

TARLAC STATE UNIVERSITY

CLIENT SATISFACTION MEASUREMENT REPORT





Tarlac State University

Client Satisfaction Measurement Report

2023 (1st Edition)

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I. Overview:

The Tarlac State University is committed to continually strive for global competitiveness and excellence in the delivery of instruction, research, extension (training and consultancy), and administrative support services, compliant to regulatory and statutory requirements for the utmost satisfaction of its valued customers.

Consistent with the University's commitment to satisfy clienteles and its pursuit of continually quality improvement, it has established feedback and complaints mechanisms under the provisions of Section 20 of the Republic Act (RA) No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and Section 3 of the Implementing Rules and Regulations (IRR) of the said RA *"All agencies shall embed feedback mechanisms and client satisfaction measurement in their process improvement efforts. The agency shall report to the Authority the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority."*

As stated in the Anti Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2022-05 dated 20 September 2022 (Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement as amended by ARTA MC No. 2023-05, dated 08 June 2023), which requires the conduct of Client Satisfaction Measurement (CSM) through the collection of client satisfaction feedback involving all clients with completed transaction, for all services offered by the government agency.

To aid all colleges, offices, and units of the University in determining the effectiveness of streamlining and process improvements, and institutionalizing Service Quality Dimensions (SQD), the institutionalized Citizen/Client Satisfaction Survey (CCSS) was revised and adopted a harmonized and standardized framework in measuring client satisfaction using the paper and electronic Harmonized Client Satisfaction Measurement (CSM) in compliance with the above mentioned applicable statutory and regulatory requirements.

II. Scope:

The university's institutionalized Citizen/Client Satisfaction (CCSS) form was first implemented in FY 2022 until the 2nd Quarter of FY 2023. It was used to survey the transacting clients both physical and via online platform of every offices, units, and colleges in the Main Campus, San Isidro Extension Campus, and Lucinda Extension Campus.

The university's institutionalized CCSS forms was used to survey covering the eight (8) Service Quality Dimension to capture the total citizen/client experience, expectations and satisfaction which are as follows: (See Appendix A.1. Institutionalized CCSS form from August 2022 to 2nd Quarter 2023 and Appendix B.1. Results per service for the period of January to June 2023)

- 1. Responsiveness
- 2. Reliability (Quality)
- 3. Access and facilities
- 4. Communication
- 5. Costs
- 6. Integrity
- 7. Assurance
- 8. Outcome

Furthermore, during the 3rd Quarter of 2023 the Harmonized Client Satisfaction Measurement (CSM) was adopted and made effective in congruence to MC No. 2023-05 set forth by the Anti Red Tape Authority.

The university used the harmonized survey questionnaire covering three (3) questions related to the Citizen's Charter, one (1) question related to the client's overall satisfaction with the service availed of, and eight (8) questions related to Service Quality Dimensions (SQD). It was administered every after completion of the service/s availed to both external and internal clients of different offices, units, and colleges in the Main Campus, San Isidro Campus, and Lucinda Campus.

Of the 105,163 total transactions, various clients are invited to participate in the CSM survey, 5,161 internal and external clients were able to answer and participate in the survey. This resulted in a 5% response rate for the period of July to December 2023.

The **Table 1** summarizes the following services the offices, units, and colleges of the university surveyed, the total collected responses, the recorded total transactions, and the response rate per service.

Table 1: Number of clients that completed the survey and total number of transactions for the period of July to December 2023.

External Services	Responses	Total Transactions	Response Rate
Processing of Action on Contracts and External Agreements	4	5	80%
Processing of Request for Personal Meeting with the President	4	6	67%
Process for Publication and Distribution of TSU Bulletin	19	42	45%
Processing of Request for Alumni ID Numbers	16	17	94%
Process for Claiming of Checks	-	235	0%
Processing of Cash Payment for Outstanding Balances	19	2908	1%
Process of Signing Student Clearance	17	5970	1%
Processing of Material Approval Request	40	50	80%
Processing of Request for Personnel-Related Documents and Reports	10	10	100%
Processing of Request for Issuance of Performance Evaluation Related Documents	-	140	0%
Processing of Request for Issuance of Certifications	5	10	50%
Process of Request for Employment Verification	1	1	100%
Processing of Remittances for BIR	1	53	2%
Processing of Remittances for PHIC	1	11	10%
Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment	3	3726	1%
Disposal of Used/ Unserviceable Supplies, Material and Equipment through Public Action	-	50	0%
Processing of Purchase Request / Job Order	14	37	38%
Process of Acquiring Bidding Documents	30	39	77%
Processing of Request for CCTV Footage Review	1	3	33%

Enrollment Procedure for Shifters and Returnees	-	180	0%
Enrollment Procedure for Transferees and Second Coursers	-	30	0%
Enrollment Procedure for Freshmen Enrollees (WALK-	-	5427	0%
Enrollment Procedure for Freshman Enrollees (ONLINE)	2	9089	0.02%
Processing of Request for Various Academic Documents	38	4400	1%
Processing of Request for Transcript of Records of Graduates	53	2402	2%
ssuance of Temporary Notice of Acceptance for Foreign Student	-	14	0%
Processing of Request for Vocational Preference nventory (VPI) Examination and Career Counseling	2	128	2%
Process of Request for Company Accreditation	10	1334	1%
Process of Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow	62	62	100%
Process of Request for Job Posting and Graduate Listing	6	6	100%
Processing of Admission Test Application for Incoming Freshmen Students	10	5186	0.2%
Processing of Application for the Administration of Psychological Test to Transferee Students	110	112	98%
Processing of Request to Participate in Sports Event on Regional and National Level	-	4	100%
Processing of Request for Joining in Sports Event on International Level	5	5	100%
Processing of Request for Hosting a Sports Event	7	10	70%
Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni	13	39	33%
Processing of Financial Assistance Application from Private Provider/Grantor	33	33	100%
Processing of Request for Water Analysis and Other Laboratory Services	13	13	100%
Processing of Request for Extension Documents, Facility, and Equipment	5	7	71%
Processing of Requests for Trademark Application	-	10	0%
Processing of Shared Facility Services Request	-	1	0%
External Service Total	554	41,802	1.33%

Internal Services	Responses	Total Transactions	Response Rate
Processing of Request from Different Colleges/Offices of the University	66	313	21%
Dissemination of Incoming Communication from Outside Persons or Agencies	12	208	6%
Processing of Request for Copy of Board Resolutions	17	47	36%
Submission of Complete Staff Work or Agenda by the Offices of the University	6	22	27%
Submission of the Agenda to the University's Academic and Administrative Council Meeting	2	13	15%
Processing of Requests for Documented Information for Various Purposes	25	48	52%
Processing of QMS Documents for Registration, Revision, and Abolition	32	219	15%
Processing of Request for Coaching and Mentoring	1	5	20%

Processing of Request for Review and Evaluation of Citizen's Charter	1	1	100%
Processing of Request for Audit Reports	3	3	100%
Process for Review and Approval of Pre-Planning Activities	19	36	53%
Submission and Validation of Quarterly Scorecards and Monthly Accomplishment Report	34	59	58%
Process for Publication and Distribution of TSU Bulletin	-	4	0%
Processing of Request for Coverage of University Activities	1	1	100%
Process for Publication of Online News	1	1	100%
Process for Addressing Client's Concerns via Email	108	1659	6%
Process for Posting of Materials	53	191	28%
Process for Requesting of Electronic Copy of Photos, Videos or Files	8	14	57%
Process for Approval of Posting of Information, Education and Communication (IEC) Materials	14	34	41%
Processing of Documents for Apostille	2	6	33%
Processing of Outbound Faculty, Student, & Staff Mobility	2	5	40%
Processing of CHED Endorsement for Legitimacy of Travel Abroad	5	5	100%
Process for Account Creation and Assigning of Privileges	15	210	7%
Process of Changing Posted Schedule	5	148	3%
Process for Office 365 Account Assistance	50	1370	4%
Process for Tagging or Untagging of Faculty, Room, and/or Schedule	4	2389	0.2%
Process for Tagging/Untagging of Honorarium Classes	1	342	0.3%
Processing of Request to Transfer of Students	1	137	0.7%
Processing of Request to Repair an ICT Equipment	-	111	0%
Process for Inspection of Condemn ICT Equipment	-	21	0%
Process for Inspection of New ICT Equipment	-	50	0%
Process for Requesting of Preventive Maintenance for Desktop Computer Units	3	44	7%
Process for Software Installation	-	44	0%
Process for Wi-Fi Access Registration	6	151	4%
Process for Creation of Domain Accounts	5	27	19%
Process for Resetting of TSU Systems/Network Accounts	3	23	13%
Process for Unblocking of Websites	3	6	50%
Process for Wi-Fi Setup/Deployment	2	13	15%
Process for Granting Virtual Private Network (VPN)	-	17	0%
Processing of Request for Cabling of New Network Connection	-	13	0%
Process for Biometrics Registration	18	54	33%
Process for Blocking and Unblocking of RFID Cards	1	28	4%

Process for Creation and Updating of Website/Webpage	48	143	34%
Process for Development of New Systems/Programs	6	129	5%
Process for Report Generation	8	59	14%
Processing of Request for Technical Assistance	26	232	11%
Processing of Endorsed Communication from the Office of the University President	3	42	7%
Processing of Inter-Office Communication and Transactions	10	96	10%
Processing of Travel Order for Travel Requests	39	677	6%
Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance	12	58	21%
Pre-Audit of Payroll / Disbursement Vouchers	31	137	23%
Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account Balances	143	165	87%
Processing of Liquidation for Cash Advances	-	-	0%
Process for Claiming of Checks	37	945	4%
Processing of Cash Payment for Outstanding Balances	-	176	0%
Processing of Request for Certificate of Payment for Lost Official Receipt	-	-	0%
Process of Signing Student Clearance	1	3	33%
Processing of Request for Pre-Repair Inspection, Repair, and Other Services	96	242	40%
Processing of Request for Janitorial Services	98	136	72%
Processing of Request to Use the University Facilities	12	16	75%
Processing of Application for Vehicle Gate Pass	34	46	74%
Processing of Request for ID and Re-ID (Lost ID and Worn-Out)	90	104	87%
Processing of Request for Personnel-Related Documents and Reports	140	161	87%
Processing of Request for Issuance of DBP Certification	4	4	100%
Processing of Request for Issuance of Performance Evaluation Related Documents	7	165	4%
Process of Filing Cases and Complaints	-	-	0%
Processing of Request for Scholarship Status of Employee-Scholars	-	-	0%
Processing of Request for In-House Training or Seminar (Face-to-Face and Online)	126	169	75%
Processing of Request for Study Leave Reinstatement of Employee-Scholars	-	-	0%
Processing of Request for Scholarship Extension	-	-	0%
Processing of Application for Scholarship	-	1	0%
Process of Application for Sabbatical Leave	-	-	0%
Processing of Request for Thesis/Dissertation Financial	-	1	0%
Processing of Request for Issuance of Certifications	155	532	29%
Process of Request for Employment Verification	1	80	1%

Processing of Application for Leave of Absence	-	4	0%
Process for Upgrading Plantilla Items	-	-	0%
Printing of Daily Time Record (DTR) for Overtime/Extended Services	-	108	0%
Process for Requesting and Issuance of Authority to Travel Abroad	1	11	9%
Processing of Payroll for Overtime/Extended Services	2	29	7%
Processing of Payroll Preparation for Salary of Lecturers, Part-Timers, and Faculty with Honorarium	20	159	13%
Processing of Payroll for Student Assistants' Salary	13	27	48%
Processing of Request for Personnel-Related Documents	8	43	19%
Processing of Request in Compliance to Freedom of nformation	36	40	90%
Process of Requesting for Disposal of Records or Use of Storage	23	136	17%
Process of Archiving Documents and Materials	44	67	66%
Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment	109	2600	4%
Processing of Request for Issuance of Clearance of Employee Availing Leave Beyond 30 Days	13	13	100%
Processing of Request for Physical Inventory of Property Accountabilities	3	159	2%
Processing of Request to Return to Stock Serviceable Properties that are No Longer Needed by the End-User	-	8	0%
Processing of Request to Transfer Property Accountabilities	4	149	3%
Processing of Request to Condemn Unserviceable Property Accountabilities	1	104	1%
Processing of Purchase Request / Job Order	50	54	93%
Processing of Request for CCTV Footage Review	10	38	26%
Processing of Action for Complaints	35	36	98%
Process of Securing a Dental Certificate	296	499	59%
Process of Issuance of Medical Certificate	107	1117	10%
Processing of Inter-Office Communication and	91	751	12%
Enrollment Procedure for Shifters and Returnees	1	842	1%
Enrollment Procedure for Transferees and Second Coursers	-	238	0%
Enrollment Procedure for Professional Education Fakers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE)	-	569	0%
Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students (WALK-IN and ONLINE)	-	7755	0%
Enrollment Procedure for Incoming 2nd Year to 4th Year rregular Students	-	1879	0%
Enrollment Procedure for Cross Enrollees Within the Iniversity	4	4	100%
Sulk Enrollment Procedure for Incoming 2nd Year to 4th /ear Regular Students	-	539	0%
nrollment Procedure for Graduating Students with Overloading or Waiving of Pre-Requisite Subjects WALK-IN and ONLINE)	-	477	0%
Process for Withdrawal of Enrollment or Registration WALK-IN)	-	84	0%
Processing of Application for Leave of Absence (LOA)	2	6	33%

