriately	✓									
10. Basic information was available	✓									
11. Citizen charter is clear and easy to understand	✓									
12. Ease of billing/payment	✓									
13. Acceptable range of service fee	✓									
14. Employee/s' honesty in delivering the service	✓									
15. Employee/s' fairness in delivering the service	✓									
16. Customer feels safe with their transaction	✓									
17. Employee's ability to instill confidence to customers		✓								
18. Quality of actual service provided	✓									

III. COMMENTS/SUGGESTIONS

DHVSU-QSP-ADMINSO-004-F0001-R01



Republic of the Philippines
DON HONORIO VENTURA STATE UNIVERSITY
 Bacolor, Pampanga
Customer Satisfaction Survey Form

I. BASIC INFORMATION

Name (Optional):

Student Parent/Guardian DHSU Employee Supplier Others (Specify)

Delivering Office/Unit

University Administration

Service Requested

Admission Examination

Assisted by:

Date:

10/07/20

II. SERVICE QUALITY CHECKLIST

Service Quality Dimension	Very Satisfied		Satisfied		Neither Satisfied nor Dissatisfied		Dissatisfied		Very Dissatisfied	
	(10)	(9)	(8)	(7)	(6)	(5)	(4)	(3)	(2)	(1)
1. Timely delivery of service	/									
2. Employee/s' willingness to help, assist and provide prompt service	/									
3. Employee/s' responsiveness in resolving concerns		/								
4. Employee/s' ability to show sincere interest in solving customer's problems and provide the needed service	/									
5. Employee/s' ability to perform with none to minimal error rate in service	/									
6. Convenience of location and physical access to building	/									
7. Comfort of offices and waiting area	/									
8. Length of service	/									
9. Queues were answered appropriately	/									
10. Basic information was available	/									
11. Citizen charter is clear and easy to understand	/									
12. Ease of billing/payment	/									
13. Acceptable range of service fee	/									
14. Employee/s' honesty in delivering the service	/									
15. Employee/s' fairness in delivering the service	/									
16. Customer feels safe with their transaction	/									
17. Employee's ability to instill confidence to customers										
18. Quality of actual service provided	/									

III. COMMENTS/SUGGESTIONS



Republic of the Philippines
DON HONORIO VENTURA STATE UNIVERSITY
 Bacolor, Pampanga
Customer Satisfaction Survey Form

I. BASIC INFORMATION

Name (Optional):

Student Parent/Guardian DHVSU Employee Supplier Others (Specify) _____

Delivering Office/Unit:

ADMISSION

Service Requested:

EXAMINATION (ENTRANCE)

Assisted by:

Date:

OCT. 08, 2020

II. SERVICE QUALITY CHECKLIST

Service Quality Dimension	Very Satisfied		Satisfied		Neither Satisfied nor Dissatisfied		Dissatisfied		Very Dissatisfied	
	(10)	(9)	(8)	(7)	(6)	(5)	(4)	(3)	(2)	(1)
1. Timely delivery of service	/									
2. Employee/s' willingness to help, assist and provide prompt service	/									
3. Employee/s' responsiveness in resolving concerns	/									
4. Employee/s' ability to show sincere interest in solving customer's problems and provide the needed service		/								
5. Employee/s' ability to perform with none to minimal error rate in service		/								
6. Convenience of location and physical access to building			/							
7. Comfort of offices and waiting area			/							
8. Length of service			/							
9. Queries were answered appropriately	/									
10. Basic information was available	/									
11. Citizen charter is clear and easy to understand	/									
12. Ease of billing/payment	/									
13. Acceptable range of service fee	/									
14. Employee/s' honesty in delivering the service	/									
15. Employee/s' fairness in delivering the service		/								
16. Customer feels safe with their transaction	/									
17. Employee's ability to instill confidence to customers	/									
18. Quality of actual service provided		/								

III. COMMENTS/SUGGESTIONS

DHVSU-QSP-ADMINSD-004-F0001-R01



DAC CUSTOMER SATISFACTION SUMMARY

	NUMBER OF VISITORS THAT ANSWERED:			
	VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED
Timeliness of service	0	0	16	38
No. of minutes	0	0	16	38
Personnel's willingness to address concern	0	0	16	38
Personnel's willingness in resolving concern	0	0	16	38
Overall rating of the concerned personnel	0	0	16	38
Overall rating of the concerned office	0	0	16	38
Overall rating on the service/s or actions provided	0	0	16	38

PREPARED BY:

CAPULONG, JOHN MATTHEW A.

ADMIN AIDE I

**DHVSU Mexico Campus
Customer Satisfaction 2020**

Item	Jan 2020	Feb 2020	Mar 2020	June 2020	July 2020	Aug 2020	Sept 2020	Oct 2020	Nov 2020	Dec 2020	Total
1 VS	12	13	6	29	37	29	37	28	5	3	199
S	10	11	3	15	32	25	25	48	4	5	178
2 VS	6	11	6	30	43	34	38	27	6	2	203
S	15	13	3	14	26	20	24	49	3	6	173
3 VS	13	12	6	32	41	34	39	27	6	2	212
S	8	2	3	13	28	20	23	49	3	6	155
4 VS	13	12	5	30	39	32	39	27	6	2	205
S	8	12	4	14	30	22	23	49	3	6	171
5 VS	13	11	6	28	44	32	38	26	6	3	207
S	8	13	3	16	25	22	24	50	3	5	169
6 VS	13	13	63	28	43	29	40	28	6	2	265
S	8	11		16	26	25	22	48	3	6	165
TAL RESPONDER	22	24	9	44	69	54	62	76	9	8	377


VICKY P. VITAL, Ed.D.
 Campus Director