Processing of Application for Graduation	16	634	3%
Processing of Request for Data	13	22	59%
Process for Correction / Rectification of Grades (WALK- IN and ONLINE)	-	115	0%
Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer	8	8	100%
Processing of Student/ Personnel Insurance Claims	21	21	100%
Processing of Request for Vocational Preference	44	343	13%
Inventory (VPI) Examination and Career Counseling Processing of Online Request for Certificate of Good Moral Character	185	937	20%
Processing of Request for Counselor's Outside Referral	104	166	63%
Processing of Student Clearance	33	670	5%
Processing of Request for Re-Issuance of New Radio- Frequency Identification (RFID)	19	30	63%
Processing of Application for Accreditation of Student Organization (New and/or Renewal)	27	28	96%
Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES)	37	37	100%
Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES)	1	3	33%
Processing of Request to Participate in Sports Event on Regional and National Level	59	60	98%
Processing of Request for Joining in the Host University for Sports Event on National Level	7	18	39%
Processing of Request for Joining in Sports Event on nternational Level	2	4	50%
Processing of Request for Hosting a Sports Event	2	4	50%
Procedure for the Approval of Activities of Student Publication and College Publications	31	38	86%
Processing of Intention for Publications to Operate for the Upcoming Academic Year	6	10	60%
Process of Printing and Circulation of the Student and College Publication Issues	4	8	50%
Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni	15	16	94%
Filing of Complaints and Investigation (Defendant Admitting the Allegation)	94	104	90%
Filing of Complaints and Investigation (Defendant Denies the Allegations)	1	1	100%
Filing of Complaints and Investigation Against TSU	3	3	100%
Processing of Financial Assistance Application from	63	2134	3%
Private Provider/Grantor ssuance of Certificate of Scholarship or Certificate on Non-Scholarship	59	190	31%
Processing of Application for Membership as nternational, Differently Abled, Indigenous and Marginalized Students	5	5	100%
ndigenous and Marginalized Student Services Student Consultation and Assistance	46	54	85%
Processing of Request for Career Coaching (WALK-IN and ONLINE/REMOTE)	6	14	43%
Processing of Document Request Service (ONLINE AND WALK-IN)	4	24	17%
Processing of Request to Borrow Information Materials	266	6714	4%
Processing the Request of Document Delivery Service for Distance Users	14	804	2%

OVERALL TOTAL	5,161	105,163	5%
Internal Service Total	4,607	63,361	7%
Processing of Shared Facility Services Request	39	69	57%
Processing of Center for Food Technology and Research Service Requests	14	15	93%
Process for Request to Use University Marks Assistance	15	15	100%
Process for Copyright Deposit Assistance	5	11	45%
Processing of Requests for Trademark Application Assistance	23	41	56%
Process for Receiving Service Request and Other Correspondence	12	15	80%
Process of Reviewing Extension Post-Reportorial Documents	1	27	4%
Processing and Evaluating Extension Proposal	-	95	0%
Facility, and Equipment Process of Receiving and Endorsing Request Letter or Form	20	134	15%
Processing of Request for Extension Documents,	67	138	49%
Approval of Special Research Project/Program	-	1	0%
Processing of Research Evaluation	3	7	43%
and Research Publication Processing of Research Proposal (Initial Evaluation of Research Proposals)	-	1	0%
Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation	3	10	30%
Processing of Request for Water Analysis and Other Laboratory Services	7	28	25%
Transaction Processing of Request for Statistical Support and Related Services	5	5	100%
of the University President Processing of Inter-Office Communication and	17	1174	1%
Materials Processing of Endorsed Communication from the Office	1	143	1%
Selective Dissemination of Information on Unpublished	4	19	21%
Access Processing of Request for Referral Service	8	312	3%
Processing of Request to Use Computer & Internet	279	5797	5%
Processing of Library Clearance	125	1803	7%
Process of Inquiring for Available Learning Resources	138	1903	7%
Process of Renewing Borrowed Information Materials	21	1894	1%
Jp Process of Returning Information Materials	70	5238	1%

In aggregate, 62 external services received a response rate ranging from 50% to 100%, while 145 external and internal services received a response rate of 0% to 50% for the period of July to December 2023. The low response rate for the identified services usually occurs as a result of the client failing to respond to the survey that was given after the completed transaction. This may imply that most of the respondents are not yet fully aware of the implementation of the survey. That is why there is a need for awareness and orientation for the clients through the employees of TSU due to the full implementation of

the harmonized CSM tool and the importance of participating in the survey in voicing out their experience. Ensuring that the clients are responding to the given survey.

Meanwhile, **Table 2** shows the list of the following external and internal services with no recorded clients for the period of July to December 2023.

Thirty-four (34) out of two hundred and thirty-four (234) (14.53%) internal and external services had no recorded clients and don't have any transactions for the specified period.

Table 2: Services with no recorded clients for the period of July to December 2023

	External Services
1.	Processing of Request for QMS Registered Documents for Various Purposes
2.	Processing of Institution/Organization Request to Benchmark Offices/Colleges in Tarlac State University
3.	Processing for Assessment of Fees for Other Payors
4.	Processing of Request for Certificate of Payment for Lost Official Receipt
5.	Processing of Request for Pre-Repair Inspection, Repair, and Other Services
6.	Processing of Request to Use the University Facilities
7.	Digital Studio RFID Processing – For Alumni IDs
8.	Processing of Action for Complaints
9.	Process of Taking the Qualifying Exam for Bachelor of Fine Arts Freshmen Students (Talent Determination Test)
10.	Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE)
11.	Enrollment Procedure for Cross Enrollees from Different State University or College
12.	Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer
13.	Processing of Online Request for Certificate of Good Moral Character
14.	Processing of Student Clearance
15.	Processing of Request for Joining in the Host University for Sports Event on National Level
16.	Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and CHED- Friendship Game
17.	Processing of Document Request Service (ONLINE AND WALK-IN)
18.	Processing of Request to Access the Library by Visiting Researcher
19.	Processing of Request for Statistical Support and Related Services
20.	Process for Receiving Service Request and Other Correspondence
21.	Process for Copyright Deposit Assistance
22.	Process for Technology Transfer and Commercialization Assistance
23.	Process for Request to Use University Marks Assistance
24.	Processing of Center for Food Technology and Research Service Requests

	Internal Services
25.	Processing of Liquidation for Cash Advances
26.	Processing of Request for Certificate of Payment for Lost Official Receipt
27.	Process of Filing Cases and Complaints
28.	Processing of Request for Scholarship Status of Employee-Scholars
29.	Processing of Request for Study Leave Reinstatement of Employee-Scholars
30.	Processing of Request for Scholarship Extension
31.	Process of Application for Sabbatical Leave
32.	Process for Upgrading Plantilla Items
33.	Procedure for Appeal
34.	Process for Technology Transfer and Commercialization Assistance

III. Methodology:

For the physical transactions during the period of July to December 2023, feedback are collected in two ways:

- The Client Satisfaction Measurement (CSM) Survey form is provided immediately after the delivery of services and completion of each transaction. The transacting office personnel will instruct the client to accomplish the form and drop it at CSM box available at various offices or at the designated Public Assistance Complaints Desk (PACD), or
- 2. Client has an option to scan the CSM QR Code posted at the Citizen's Charter Information Billboard (CCIB) of various offices to access the electronic form of the survey.

For online transactions, the transacting office personnel will provide the link containing the online CSM after the delivery of services and completion of each transaction.

The Quality Management Unit (QMU) is in-charge of monthly collection and encoding of the result from the electronic form and the accomplished CSM forms in the three campuses (Main Campus, Villa Lucinda Extension Campus, and San Isidro Extension Campus). Moreover, the generation of CCSS report was done monthly by QMU and transmitted to the offices of the University President, Vice Presidents, and Human Resource Development Management.

The 8 SQD questions were scored using a 5-point Likert Scale as follows:

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

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

Overall Score = Number of 'Strongly Agree' answers + Number of 'Agree' answers Total Number of Respondents - Number of 'N/A' answers

The interpretation of the results are as follows:

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

IV. Data and Interpretation

A. Demographic Profile

The demographic profiles of the internal and external respondents, including age, sex, and client type, are summarized in the following table.

The age range of **20 to 34 years old** has the largest frequency, with 60% external and 56% internal clients, which is equivalent to **56 percent** of the overall respondent. Followed by **18 percent** of overall respondents, which consist of 18% external and 19% internal clients, who **did not specify their age range**. This figure is nearly exactly equal to the number of respondents **ages of 19 years old or lower**, with 18% external and 17% internal clients, who accounted for **17 percent** of the overall respondent. The age range of **35 to 49 years old** accounted for only **6 percent** of respondents, of whom 4% were external clients and 6% were internal. Only **2 percent** of the overall respondents, consist of 0% external and 2% internal clients, were between the ages of **50 to 64 years old**, while there were no respondents between the ages of **65 years old** or higher for external client but only 1% for internal client, resulting to **0 percent** of the overall respondents.

The age distribution of all respondents, internal and external, is shown in the table below.

D1. Age	External	Internal	Overall
1. 19 or lower	18%	17%	17%
2. 20-34	60%	56%	56%
3. 35-49	4%	6%	6%
4. 50-64	0%	2%	2%
5. 65 or higher	0%	1%	0%
6. Did not specify	18%	19%	18%

Table 3: Demographic Profile by Age

Meanwhile, almost half of the external and internal clients reported their gender as female, or 47% of the overall respondents and only 39% as male, while the 14% did not specify. In other words, female clients contributed more to the respondent data set. The table 4 shows the male and female external and internal respondents in percentages.

D2. Sex	External	Internal	Overall
1. Male	40%	39%	39%
2. Female	47%	47%	47%
3. Did not specify	13%	14%	14%

Analyzing the demographic profile by customer type, it's evident that the majority of the respondents are students, accounted for 57%, which consist of external students or alumni, transferees or shifters from other colleges or universities, and internal students that are currently enrolled at the university. Followed by 29% who identify themselves as internal clients or TSU employees. Government Agencies (2%) and Business Entities (2%), which include suppliers, bidders, and contractors, had the fewest respondents, while 10% of the overall respondents did not specify the type of client they were.

Table 5 shows the distribution of the respondent by customer type.

Table 5: Demographic Profile by Customer Type

D3. Customer Type	External	Internal	Overall
1. Students	61%	56%	57%
2. Internal	0%	33%	29%
3. Business	12%	0%	2%
4. Government Agency	16%	0%	2%
5. Did not specify	11%	10%	10%

B. Count of CC and SQD results

84.48% of the respondents in external services and internal services know what a Citizen's Charter (CC) is and saw the existence of a Citizen's Charter in the transacting office. While 7.96% learned the existence of Citizen's Charter only when they saw the transacting office's Citizen's Charter.

Meanwhile, among those that knew the CC, 85.43% of external and internal clients were able to easily see the transacting office's Citizen's Charter and 90.48% of them could use it as a helpful guide during their transaction. **Table 6** summarizes the respondents' awareness of the Citizen's Charter.

Table 6: Citizen's Charter (CC) Awareness Summary

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4350	84.48%
2. I know what a CC is but I did not see this office's CC.	194	3.77%
3. I learned of the CC only when I saw this office's CC.	410	7.96%
4. I do not know what a CC is and I did not see this office's CC.	195	3.79%
CC2. If aware of CC, would you say that the CC of this office was?		
1. Easy to see	4399	85.43%
2. Somewhat easy to see	493	9.57%
3. Difficult to see	85	1.65%
4. Not visible at all	40	0.78%
5. N/A	132	2.56%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4658	90.48%
2. Somewhat helped	295	5.73%
3. Did not help	21	0.41%
4. N/A	174	3.38%

Moreover, **Table 7** represents the distribution of responses of both external and internal clients for the Service Quality Dimension (SQD) 0, with a total of 5,157 responses collected.

The majority of respondents either Strongly Agreed or Agreed, with a total of 4,285 and 711 responses. This shows that most of the respondents were satisfied with the service they availed, recording to 97.12% "Outstanding" of the overall rating. Additionally, there were 64 respondents who neither agreed nor disagreed, 13 who disagreed, 71 who strongly disagreed, and 13 who selected N/A.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0	4285	711	64	13	71	13	5157	97.12%

Table 8 summarizes the responses of both external and internal clients in terms of the eight (8) Service Quality Dimension (SQD), showing the number of respondents who strongly agree, agree, neither agree nor disagree, disagree, and strongly disagree with each dimension, along with those who responded N/A.

Overall, the satisfaction percentages for each dimension are relatively high, ranging from 95.37% "Very Satisfied" to 97.32% "Outstanding", with the costs dimension being an exception at 100.00% "Outstanding". Analyzing the collected high satisfaction rating for the 8 Service Quality Dimensions (SQD), we can conclude that the majority of internal and external clients have a positive perception of the Tarlac State University's services. Furthermore, the total number of responses for the SQD is 41,149, indicates a significant level of engagement with the survey, reflecting a comprehensive dataset that can be considered representative of the university community's opinions.

The overall rating for the eight SQD is 96.20% "Outstanding", these results imply that the university is likely meeting or exceeding expectations in terms of service quality, which can contribute to a positive overall experience for all its external and internal clients.

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	3962	894	119	37	79	61	5153	95.37%
Reliability	4146	764	96	15	64	61	5147	96.54%
Access and Facilities	3572	709	122	22	60	639	5125	95.43%
Communication	3901	844	141	21	55	170	5133	95.61%
Costs	13	3	0	0	0	5130	5146	100.00%
Integrity	4250	645	89	19	64	78	5144	96.62%
Assurance	4384	584	52	14	70	49	5154	97.32%
Outcome	4118	735	102	15	67	113	5147	96.40%
Overall	28346	5178	721	143	459	6301	41149	96.20%

 Table 8: Service Quality Dimension (SQD) 1 to 8 Result

C. Overall score per service

Table 9 summarizes the overall score per service for the External and Internal Services provided by the TSU, looking at the scores we can conclude that majority of the services received high ratings ranging from 80% to 100% rated as "Satisfactory", "Very Satisfactory", and "Outstanding". No service garnered a score of 79.9% or lower.

The total average rating for external services is 97% or "Outstanding" while for internal services is 98% or "Outstanding". As a result, TSU recorded an Overall score of 97%, which translates to "Outstanding". This reflects the efficiency and effectiveness of various services offered by the university.

Table 9: Overall scores per service for the External and Internal Services provided by the
TSU for the period of July to December 2023

External Services	Overall Rating
Processing of Action on Contracts and External Agreements	100%
Processing of Request for Personal Meeting with the President	100%
Process for Publication and Distribution of TSU Bulletin	94%
Processing of Request for Alumni ID Numbers	100%
Processing of Cash Payment for Outstanding Balances	100%
Process of Signing Student Clearance	100%
Processing of Material Approval Request	100%
Processing of Request for Personnel-Related Documents and Reports	90%
Processing of Request for Issuance of Certifications	100%
Process of Request for Employment Verification	100%
Processing of Remittances for BIR	100%
Processing of Remittances for PHIC	100%
Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment	100%
Processing of Purchase Request / Job Order	100%
Process of Acquiring Bidding Documents	90%
Processing of Request for CCTV Footage Review	100%
Enrollment Procedure for Freshman Enrollees (ONLINE)	100%
Processing of Request for Various Academic Documents	95%
Processing of Request for Transcript of Records of Graduates	92%
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	100%
Process of Request for Company Accreditation	100%
Process of Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow	97%
Process of Request for Job Posting and Graduate Listing	100%

Processing of Admission Test Application for Incoming Freshmen Students	90%
Processing of Application for the Administration of Psychological Test to Transferee Students	98%
Processing of Request for Joining in Sports Event on International Level	80%
Processing of Request for Hosting a Sports Event	80%
Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni	100%
Processing of Financial Assistance Application from Private Provider/Grantor	100%
Processing of Request for Water Analysis and Other Laboratory Services	92%
Processing of Request for Extension Documents, Facility, and Equipment	100%
External Services Total	97%

Internal Services	Overall Rating
Processing of Request from Different Colleges/Offices of the University	92%
Dissemination of Incoming Communication from Outside Persons or Agencies	100%
Processing of Request for Copy of Board Resolutions	100%
Submission of Complete Staff Work or Agenda by the Offices of the University	100%
Submission of the Agenda to the University's Academic and Administrative Council Meeting	100%
Processing of Requests for Documented Information for Various Purposes	100%
Processing of QMS Documents for Registration, Revision, and Abolition	100%
Processing of Request for Coaching and Mentoring	100%
Processing of Request for Review and Evaluation of Citizen's Charter	100%
Processing of Request for Audit Reports	100%
Process for Review and Approval of Pre-Planning Activities	100%
Submission and Validation of Quarterly Scorecards and Monthly Accomplishment Report	100%
Processing of Request for Coverage of University Activities	100%
Process for Publication of Online News	100%
Process for Addressing Client's Concerns via Email	100%
Process for Posting of Materials	98%
Process for Requesting of Electronic Copy of Photos, Videos or Files	100%
Process for Approval of Posting of Information, Education and Communication (IEC) Materials	100%
Processing of Documents for Apostille	100%
Processing of Outbound Faculty, Student, & Staff Mobility	100%
Processing of CHED Endorsement for Legitimacy of Travel Abroad	80%
Process for Account Creation and Assigning of Privileges	93%
Process of Changing Posted Schedule	100%
Process for Office 365 Account Assistance	92%

Process for Tagging or Untagging of Faculty, Room, and/or Schedule	100%
Process for Tagging/Untagging of Honorarium Classes	100%
Processing of Request to Transfer of Students	100%
Process for Requesting of Preventive Maintenance for Desktop Computer Units	100%
Process for Wi-Fi Access Registration	100%
Process for Creation of Domain Accounts	100%
Process for Resetting of TSU Systems/Network Accounts	100%
Process for Unblocking of Websites	100%
Process for Wi-Fi Setup/Deployment	100%
Process for Biometrics Registration	89%
Process for Blocking and Unblocking of RFID Cards	100%
Process for Creation and Updating of Website/Webpage	100%
Process for Development of New Systems/Programs	100%
Process for Report Generation	100%
Processing of Request for Technical Assistance	85%
Processing of Endorsed Communication from the Office of the University President	100%
Processing of Inter-Office Communication and Transactions	100%
Processing of Travel Order for Travel Requests	92%
Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance	100%
Pre-Audit of Payroll / Disbursement Vouchers	94%
Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account Balances	99%
Process for Claiming of Checks	97%
Process of Signing Student Clearance	100%
Processing of Request for Pre-Repair Inspection, Repair, and Other Services	98%
Processing of Request for Janitorial Services	100%
Processing of Request to Use the University Facilities	100%
Processing of Application for Vehicle Gate Pass	94%
Processing of Request for ID and Re-ID (Lost ID and Worn-Out)	97%
Processing of Request for Personnel-Related Documents and Reports	99%
Processing of Request for Issuance of DBP Certification	100%
Processing of Request for Issuance of Performance Evaluation Related Documents	100%
Processing of Request for In-House Training or Seminar (Face-to-Face and Online)	90%
Processing of Request for Issuance of Certifications	100%
Process of Request for Employment Verification	100%

Process for Requesting and Issuance of Authority to Travel Abroad	100%
Processing of Payroll for Overtime/Extended Services	100%
Processing of Payroll Preparation for Salary of Lecturers, Part-Timers, and Faculty with Honorarium	90%
Processing of Payroll for Student Assistants' Salary	100%
Processing of Request for Personnel-Related Documents	100%
Processing of Request in Compliance to Freedom of Information	100%
Process of Requesting for Disposal of Records or Use of Storage	100%
Process of Archiving Documents and Materials	100%
Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment	98%
Processing of Request for Issuance of Clearance of Employee Availing Leave Beyond 30 Days	92%
Processing of Request for Physical Inventory of Property Accountabilities	100%
Processing of Request to Transfer Property Accountabilities	100%
Processing of Request to Condemn Unserviceable Property Accountabilities	100%
Processing of Purchase Request / Job Order	100%
Processing of Request for CCTV Footage Review	100%
Processing of Action for Complaints	100%
Process of Securing a Dental Certificate	87%
Process of Issuance of Medical Certificate	92%
Processing of Inter-Office Communication and Transactions	98%
Enrollment Procedure for Shifters and Returnees	100%
Enrollment Procedure for Cross Enrollees Within the University	100%
Processing of Application for Leave of Absence (LOA)	100%
Processing of Application for Graduation	100%
Processing of Request for Data	92%
Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer	100%
Processing of Student/ Personnel Insurance Claims	95%
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	98%
Processing of Online Request for Certificate of Good Moral Character	97%
Processing of Request for Counselor's Outside Referral	88%
Processing of Student Clearance	91%
Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID)	100%
Processing of Application for Accreditation of Student Organization (New and/or Renewal)	96%
Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES)	91%
Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES)	100%

Processing of Request to Participate in Sports Event on Regional and National Level	98%
Processing of Request for Joining in the Host University for Sports Event on National Level	100%
Processing of Request for Joining in Sports Event on International Level	100%
Processing of Request for Hosting a Sports Event	100%
Procedure for the Approval of Activities of Student Publication and College Publications	94%
Processing of Intention for Publications to Operate for the Upcoming Academic Year	100%
Process of Printing and Circulation of the Student and College Publication Issues	100%
Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni	100%
Filing of Complaints and Investigation (Defendant Admitting the Allegation)	97%
Filing of Complaints and Investigation (Defendant Denies the Allegations)	100%
Filing of Complaints and Investigation Against TSU Employee	100%
Processing of Financial Assistance Application from Private Provider/Grantor	95%
ssuance of Certificate of Scholarship or Certificate on Non-Scholarship	100%
Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students	100%
ndigenous and Marginalized Student Services Student Consultation and Assistance	98%
Processing of Request for Career Coaching (WALK-IN and ONLINE/REMOTE)	83%
Processing of Document Request Service (ONLINE AND WALK-IN)	100%
Processing of Request to Borrow Information Materials	83%
Processing the Request of Document Delivery Service for Distance Users	100%
Processing of Request for Online Reservation and Pick-Up	100%
Process of Returning Information Materials	96%
Process of Renewing Borrowed Information Materials	100%
Process of Inquiring for Available Learning Resources	86%
Processing of Library Clearance	98%
Processing of Request to Use Computer & Internet Access	92%
Processing of Request for Referral Service	100%
Selective Dissemination of Information on Unpublished Materials	100%
Processing of Endorsed Communication from the Office of the University President	100%
Processing of Inter-Office Communication and Transaction	100%
Processing of Request for Statistical Support and Related Services	100%
Processing of Request for Water Analysis and Other Laboratory Services	100%
Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication	100%
Processing of Research Evaluation	100%
Processing of Request for Extension Documents, Facility, and Equipment	99%

Ονεβαι η τοται	97%
Internal Service Total	98%
Processing of Shared Facility Services Request	97%
Processing of Center for Food Technology and Research Service Requests	100%
Process for Request to Use University Marks Assistance	93%
Process for Copyright Deposit Assistance	100%
Processing of Requests for Trademark Application Assistance	91%
Process for Receiving Service Request and Other Correspondence	100%
Process of Reviewing Extension Post-Reportorial Documents	100%
Process of Receiving and Endorsing Request Letter or Form	100%

Overall, during the FY 2023, the Tarlac State University demonstrates strong performance and commitment in service delivery to provide quality to all external and internal clients, with opportunity for improvement in certain specific services. Consistent to its commitment to continually strive for global competitiveness and excellence in the delivery of services to attain utmost satisfaction of customers and interested parties and to continually improve the implementation of its Quality Management System.

V. Results of the Agency Action Plan reported for FY 2022:

There was an upward trend of customer satisfaction between the year 2022 to 2023. This year was the highest recorded annual rating of 96.20% which translates to "Outstanding" as well as the engagement of clients in participating in the survey.

For the year 2022 the university received 7,600 respondents compared to year 2023, the university received 10,230 respondents. This resulted in a 36% increase in the clients participating in the survey. **Table 10** shows the comparison of results from FY 2022 to FY 2023.

Year	Month Period	Tool Implemented	Rating	Number of Responses	Total Annual Responses	
2022	January to December	Citizen/Client Satisfcation Survey (CCSS)	4.66 "Very Satisfied"	7,600	7,600	
	January to June	Citizen/Client Satisfcation Survey (CCSS)	3.59 "Satisfied"	5,069		36% increase in respondents
2023	July to December	Harmonized Client Satisfaction Measurement (CSM)	96.20% "Outstanding"	5,161	10,230	

Table 10: Comparison of CCSS/CSM Result

VI. Continuous Agency Improvement Plan for FY 2024:

The following are the University's Continuous Improvement Plan for the FY 2024:

To ensure that the feedback mechanisms effectively track the progress of the improvement efforts over time, the university through the Quality Management Unit (QMU) will continuously ensure the full implementation of the Harmonized Client Satisfaction Measurement (CSM) tool, ensuring widely dissemination of information on the use of paper and electronic CSM for face-to-face and online transactions.

To continually ensure the utmost satisfaction of the clients, the university will implement several strategies. This may include keeping the focus on customer satisfaction and meeting their needs and expectations effectively, ensuring clear and effective communication with both internal and external clients throughout the service delivery, and regularly reviewing and improving service processes to enhance efficiency and effectiveness.

The university will continually enhance customer satisfaction and feedback processes, ensuring sustained improvements in service quality.

Prepared by:

Engr. Maricar N. Banting Member, CART (TSU Administrative Order No. 06, s. 2024) Head, Anti-Red Tape Unit

Reviewed by:

Dr. Grace N: Rosete Vice Chairperson, CART (TSU Administrative Order No. 06, s. 2024) Vice President for Administration

Approved by:

Dr. Arnold E. Velasco Chairperson, CART (TSU Administrative Order No. 06, s. 2024) University President

ANNEX A. Survey Questionnaire/s Used

A.1 Citizen/Client Satisfaction Survey (CCSS) for the period of January to June 2023

		NT SATISFACTION SURVEY ((asiyahang Naipagkaloob sa mga Kliyen						
	Client Classification (Pag-uuri sa Kliyente): Student (Estudyante) Others(Iba pa)	Age (Edad): Gender (Kasarian):		Date: Petsa) (/ buwan / a	l raw / tao	n)	
Ser	Employee (Empleyado)	Name of Personnel to be evaluat (Pangalan ng Empleyadong susuriin):	ed		ffice visited: inisitang opisina):			
	Kindly rate our service (Mangyaring lagyan ng tsek (✔) an	provision by putting a check (✓) g kahong naaayon sa marka ng serbisy	inside th	e box	gap.)			
-				Rat	ting (Mar		1.1	
	Service Indicator (Panukatan sa Serbis		Very Satisfied (Lubusang Nasiyahan)	Satisfied (Nasiyahan)	Neutral (Walang Kinikilingan)	Dissatisfied (Hindi Nasiyahan)	Very Dissatisfied (Lubusang Di	
			5	4	3	2	1	
	Promptness and willingness of personr citizen's/client's needs. (Mabilis at kusang loob na pagtugon ng mg mga pangangailangan ng kliyente.)	ga empleyadong naglingkod sa						
	Quality and correctness of service prov (May mataas na kalidad at tama ang serbis	syong ipinagkaloob.)						
	Convenience of the space provided for and accessibility of public assistance of service facilities like comfort rooms, ran (May sapat na espasyo para sa mga kliye, mga taong nangangailangan ng tulong pasilidad gaya ng palikuran, rampa kapansanan(PWD's), at kahon para sa mg na serbisyo)	lesk, suggestion box, and other nps, and priority lane for PWD's. Inte; may nakalaang mesa para sa ; may nakalaang pampublikong para sa linya ng mga may ga mungkahi ukol sa ipinagkaloob						
	Ability to clearly answer the queries of (May kakayahang magbigay ng malinaw r kliyente.)	na tugon sa bawat tanong ng mga						
5.	The amount paid for the service is with range of cost. (Nababatay at katanggap-tanggap ang bin sa serbisyong ipinagkaloob)	not applicable						
6.	Truthfulness, harmony, and fairness in (Makatotohanan, at may patas na naipagkaloob.)	the delivery of service/s. pagkakasundo sa serbisyong						
7.	Knowledge and competence of the understand the citizen's/client's needs. (Sapat na kaalaman at kakayanan ng mg magampanan at maunawaan ang pangang	a empleyadong naglingkod upang						
8.	Overall rating of the services provid mandate. (Kabuuang pagtataya sa serbisyong ipir pamahalaan.)	ed based on the government						
	Average (To	be completed by the Office in Charge)						
	Comments or Suggestions (Kumento o Mungkahi):							

ANNEX A. Survey Questionnaire/s Used

A.2 Client Satisfaction Measurement (CSM) for the period of July to December 2023

STATE UNIT	
	TARLAC STATE UNIVERSITY
000	HI

HELP US SERVE YOU BETTER!

Control No: TSU-CSM-2023-

This Client Satisfaction Measurement (CSM) Tool aims to track the customer experience of TSU's clients. Your answers will help this office provide a better service. Personal information shared will be kept confidential.

(Ang Client Satisfaction Measurement [CSM] Tool na ito ay naglalayong subaybayan ang karanasan ng customer ng mga kliyente ng TSU. Ang iyong mga sagot ay magbibigay-daan sa opisinang ito na magbigay ng mas mahusay na serbisyo. Ang personal na impormasyong ibinahagi ay pananatilihing kumpidensyal.)

Client type (Uring klivente): Student (Estudyante)		□Internal (Empleyado ng TSU)		
······································	College (kolehiyo)			
🗆 Business (Negosya/Negosyante) 🛛 🗆 Gov	ernment Agency (A <i>hensya ng Pamahalaan</i>)	Others		
Sex (Kasarian): 🗌 Male (Lalake) 🗌 Female (Babae)	Date (Petsa):/ / _//	Age (Edad):		
Office Visited (Binisifang opisina):	Service Availed (Serbisyong naipaokaloob):			

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. (Maglagay ng tsek [✓] sa iyong sagot sa mga sumusunod na tanong. Ang Citizen's Charter [CC] ay isang opisyal na dokumento na naglalaman ng detalye ng mga serbisyo ng isang ahensya ng gobyerno/opisina kabilang ang mga kinakailangan, bayad, at oras ng pagproseso nito at iba pa.)

CC1 Which of the following best describes your awareness of a CC? (Alin sa mga sumusunod ang pinakamainam na naglalarawan sa iyong kamalayan sa isang CC?)

□ 1. I know what a CC is and I saw this office's CC. (Alam ko kung ano ang CC at nakita ko ang CC ng tanggapang ito.)
 □ 2. I know what a CC is but I did NOT see this office's CC. (Alam ko kung ano ang CC pero HINDI ko nakita ang CC ng opisinang ito.)

□ 3.1 learned of the CC only when I saw this office's CC. (Nalaman ko lamang ang CC nang nakita ko ang CC ng opisina na ito.)

□ 4. I do not know what a CC is and I did not see one in this office. (Hindi ko alam kung ano ang isang CC at HINDI ko nakita ang CC ng opisinang ito.)

CC2 If aware of CC, would you say that the CC of this office was ... (Kung may kamalayan ka tungkol sa CC, sasabihin mo ba na ang CC ng opisina na ito ay ...)

□ 1. Easy to see (Madaling makita)

- □ 4. Not visible at all (*Hindi nakikita*)
- □ 2. Somewhat easy to see (*Medyo madaling makita*) □ 3. Difficult to see (*Mahirap hanapin*)
- 🗆 5. N/A (*Hindi naaangkop*)

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? (Kung may kamalayan na tungkol sa CC, gaano nakatulong ang CC sa iyong transaksyon?)

- □ 1. Helped very much (Nakatulong nang husto)
 □ 2. Somewhat helped (Nedyo nakatulong)
- □ 3. Did not help (Walang na≹ulong) □ 4. NA (Hindi naaangkop)

 Please put a check mark (✓) on the column that best corresponds to your answer. (Maglagay ng (sek [√] sa kolum na pinakamainam na tumutugma sa iyong sagot.)

 Strongly
 Disagree
 Neither
 Agree
 Strongly
 Not

		Makapili)		ayon)	
a suhestiyon	kung paano	pa mapapat	outi pa an	g aming mg	a

THANK YOU!

ANNEX B. Results Per Service

B.1 Citizen/Client Satisfaction Survey (CCSS) Results for the period of January to June 2023



Report on Citizen/Client Satisfaction Survey (CCSS) Measurement Tarlac State University From the period of January to June 2023

Service Indicators											
Offices	Promptness and willingness of personnel in addressing the citizen's/ client's needs.	Quality and correctness of service provided.	Convenience of the space provided for clients such as the availability and accessibility of public assistance desk, suggestion box, and other service facilities like comfort rooms, ramps, and priority lane for PWD's.	Ability to clearly answer the queries of clients.		Truthfulness, harmony, and fairness in the delivery of service/s.	Knowledge and competence of the frontline staff to perform and understand the citizen's/ client's needs.	Overall rating of the services provided based on the government mandate.	Average Rating/ Service Quality Dimension	Descriptive Rating	Total Number of Surveys
				External S	Services						
Processing of Action on											
Contracts and External Agreements Processing of Request for	-	-	-	-	-	-	-	-	-	-	-
Personal Meetingf with the President	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for QMS Registered Documents for Various Purpose	-	-	-	-	-	-	-	-	-	-	-
Process for Publication and Distribution of TSU Bulletin	-	-	-	-	-	-	-	-	-	-	-
Processing of Institution/Organization Request to Benchmark Offices/Colleges In Tarlac State University	5	5	5	5	-	5	5	5	5.00	Very Satisfied	3
Enrollment Procedure for Shifters and Returnees	-	-	-	-	-	-	-	-	-	-	-
Enrollment Procedure for Transferees and Second Coursers	-	-	-	-	-	-	-	-	-	-	-
Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE)	-	-	-	-	-	-	-	-	-	-	-
Enrollment Procedure for Freshmen Enrollees (WALK-IN)	-	-	-	-	-	-	-	-	-	-	-
Enrollment Procedure for Freshmen Enrollees (ONLINE)	-	-	-	-	-	-	-	-	۰	-	-
Enrollment Procedure for Cross Enrollees from Different State University or College	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Various Academic Documents	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Transcript of Records of Graduates	-	-	-	-	-	-	-	-	-	-	-
Issuance of Temporary Notice of Acceptance for Foreign Student	-	-	-	-	-	-	-	-	-	-	-
Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	-	-	-	-	-	-	-	-	-	-	-
Processing of Online Request for Certificate of Good Moral Character	-	-	-	-	-	-	-	-	-	-	-
Process of Request for Company Accreditation	5.00	4.75	5.00	5.00	-	5.00	5.00	5.00	4.96	Very Satisfied	6
Process of Request for Career Fair, Campus Recruitment Activty, Career Develpment Webinar/ Seminar/ Training/ Workshop, Career Roadshow	4.90	4.93	4.95	4.99	-	4.90	4.97	4.97	4.94	Very Satisfied	131
Process of Request for Job Posting and Graduate Listing	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	17
Processing of Admission Test Application for Incoming Freshmen Students	4.75	4.73	4.76	4.71	-	4.74	4.70	4.66	4.72	Very Satisfied	136
Process of Adminitering Tarlac State University-College Admission Test (TSU-CAT) for Incoming Freshmen Students	4.82	4.79	4.81	4.78	-	4.75	4.80	4.67	4.77	Very Satisfied	255

Processing of Application for the Administration of Phsychological Test to Transferee Students	4.87	4.73	4.90	4.93	-	4.73	4.90	4.90	4.85	Very Satisfied	13
Processing of Request to Participate in Sports Event on Regional and National Level	-	-	-	-	-	-	-	-		-	-
Processing of Request for Joining in the Host University for Sports Event on National Level	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Joining in Sports Event on International Level	-	-	-	-	-	-	-	-		-	-
Processing of Request for Hosting a Sports Event	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Joining Pocket Tournaments, Tune-up Games, and CHED- Friendship Game	-	-	-	-	-	-	-	-	-	-	-
Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni	-	-	-	-	-	-	-	-	-	-	-
Processing of Financial Assistance Application from Private or Government Provider or Grantor	-	-	-	-	-	-	-	-	-	-	-
Processing of Document Request Service (ONLINE AND WALK-IN)	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for National Services Training Program Serial Number	-	-	-	-	-	-	-	-	-	-	-
Processing for Assessment of Fees for Other Payors	5.00	5.00	4.00	5.00	-	4.50	5.00	5.00	4.79	Very Satisfied	2
Process for Claiming of Checks	4.50	4.00	4.00	5.00	5.00	5.00	5.00	5.00	4.69	Very Satisfied	2
Processing of Cash Payment for Outstanding Balances	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Certificate of Payment for Lost Official Receipt	-	-	-	-	-	-	-	-		-	-
Process of Signing Student Clearance	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Pre- Repair Inspection, Repair, and Other Services	-	-	-	-	-	-	-	-	-	-	-
Processing of Material Approval Request	-	-	-	-	-	-	-	-	-	-	-
Processing of Request to Use the University Facilities	5.00	5.00	4.67	5.00	-	5.00	5.00	5.00	4.95	Very Satisfied	5
Digital Studio RFID Processing – For Alumni IDs	4.95	4.95	4.79	4.87	-	4.87	5.00	5.00	4.92	Very Satisfied	13
Processing of Request for Personnel-Related Documents and Reports	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Issuance of Performance Evaluation Related Documents	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Issuance of Certifications	4.83	4.83	4.83	4.83	-	4.83	4.83	4.83	4.83	Very Satisfied	8
Process of Request for Employment Verification	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment	5.00	5.00	5.00	5.00	-	4.50	5.00	5.00	4.93	Very Satisfied	2
Disposal of Used/Unserviceable Supplies, Material and Equipment Through Public Action	-	-	-	-	-	-	-	-	-	-	-
Processing of Purchase Request/Job Order	4.89	4.72	4.78	4.89	-	4.89	4.89	4.89	4.85	Very Satisfied	14
Process of Acquiring Bidding Documents	4.95	4.95	4.95	4.95	-	4.93	4.95	4.95	4.95	Very Satisfied	20
Processing of Request for CCTV Footage Review	-	-	-	-	-	-	-	-	-	-	-

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Processing of Action for Complaints	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Statistical Support and Related Services	-	-	-	-	-	-	-	-		-	-
Processing of Request for Water Analysis and Other Laboratory Services	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Extension Documents, Facility, and Equipment	-	-	-	-	-	-	-	-	-	-	-
Process for Receiving Service request and Other Correspondence	-	-	-	-	-	-	-	-	-	-	-
Process for Receiving Service request and Other Correspondence	-	-	-	-	-	-	-	-	-	-	-
Processing of Requests for Trademark Application Assistance	-	-	-	-	-	-	-	-	-	-	-
Process for Copyright Assistance	-	-	-	-	-	-	-	-	-	-	-
Process for Technology Transfer and Commercialization Assistance	-	-	-	-	-	-	-	-	-	-	-
Process for Request to Use University Marks Assistance	-	-	-	-	-	-	-	-	-	-	-
Processing of Center for Food Technology and Research Service Requests	-	-	-	-	-	-	-	-	-	-	-
Processing of Shared Facility Services Request	-	-	-	-	-	-	-	-	•	-	-
External Services Overall Score	4.90	4.83	4.76	4.93	5.00	4.84	4.94	4.92	4.89	Very Satisfied	627
				Internal S	ervices						
Processing of Request from Different Colleges/Offices of the University	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	7
Dissemination of Incoming Communication from Outside Persons or Agencies	4.93	5.00	5.00	5.00	-	5.00	5.00	5.00	4.99	Very Satisfied	17
Processing of Request for Copy of Board Resolutions	4.47	4.47	4.47	4.47	-	4.47	4.47	4.47	4.47	Satisfied	8
Submission of Complete Staff Work Agenda by the Offices of the University	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	2
Submission of the Agenda to the University's Academic and Administrative Council Meeting	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	1
Processing of Request for Documented Information for Various Purposes	4.85	4.83	4.80	4.85	-	4.85	4.85	4.85	4.84	Very Satisfied	39
Processing of QMS Documents for Registration, Revision, and Abolition	4.93	4.91	4.93	4.93	-	4.93	4.93	4.93	4.92	Very Satisfied	42
Processing of Requests for Review and Evaluation of Citizen's Charter	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	4
Processing of Requests for Coaching and Mentoring	5.00	4.75	5.00	5.00	-	5.00	5.00	5.00	4.96	Very Satisfied	3
Process for Review and Approval of Pre-Planning Activities	-	-	-	-	-	-	-	-	-	-	-
Submission and Validation of Quarterly Scorecards and Monthly Accomplishment Report	4.83	4.76	4.81	4.88	-	4.82	4.79	4.89	4.83	Very Satisfied	23
Process for Publication and Distribution of TSU Bulletin	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Coverage of University Activities	4.00	4.00	4.50	3.75	-	3.75	4.00	4.00	4.00	Satisfied	4
Process for Publication of Online News	-	-	-	-	-	-	-	-	-	-	-
Process for Addressing Client's Concerns via Email	4.95	4.95	4.93	4.94	-	4.96	4.95	4.95	4.95	Very Satisfied	210
Process for Posting of Materials	4.81	4.81	4.71	4.73	-	4.83	4.83	4.81	4.79	Very Satisfied	25
Process Requesting of Electronic copy of Photos, Videos or Files	4.93	4.93	4.93	4.93	-	4.93	5.00	5.00	4.95	Very Satisfied	14
Process for Approval of Posting of Information, Education and Communication (IEC) Materials	4.92	4.92	4.89	4.97	-	5.00	4.92	4.92	4.93	Very Satisfied	22

Designed for A second One stige											
Process for Account Creation and Assigning of Privileges	-	-	-	-	-	-	-	-	-	-	-
Process of Changing Posted Schedule	-	-	-	-	-	-	-	-	-	-	-
Process for Office 365 Account Assistance	4.73	4.73	4.69	4.71	-	4.71	4.71	4.71	4.71	Very Satisfied	28
Process of Tagging or Untagging of Faculty, Room, and/or Schedule	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	3
Process for Tagging/Untagging of Honorarium Classes	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	1
Processing of Request to Transfer Students	-	-	-	-	-	-	-	-	-	-	-
Processing of Request to Repair an ICT Equipment	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	1
Process for Inspection of Condemn ICT Equipment	-	-	-	-	-	-	-	-	-	-	-
Process for Inspection of New ICT Equipment	-	-	-	-	-	-	-	-	-	-	-
Process for Requesting of Preventive Maintenance for Desktop Computer Units	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	4
Process for Software installation	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Technical Assistance	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	2
Process for WI-FI Access Registration	4.56	4.56	4.69	4.69	-	4.63	4.63	4.56	4.62	Very	8
Process for Creation of Domain Accounts	-	-	-	-	-	-	-	-	-	Satisfied -	-
Process for Resetting of TSU											
Systems/Network Accounts Process for Unblocking	-	-	-	-	-	-	-	-	-	-	-
Websites	-	-	-	-	-	-	-	-	-	-	-
Process for Wi-Fi Setup/Deployment	-	-	-	-	-	-	-	-	-	-	-
Process for Granting Virtual Private Network (VPN) Access	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Cabling of New Network Connection	-	-	-	-	-	-	-	-	-	-	-
Process for Biometrics registration	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	6
Process for Blocking and Unblocking of RFID Cards.	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	1
Process for Creation and Updating of Website/Webpage	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	1
Process for Development of New Systems/Programs	5.00	5.00	-	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	1
Process for Report Generation	3.67	3.67	3.67	2.00	-	3.67	3.67	3.67	3.43	Neutral	4
Process of Request for Technical Assistance	4.94	4.94	4.94	4.94	-	4.94	4.94	4.94	4.94	Very Satisfied	25
Processing of Inter-Office Communication and Transactions	4.76	4.78	4.75	4.76	-	4.77	4.79	4.77	4.77	Very Satisfied	153
Enrollment Procedure for Shifters and Returnees	-	-	-	-	-	-	-	-	-	-	-
Enrollment Procedure for Transferees and Second Coursers	-	-	-	-	-	-	-	-	-	-	-
Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE)	-	-	-	-	-	-	-	-	-	-	-
Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students (WALK-IN & ONLINE)	-	-	-	-	-	-	-	-	-	-	-
Enrollment Procedure for Incoming 2nd Year to 4th Year Irregular Students	-	-	-	-	-	-	-	-	-	-	-
Enrollment Procedure for Cross Enrollees Within the University	-	-	-	-	-	-	-	-	-	-	-
Bulk Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students	-	-	-	-	-	-	-	-	-	-	-
Enrollment Procedure for Graduating Students with Overloading or Waiving of Pre- Requisite Subjects (WALK-IN and ONLINE)	-	-	-	-	-	-	-	-	-	-	-
Process for Withdrawal of Enrollment or Registration (WALK-IN)	-	-	-	-	-	-	-	-	-	-	-
Processing of Application for Leave of Absence (LOA)	-	-	-	-	-	-	-	-	-	-	-
Processing of Application for Graduation	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Data	4.75	4.79	4.70	4.75	-	4.73	4.86	4.71	4.75	Very Satisfied	39
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Process for Correction / Rectification of Grades (WALK-											
IN and ONLINE)	-	-	-	-	-	-	-	-	-	-	-
Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer	5.00	5.00	4.93	4.94	-	4.94	5.00	5.00	4.97	Very Satisfied	23
Processing of Student or Personnel Insurance Claims	3.67	3.67	3.67	3.67	-	3.67	3.67	3.67	3.67	Satisfied	5
Processing of Request for Career Coaching (WALK-IN and ONLINE/REMOTE)	5.00	5.00	5.00	5.00	-	4.75	4.75	4.75	4.89	Very Satisfied	15
Processing of Student Clearance	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	5
Processing of Request for Re- Issuance of New Radio- Frequency Identification (RFID)	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	2
Processing of Application for Accreditation of Student Organization (New and/or Renewal)	-	-	-	-	-	-	-	-	-	-	-
Processing of Application for the Conduct of Student Organization Activities (ONLINE and ON- CAMPUS ACTIVITY/IES)	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	11
Processing of Application for the Conduct of Student Organization Activities (OFF-CAMPUS ACTIVITY/IES)	5.00	4.78	4.89	4.78	-	5.00	5.00	5.00	4.92	Very Satisfied	6
Processing of Request to Participate in Sports Event on Regional and National Level	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	7
Processing of Request for Joining in the Host University for Sports Event on National Level	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	2
Processing of Request for Joining in Sports Event on International Level	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Hosting a Sports Event	-	-	-	-	-	-	-	-	-	-	-
Procedure for the Approval of Activities of Student Publication and College Publications	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	1
Processing of Intention for Publications to Operate for the Upcoming Academic Year	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	9
Process of Printing and Circulation of the Student and College Publication Issues	5.00	4.67	5.00	5.00	-	4.67	4.67	5.00	4.86	Very Satisfied	3
Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni	4.71	4.80	4.82	4.86	-	4.69	4.74	4.80	4.77	Very Satisfied	19
Filing of Complaints and Investigation (Defendant Admitting the Allegation)	-	-	-	-	-	-	-	-	-	-	-
Filing of Complaints and Investigation (Defendant Denies the Allegation)	-	-	-	-	-	-	-	-	-	-	-
Filing of Complaints and Investigation Against TSU Employee	-	-	-	-	-	-	-	-	-	-	-
Procedure for Appeal Processing of Financial	-	-	-	-	-	-	-	-	-	-	-
Assistance Application from Private or Government Provider or Grantor	5.00	5.00	4.98	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	23
Issuance of Certificate of Scholarship or Certificate of Non- Scholarship	-	-	-	-	-	-	-	-	-	-	-
Processing of Application for Membership as International, Differently Abled, Indigenous, and Marginalized Students	5.00	5.00	4.87	5.00	-	4.92	4.95	4.93	4.95	Very Satisfied	30
Indigenous and Margenalized Student Services Student Consultation and Assistance	5.00	4.80	4.93	4.93	-	4.87	4.93	4.87	4.90	Very Satisfied	10
Processing of Document Request Service (ONLINE AND WALK-IN)	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	1
Processing of Request for National Services Training Program Serial Number	4.98	4.98	4.96	4.98	-	5.00	5.00	4.98	4.98	Very Satisfied	19
Processing of Endorsed Communication from the Office of University President	4.92	4.92	4.92	4.92	-	4.92	4.92	4.92	4.92	Very Satisfied	14
Processing of Inter-Office communication and Transactions	5.00	5.00	4.92	5.00	-	5.00	5.00	5.00	4.99	Very Satisfied	22
Processing of Travel Order for Travel Requests	4.49	4.49	4.49	4.49	-	4.49	4.49	4.49	4.49	Satisfied	39
Processing for Assessment of Fees for Other Payors	4.96	4.87	4.96	4.99	4.63	4.99	4.87	4.89	4.89	Very Satisfied	23

Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Re- Assessment/ Adjustment of Student Fees, and Checking of Student Account Balances	4.60	4.60	4.60	4.60	5.00	4.60	4.80	4.80	4.70	Very Satisfied	5
Process for Claiming of Checks	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	Very Satisfied	7
Processing of Cash Payment for Outstanding Balances	3.00	3.00	3.00	3.00	5.00	3.00	3.00	3.00	3.25	Neutral	2
Processing of Request for Certificate of Payment for Lost Official Receipt	-	-	-	-	-	-	-	-	-	-	-
Process of Signing Student Clearance	-	-	-	-	-	-	-	-	-	-	-
Process of Claiming Cash Benefits (OVER-THE- COUNTER)	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Pre- Repair Inspection, Repair, and Other Services	4.93	4.93	4.86	4.88	-	4.87	4.92	4.92	4.90	Very Satisfied	368
Processing of Request for Janitorial Services	3.76	3.73	3.69	3.71	-	3.74	3.73	3.74	3.73	Satisfied	86
Processing of Service Request for Design Layout	4.96	4.97	4.90	4.94	-	4.91	4.90	4.95	4.93	Very Satisfied	48
Processing of Request to Use the University Facilities	4.92	4.96	5.00	5.00	-	4.96	4.92	4.92	4.95	Very Satisfied	17
Processing of Application for Vehicle Gate Pass	4.97	5.00	4.97	5.00	-	5.00	4.99	4.99	4.99	Very Satisfied	39
Processing of Request for ID and Re-ID (Lost ID and Worn-Out)	4.95	4.93	4.86	4.93	-	4.90	4.96	4.90	4.92	Very Satisfied	71
Processing of Request for Personnel-Related Documents and Reports	4.97	4.97	5.00	4.97	-	4.97	5.00	4.97	4.98	Very Satisfied	27
Process of Request for Issuance of DBP Certification	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	3
Processing of Request for Issuance of Performance Evaluation Related Documents	4.98	4.98	4.96	4.98	-	4.96	4.96	4.98	4.97	Very Satisfied	25
Process of Filing Cases and Complaints	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	2
Processing of Request for Scholarship Status of Employee Scholars	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for In- House Training or Seminar (Face to Face and Online Submission)	4.92	4.91	4.87	4.92	-	4.91	4.87	4.87	4.90	Very Satisfied	45
Processing of Request for Study Leave Reinstatement of Employee-Scholars	5.00	4.94	4.88	4.94	-	4.95	5.00	5.00	4.96	Very Satisfied	19
Processing of Request for Scholarship Extension	-	-	-	-	-	-	-	-	-	-	-
Processing of Application for Scholarship	-	-	-	-	-	-	-	-	-	-	-
Process of Application for Sabbatical Leave	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Thesis/Dissertation Financial Assistance	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Issuance of Certifications	4.96	4.96	4.92	4.94	-	4.92	4.92	4.94	4.94	Very Satisfied	37
Process of Request for Employment Verification	4.80	4.80	4.77	4.80	-	4.80	4.80	4.80	4.80	Very Satisfied	21
Processing of Application for Leave of Absence (LOA)	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	1
Printing of Daily Time Record (DTR) for Overtime/Extended Services	-	-	-	-	-	-	-	-	-	-	-
Process of Requesting and Issuance of Authority to Travel Abroad	-	-	-	-	-	-	-	-	-	-	-
Processing of Payroll for Overtime/Extended Services	4.63	4.50	4.94	4.63	-	4.56	4.56	4.50	4.62	Very Satisfied	11
Processing of Payroll for Salary of Lecturers, Part-Timers, and Faculty with Honorarium	5.00	5.00	4.98	4.98	-	5.00	4.98	4.98	4.99	Very Satisfied	31
Processing of Payroll for Student Assistants' Salary	4.50	4.67	4.67	4.67	-	4.67	4.67	4.67	4.64	Very Satisfied	6
Processing of Request for Personnel Related Documents	3.92	3.92	4.35	3.98	-	3.79	3.85	3.79	3.94	Satisfied	12

Processing of Request in Compliance to Freedom of Information	4.99	4.94	5.00	5.00	-	5.00	5.00	5.00	4.99	Very Satisfied	63
Process of Requesting for Disposal of Records or Use of Storage	4.97	4.97	4.93	4.93	-	4.97	4.97	4.97	4.96	Very Satisfied	35
Process of Archiving Documents and Materials	5.00	5.00	4.92	5.00	-	4.92	4.83	5.00	4.95	Very Satisfied	16
Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment	4.87	4.90	4.91	4.90	-	4.92	4.86	4.92	4.90	Very Satisfied	73
Processing of Request for Issuance of Clearance of Employee Availing Leave	-	-	-	-	-	-	-	-	-	-	-
Beyond 30 Days Processing of Request for Physical Inventory of Property Accountabilities	4.71	4.83	4.71	4.83	-	4.83	4.71	4.83	4.78	Very Satisfied	9
Processing of Request to Return to Stock Serviceable Properties That Are No Longer Needed by the End-User	5.00	5.00	5.00	5.00	-	5.00	4.67	5.00	4.95	Very Satisfied	7
Processing of Request to Transfer Property Accountabilities	4.98	4.98	4.98	4.98	-	4.98	4.93	4.98	4.97	Very Satisfied	18
Processing of Request to Condemn Unserviceable Property Accountabilities	4.81	4.75	4.63	4.75	-	4.75	4.69	4.75	4.73	Very Satisfied	11
Processing of Purchase Request/Job Order	4.76	4.76	4.76	4.74	-	4.76	4.76	4.77	4.76	Very Satisfied	51
Processing of Request for CCTV Footage Review	4.91	4.90	4.85	4.82	-	4.82	4.92	4.96	4.88	Very Satisfied	31
Processing of Action for Complaints	4.73	4.67	4.81	4.67	-	4.72	4.73	4.68	4.72	Very Satisfied	41
Process of Issuance of Medical Certificate	-	-	-	-	-	-	-	-	-	-	-
Process of Securing a Dental Certificate	4.97	4.95	4.97	4.96	-	4.96	4.97	4.98	4.97	Very Satisfied	352
Processing of Request for Safety Inspection of College-Base Events and Assistance for University-Wide Events and Activities	4.93	4.93	4.98	4.93	-	5.00	5.00	5.00	4.97	Very Satisfied	46
Processing of Endorsed Communication from the Office of University President	4.92	4.92	4.92	4.92	-	4.92	4.92	4.92	4.92	Very Satisfied	14
Processing of Inter-Office communication and Transactions	5.00	5.00	4.92	5.00	-	5.00	5.00	5.00	4.99	Very Satisfied	22
Processing of Travel Order for Travel Requests	4.49	4.49	4.49	4.49	-	4.49	4.49	4.49	4.49	Satisfied	39
Processing for Assessment of Fees for Other Payors	4.96	4.87	4.96	4.99	4.63	4.99	4.87	4.89	4.89	Very Satisfied	23
Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Re- Assessment/ Adjustment of Student Fees, and Checking of Student Account Balances	4.60	4.60	4.60	4.60	5.00	4.60	4.80	4.80	4.70	Very Satisfied	5
Process for Claiming of Checks	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	Very Satisfied	7
Processing of Cash Payment for Outstanding Balances	3.00	3.00	3.00	3.00	5.00	3.00	3.00	3.00	3.25	Neutral	2
Processing of Request for Certificate of Payment for Lost Official Receipt	-	-	-	-	-	-	-	-	-	-	-
Process of Signing Student Clearance	-	-	-	-	-	-	-	-	-	-	-
Process of Claiming Cash Benefits (OVER-THE- COUNTER)	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Pre- Repair Inspection, Repair, and Other Services	4.93	4.93	4.86	4.88	-	4.87	4.92	4.92	4.90	Very Satisfied	368
Processing of Request for Janitorial Services	3.76	3.73	3.69	3.71	-	3.74	3.73	3.74	3.73	Satisfied	86
Processing of Service Request for Design Layout	4.96	4.97	4.90	4.94	-	4.91	4.90	4.95	4.93	Very Satisfied	48
Processing of Request to Use the University Facilities	4.92	4.96	5.00	5.00	-	4.96	4.92	4.92	4.95	Very Satisfied	17
Processing of Application for Vehicle Gate Pass	4.97	5.00	4.97	5.00	-	5.00	4.99	4.99	4.99	Very Satisfied	39
Processing of Request for ID and Re-ID (Lost ID and Worn-Out)	4.95	4.93	4.86	4.93	-	4.90	4.96	4.90	4.92	Very Satisfied	71

Processing of Request for Personnel-Related Documents and Reports	4.97	4.97	5.00	4.97	-	4.97	5.00	4.97	4.98	Very Satisfied	27
Process of Request for Issuance of DBP Certification	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	3
Processing of Request for Issuance of Performance Evaluation Related Documents	4.98	4.98	4.96	4.98	-	4.96	4.96	4.98	4.97	Very Satisfied	25
Process of Filing Cases and Complaints	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	2
Processing of Request for Scholarship Status of Employee Scholars	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for In- House Training or Seminar (Face to Face and Online Submission)	4.92	4.91	4.87	4.92	-	4.91	4.87	4.87	4.90	Very Satisfied	45
Processing of Request for Study Leave Reinstatement of Employee-Scholars	5.00	4.94	4.88	4.94	-	4.95	5.00	5.00	4.96	Very Satisfied	19
Processing of Request for Scholarship Extension	-	-	-	-	-	-	-	-	-	-	-
Processing of Application for Scholarship	-	-	-	-	-	-	-	-	-	-	-
Process of Application for Sabbatical Leave	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Thesis/Dissertation Financial Assistance	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Issuance of Certifications	4.96	4.96	4.92	4.94	-	4.92	4.92	4.94	4.94	Very Satisfied	37
Process of Request for Employment Verification	4.80	4.80	4.77	4.80	-	4.80	4.80	4.80	4.80	Very Satisfied	21
Processing of Application for Leave of Absence (LOA)	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	1
Printing of Daily Time Record (DTR) for Overtime/Extended Services	-	-	-	-	-	-	-	-	-	-	-
Process of Requesting and Issuance of Authority to Travel Abroad	-	-	-	-	-	-	-	-	-	-	-
Processing of Payroll for Overtime/Extended Services	4.63	4.50	4.94	4.63	-	4.56	4.56	4.50	4.62	Very Satisfied	11
Processing of Payroll for Salary of Lecturers, Part-Timers, and Faculty with Honorarium	5.00	5.00	4.98	4.98	-	5.00	4.98	4.98	4.99	Very Satisfied	31
Processing of Payroll for Student Assistants' Salary	4.50	4.67	4.67	4.67	-	4.67	4.67	4.67	4.64	Very Satisfied	6
Processing of Request for Personnel Related Documents	3.92	3.92	4.35	3.98	-	3.79	3.85	3.79	3.94	Satisfied	12
Processing of Request in Compliance to Freedom of Information	4.99	4.94	5.00	5.00	-	5.00	5.00	5.00	4.99	Very Satisfied	63
Process of Requesting for Disposal of Records or Use of Storage	4.97	4.97	4.93	4.93	-	4.97	4.97	4.97	4.96	Very Satisfied	35
Process of Archiving Documents and Materials	5.00	5.00	4.92	5.00	-	4.92	4.83	5.00	4.95	Very Satisfied	16
Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment	4.87	4.90	4.91	4.90	-	4.92	4.86	4.92	4.90	Very Satisfied	73
Processing of Request for Issuance of Clearance of Employee Availing Leave Beyond 30 Days	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Physical Inventory of Property Accountabilities	4.71	4.83	4.71	4.83	-	4.83	4.71	4.83	4.78	Very Satisfied	9
Processing of Request to Return to Stock Serviceable Properties That Are No Longer Needed by the End-User	5.00	5.00	5.00	5.00	-	5.00	4.67	5.00	4.95	Very Satisfied	7
Processing of Request to Transfer Property Accountabilities	4.98	4.98	4.98	4.98	-	4.98	4.93	4.98	4.97	Very Satisfied	18
Processing of Request to Condemn Unserviceable Property Accountabilities	4.81	4.75	4.63	4.75	-	4.75	4.69	4.75	4.73	Very Satisfied	11
Processing of Purchase Request/Job Order	4.76	4.76	4.76	4.74	-	4.76	4.76	4.77	4.76	Very Satisfied	51
Processing of Request for CCTV Footage Review	4.91	4.90	4.85	4.82	-	4.82	4.92	4.96	4.88	Very Satisfied	31
Processing of Action for Complaints	4.73	4.67	4.81	4.67	-	4.72	4.73	4.68	4.72	Very Satisfied	41
Process of Issuance of Medical Certificate	-	-	-	-	-	-	-	-	-	-	-

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External Serices Overall Score	4.80	4.78	4.79	4.77	4.91	4.79	4.78	4.79	4.80	Very Satisfied	4,44
Processing of Shared Facility Services Request	4.91	4.95	4.66	4.70	-	4.91	4.41	4.91	4.78	Very Satisfied	1
Processing of Center for Food Technology and Research Service Requests	4.94	4.82	4.82	4.32	-	4.85	4.38	4.88	4.72	Very Satisfied	
Process for Request to Use University Marks Assistance	-	-	-	-	-	-	-	-	-		-
Process for Technology Transfer and Commercialization Assistance	-	-	-	-	-	-	-	-	-	-	-
Process for Copyright Assistance	-	-	-	-	-	-	-	-	-	-	-
Processing of Requests for Trademark Application Assistance	5.00	4.75	4.50	4.75	-	5.00	5.00	4.75	4.82	Very Satisfied	
Process for Receiving Service request and Other Correspondence	5.00	5.00	4.50	5.00	-	5.00	5.00	5.00	4.93	Very Satisfied	
Approval of Special Research Project/Program	-	-	-	-	-	-	-	-	-	-	-
Processing of Research Evaluation	-	-	-	-		-	-	-	•	-	-
Processing of Research Proposal (Initial Evaluation of Research Proposals)	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication	-	-	-	-	-	-	-	-		•	-
Processing of Request for Water Analysis and Other Laboratory Services	3.00	3.00	3.00	3.00	-	3.00	3.00	3.00	3.00	Neutral	
Processing of Request for Statistical Support and Related Services	3.00	3.00	3.00	3.00	-	3.00	3.00	3.00	3.00	Neutral	
Processing of Inter-Office Communication and Transactions	4.90	4.90	4.90	4.90	-	4.90	4.90	4.90	4.90	Very Satisfied	:
Processing of Endorsed Communication from the Office of University President	5.00	5.00	5.00	5.00		5.00	5.00	5.00	5.00	Very Satisfied	:
Processing of Request for Safety Inspection of College-Base Events and Assistance for University-Wide Events and Activities	4.93	4.93	4.98	4.93	-	5.00	5.00	5.00	4.97	Very Satisfied	
Process of Securing a Dental Certificate	4.97	4.95	4.97	4.96		4.96	4.97	4.98	4.97	Very Satisfied	3

Prepared by: Engr. Maricar N. Banting Head, Quality Management Unit

Reviewed by: **And Solution Atty. Theodore M. Timpac, Ph.D** pirector, Office of Governance and Quality Management

Approved by: Dr. Arnold E. Velasco University President



Report on Citizen/Client Satisfaction Survey (CCSS) Measurement Tarlac State University - Main Campus From the period of January to June 2023

				Service Ind	licators						
Offices	Promptness and willingness of personnel in addressing the citizen's/ client's needs.	Quality and correctness of service provided.	Convenience of the space provided for clients such as the availability and accessibility of public assistance desk, suggestion box, and other service facilities like comfort rooms, ramps, and priority lane for PWD's.	Ability to clearly answer the queries of clients.	The amount paid for the service is within the acceptable range of cost.	Truthfulness, harmony, and fairness in the delivery of service/s.	Knowledge and competence of the frontline staff to perform and understand the citizen's/ client's needs.	Overall rating of the services provided based on the government mandate.	Average Rating/ Service Quality Dimension	Descriptive Rating	Total Number of Surveys
				External	Services						
Processing of Action on Contracts and External Agreements	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Personal Meetingf with the President	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for QMS Registered Documents for Various Purpose	-	-	-	-	-	-	-	-	-	-	-
Process for Publication and Distribution of TSU Bulletin	-	-	-	-	-	-	-	-	-	-	-
Processing of Institution/Organization Request to Benchmark Offices/Colleges In Tarlac State University	5	5	5	5	-	5	5	5	5.00	Very Satisfied	3
Enrollment Procedure for Shifters and Returnees	-	-	-	-	-	-	-	-	-	-	-
Enrollment Procedure for Transferees and Second Coursers	-	-	-	-	-	-	-	-	-	-	-
Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE)	-	-	-	-	-	-	-	-	-	-	-
Enrollment Procedure for Freshmen Enrollees (WALK- IN)	-	-	-	-	-	-	-	-	-	-	-
Enrollment Procedure for Freshmen Enrollees (ONLINE)	-	-	-	-	-	-	-	-	-	-	-
Enrollment Procedure for Cross Enrollees from Different State University or College	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Various Academic Documents	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Transcript of Records of Graduates	-	-	-	-	-	-	-	-	-	-	-
Issuance of Temporary Notice of Acceptance for Foreign Student	-	-	-	-	-	-	-	-	-	-	-
Processing of Request to Participate in Sports Event on Regional and National Level	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Joining in the Host University for Sports Event on National Level	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Joining in Sports Event on International Level	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Hosting a Sports Event	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Joining Pocket Tournaments, Tune-up Games, and CHED- Friendship Game	-	-	-	-	-	-	-	-	-	-	-
Processing for Assessment of Fees for Other Payors	5.00	5.00	4.00	5.00	-	4.50	5.00	5.00	4.79	Very Satisfied	2
Process for Claiming of Checks	4.50	4.00	4.00	5.00	-	5.00	5.00	5.00	4.64	Very Satisfied	2
Processing of Cash Payment for Outstanding Balances	-	-	-	-	-	-	-	-	-	-	-

Processing of Request for Certificate of Payment for Lost Official Receipt	-	-	-	-	-	-	-	-	-	-	-
Process of Signing Student Clearance	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Pre- Repair Inspection, Repair, and Other Services	-	-	-	-	-	-	-	-	-	-	-
Processing of Material Approval Request	-	-	-	-	-	-	-	-	-	-	-
Processing of Request to Use the University Facilities	5.00	5.00	4.67	5.00	-	5.00	5.00	5.00	4.95	Very Satisfied	5
Digital Studio RFID Processing – For Alumni IDs	4.95	4.95	4.79	4.87	-	4.87	5.00	5.00	4.92	Very Satisfied	13
Processing of Request for Personnel-Related Documents and Reports	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Issuance of Performance Evaluation Related Documents	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Issuance of Certifications	4.83	4.83	4.83	4.83	-	4.83	4.83	4.83	4.83	Very Satisfied	8
Process of Request for	-	-	-	_	_	_	_	-	-	-	_
Employment Verification Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment	5.00	5.00	5.00	5.00	-	4.50	5.00	5.00	4.93	Very Satisfied	2
Disposal of Used/Unserviceable Supplies, Material and Equipment Through Public Action	-	-	-	-	-	-	-	-	-	-	-
Processing of Purchase Request/Job Order	4.89	4.72	4.78	4.89	-	4.89	4.89	4.89	4.85	Very Satisfied	14
Process of Acquiring Bidding Documents	4.95	4.95	4.95	4.95	-	4.93	4.95	4.95	4.95	Very Satisfied	20
Processing of Request for CCTV Footage Review	-	-	-	-	-	-	-	-	-	-	-
Processing of Action for Complaints	-	-	-	-	-	-	-	-	-	-	-
External Services Overall Score	4.90	4.83	4.67	4.95	-	4.84	4.96	4.96	4.87	Very Satisfied	69
				Internal	Services	<u>.</u>	<u>.</u>	<u>.</u>	•		•
Processing of Request from Different Colleges/Offices of the University	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	7
Dissemination of Incoming Communication from Outside Persons or Agencies	4.93	5.00	5.00	5.00	-	5.00	5.00	5.00	4.99	Very Satisfied	17
Processing of Request for Copy of Board Resolutions	4.47	4.47	4.47	4.47	-	4.47	4.47	4.47	4.47	Satisfied	8
Submission of Complete Staff Work Agenda by the Offices of the University	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	2
Submission of the Agenda to the University's Academic and Administrative Council Meeting	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	1
Processing of Request for Documented Information for Various Purposes	4.85	4.83	4.80	4.85	-	4.85	4.85	4.85	4.84	Very Satisfied	39
Processing of QMS Documents for Registration, Revision, and Abolition	4.93	4.91	4.93	4.93	-	4.93	4.93	4.93	4.92	Very Satisfied	42
Processing of Requests for Review and Evaluation of Citizen's Charter	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	4
Processing of Requests for Coaching and Mentoring	5.00	4.75	5.00	5.00	-	5.00	5.00	5.00	4.96	Very Satisfied	3
Process for Review and Approval of Pre-Planning Activities	-	-	-	-	-	-	-	-	-	-	-
Submission and Validation of Quarterly Scorecards and Monthly Accomplishment Report	4.83	4.76	4.81	4.88	-	4.82	4.79	4.89	4.83	Very Satisfied	23
Process for Publication and Distribution of TSU Bulletin	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for											1

Process for Publication of Online News	-	-	-	-	-	-	-	-	-	-	-
Process for Addressing Client's Concerns via Email	4.95	4.95	4.93	4.94	-	4.96	4.95	4.95	4.95	Very	210
Process for Posting of Materials	4.81	4.81	4.71	4.73	-	4.83	4.83	4.81	4.79	Satisfied Very Satisfied	25
Process Requesting of Electronic copy of Photos, Videos or Files	4.93	4.93	4.93	4.93	-	4.93	5.00	5.00	4.95	Very Satisfied	14
Process for Approval of Posting of Information, Education and Communication (IEC) Materials	4.92	4.92	4.89	4.97	-	5.00	4.92	4.92	4.93	Very Satisfied	22
Process for Account Creation and Assigning of Privileges	-	-	-	-	-	-	-	-	-	-	-
Process of Changing Posted Schedule	-	-	-	-	-	-	-	-	-	-	-
Process for Office 365 Account Assistance	4.73	4.73	4.69	4.71	-	4.71	4.71	4.71	4.71	Very Satisfied	28
Process of Tagging or Untagging of Faculty, Room, and/or Schedule	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	3
Process for Tagging/Untagging of Honorarium Classes	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	1
Processing of Request to Transfer Students	-	-	-	-	-	-	-	-	-	-	-
Processing of Request to Repair an ICT Equipment	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	1
Process for Inspection of Condemn ICT Equipment	-	-	-	-	-	-	-	-	-	-	-
Process for Inspection of New ICT Equipment	-	-	-	-	-	-	-	-	-	-	-
Process for Requesting of Preventive Maintenance for Desktop Computer Units	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	4
Process for Software installation	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Technical Assistance	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	2
Process for WI-FI Access Registration	4.56	4.56	4.69	4.69	-	4.63	4.63	4.56	4.62	Very Satisfied	8
Process for Creation of Domain Accounts	-	-	-	-	-	-	-	-	-	-	-
Process for Resetting of TSU Systems/Network Accounts	-	-	-	-	-	-	-	-	-	-	-
Process for Unblocking Websites	-	-	-	-	-	-	-	-	-	-	-
Process for Wi-Fi Setup/Deployment	-	-	-	-	-	-	-	-	-	-	-
Process for Granting Virtual Private Network (VPN) Access	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Cabling of New Network Connection	-	-	-	-	-	-	-	-	-	-	-
Process for Biometrics registration	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	6
Process for Blocking and Unblocking of RFID Cards. Process for Creation and	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	1
Updating of Website/Webpage	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	1
Process for Development of New Systems/Programs	5.00	5.00	-	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	1
Process for Report Generation	3.67	3.67	3.67	2.00	-	3.67	3.67	3.67	3.43	Neutral	4
Process of Request for Technical Assistance	4.94	4.94	4.94	4.94	-	4.94	4.94	4.94	4.94	Very Satisfied	25
Processing of Inter-Office Communication and Transactions	4.76	4.78	4.75	4.76	-	4.77	4.79	4.77	4.77	Very Satisfied	153
Enrollment Procedure for Shifters and Returnees	-	-	-	-	-	-	-	-	-	-	-
Enrollment Procedure for Transferees and Second Coursers	-	-	-	-	-	-	-	-	-	-	-
Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE)	-	-	-	-	-	-	-	-	-	-	-
Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students (WALK-IN & ONLINE)	-	-	-	-	-	-	-	-	-	-	-
Enrollment Procedure for Incoming 2nd Year to 4th Year Irregular Students	-	-	-	-	-	-	-	-	-	-	-
Enrollment Procedure for Cross Enrollees Within the University	-	-	-	-	-	-	-	-	-	-	-
Bulk Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students	-	-	-	-	-	-	-	-	-	-	-

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Enrollment Procedure for Graduating Students with											
Overloading or Waiving of Pre- Requisite Subjects (WALK-IN and ONLINE)	-	-	-	-	-	-	-	-	-	-	-
Process for Withdrawal of Enrollment or Registration (WALK-IN)	-	-	-	-	-	-	-	-	-	-	-
Processing of Application for Leave of Absence (LOA)	-	-	-	-	-	-	-	-	-	-	-
Processing of Application for Graduation	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Data	4.75	4.79	4.70	4.75	-	4.73	4.86	4.71	4.75	Very Satisfied	39
Process for Correction / Rectification of Grades (WALK-IN and ONLINE)	-	-	-	-	-	-	-	-	-	-	-
Processing of Request to Participate in Sports Event on Regional and National Level	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	7
Processing of Request for Joining in the Host University for Sports Event on National Level	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	2
Processing of Request for Joining in Sports Event on International Level	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Hosting a Sports Event	-	-	-	-	-	-	-	-	-	-	-
Processing of Endorsed Communication from the Office of University President	4.92	4.92	4.92	4.92	-	4.92	4.92	4.92	4.92	Very Satisfied	14
Processing of Inter-Office communication and Transactions	5.00	5.00	4.92	5.00	-	5.00	5.00	5.00	4.99	Very Satisfied	22
Processing of Travel Order for Travel Requests	4.49	4.49	4.49	4.49	-	4.49	4.49	4.49	4.49	Satisfied	39
Processing for Assessment of Fees for Other Payors	4.96	4.87	4.96	4.99	4.63	4.99	4.87	4.89	4.89	Very Satisfied	23
Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Re- Assessment/ Adjustment of Student Fees, and Checking of Student Account Balances	4.60	4.60	4.60	4.60	5.00	4.60	4.80	4.80	4.70	Very Satisfied	5
Process for Claiming of Checks	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	Very Satisfied	7
Processing of Cash Payment for Outstanding Balances	3.00	3.00	3.00	3.00	5.00	3.00	3.00	3.00	3.25	Neutral	2
Processing of Request for Certificate of Payment for Lost Official Receipt	-	-	-	-	-	-	-	-	-	-	-
Process of Signing Student Clearance	-	-	-	-	-	-	-	-	-	-	-
Process of Claiming Cash Benefits (OVER-THE- COUNTER)	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Pre- Repair Inspection, Repair, and Other Services	4.93	4.93	4.86	4.88	-	4.87	4.92	4.92	4.90	Very Satisfied	368
Processing of Request for Janitorial Services	3.76	3.73	3.69	3.71	-	3.74	3.73	3.74	3.73	Satisfied	86
Processing of Service Request for Design Layout	4.96	4.97	4.90	4.94	-	4.91	4.90	4.95	4.93	Very Satisfied	48
Processing of Request to Use the University Facilities	4.92	4.96	5.00	5.00	-	4.96	4.92	4.92	4.95	Very Satisfied	17
Processing of Application for Vehicle Gate Pass	4.97	5.00	4.97	5.00	-	5.00	4.99	4.99	4.99	Very Satisfied	39
Processing of Request for ID and Re-ID (Lost ID and Worn- Out)	4.95	4.93	4.86	4.93	-	4.90	4.96	4.90	4.92	Very Satisfied	71
Processing of Request for Personnel-Related Documents and Reports	4.97	4.97	5.00	4.97	-	4.97	5.00	4.97	4.98	Very Satisfied	27
Process of Request for Issuance of DBP Certification	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	3
Processing of Request for Issuance of Performance Evaluation Related Documents	4.98	4.98	4.96	4.98	-	4.96	4.96	4.98	4.97	Very Satisfied	25
Process of Filing Cases and Complaints	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	2
Processing of Request for Scholarship Status of Employee Scholars	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for In- House Training or Seminar (Face to Face and Online Submission)	4.92	4.91	4.87	4.92	-	4.91	4.87	4.87	4.90	Very Satisfied	45

Processing of Request for Study Leave Reinstatement of Employee-Scholars	5.00	4.94	4.88	4.94	-	4.95	5.00	5.00	4.96	Very Satisfied	19
Processing of Request for Scholarship Extension	-	-	-	-	-	-	-	-	-	-	-
Processing of Application for Scholarship	-	-	-	-	-	-	-	-	-	-	-
Process of Application for Sabbatical Leave	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Thesis/Dissertation Financial Assistance	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Issuance of Certifications	4.96	4.96	4.92	4.94	-	4.92	4.92	4.94	4.94	Very Satisfied	37
Process of Request for Employment Verification	4.80	4.80	4.77	4.80	-	4.80	4.80	4.80	4.80	Very Satisfied	21
Processing of Application for Leave of Absence (LOA)	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	1
Printing of Daily Time Record (DTR) for Overtime/Extended Services	-	-	-	-	-	-	-	-	-	-	-
Process of Requesting and Issuance of Authority to Travel Abroad	-	-	-	-	-	-	-	-	-	-	-
Processing of Payroll for Overtime/Extended Services	4.63	4.50	4.94	4.63	-	4.56	4.56	4.50	4.62	Very Satisfied	11
Processing of Payroll for Salary of Lecturers, Part- Timers, and Faculty with Honorarium	5.00	5.00	4.98	4.98	-	5.00	4.98	4.98	4.99	Very Satisfied	31
Processing of Payroll for Student Assistants' Salary	4.50	4.67	4.67	4.67	-	4.67	4.67	4.67	4.64	Very Satisfied	6
Processing of Request for Personnel Related Documents	3.92	3.92	4.35	3.98	-	3.79	3.85	3.79	3.94	Satisfied	12
Processing of Request in Compliance to Freedom of Information	4.99	4.94	5.00	5.00	-	5.00	5.00	5.00	4.99	Very Satisfied	63
Process of Requesting for Disposal of Records or Use of Storage	4.97	4.97	4.93	4.93	-	4.97	4.97	4.97	4.96	Very Satisfied	35
Process of Archiving Documents and Materials	5.00	5.00	4.92	5.00	-	4.92	4.83	5.00	4.95	Very Satisfied	16
Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment	4.87	4.90	4.91	4.90	-	4.92	4.86	4.92	4.90	Very Satisfied	73
Processing of Request for Issuance of Clearance of Employee Availing Leave Beyond 30 Days	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Physical Inventory of Property Accountabilities	4.71	4.83	4.71	4.83	-	4.83	4.71	4.83	4.78	Very Satisfied	9
Processing of Request to Return to Stock Serviceable Properties That Are No Longer Needed by the End- User	5.00	5.00	5.00	5.00	-	5.00	4.67	5.00	4.95	Very Satisfied	7
Processing of Request to Transfer Property Accountabilities	4.98	4.98	4.98	4.98	-	4.98	4.93	4.98	4.97	Very Satisfied	18
Processing of Request to Condemn Unserviceable Property Accountabilities	4.81	4.75	4.63	4.75	-	4.75	4.69	4.75	4.73	Very Satisfied	11
Processing of Purchase Request/Job Order	4.76	4.76	4.76	4.74	-	4.76	4.76	4.77	4.76	Very Satisfied	51
Processing of Request for CCTV Footage Review	4.91	4.90	4.85	4.82	-	4.82	4.92	4.96	4.88	Very Satisfied	31
Processing of Action for Complaints	4.73	4.67	4.81	4.67	-	4.72	4.73	4.68	4.72	Very Satisfied	41
Process of Issuance of Medical Certificate	-	-	-	-	-	-	-	-	-	-	-
Process of Securing a Dental Certificate	4.97	4.95	4.97	4.96	-	4.96	4.97	4.98	4.97	Very Satisfied	352
Processing of Request for Safety Inspection of College- Base Events and Assistance for University-Wide Events and Activities	4.93	4.93	4.98	4.93	-	5.00	5.00	5.00	4.97	Very Satisfied	46
Processing of Endorsed Communication from the Office of University President	4.92	4.92	4.92	4.92	-	4.92	4.92	4.92	4.92	Very Satisfied	14
Processing of Inter-Office communication and Transactions	5.00	5.00	4.92	5.00	-	5.00	5.00	5.00	4.99	Very Satisfied	22
Processing of Travel Order for Travel Requests	4.49	4.49	4.49	4.49	-	4.49	4.49	4.49	4.49	Satisfied	39

Processing for Assessment of Fees for Other Payors	4.96	4.87	4.96	4.99	4.63	4.99	4.87	4.89	4.89	Very Satisfied	23
Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Re- Assessment/ Adjustment of Student Fees, and Checking of Student Account Balances	4.60	4.60	4.60	4.60	5.00	4.60	4.80	4.80	4.70	Very Satisfied	5
Process for Claiming of Checks	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	Very Satisfied	7
Processing of Cash Payment for Outstanding Balances	3.00	3.00	3.00	3.00	5.00	3.00	3.00	3.00	3.25	Neutral	2
Processing of Request for Certificate of Payment for Lost Official Receipt	-	-	-	-	-	-	-	-	-	-	-
Process of Signing Student Clearance	-	-	-	-	-	-	-	-	-	-	-
Process of Claiming Cash Benefits (OVER-THE- COUNTER)	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Pre- Repair Inspection, Repair, and Other Services	4.93	4.93	4.86	4.88	-	4.87	4.92	4.92	4.90	Very Satisfied	368
Processing of Request for Janitorial Services	3.76	3.73	3.69	3.71	-	3.74	3.73	3.74	3.73	Satisfied	86
Processing of Service Request for Design Layout	4.96	4.97	4.90	4.94	-	4.91	4.90	4.95	4.93	Very Satisfied	48
Processing of Request to Use the University Facilities	4.92	4.96	5.00	5.00	-	4.96	4.92	4.92	4.95	Very Satisfied	17
Processing of Application for Vehicle Gate Pass	4.97	5.00	4.97	5.00	-	5.00	4.99	4.99	4.99	Very Satisfied	39
Processing of Request for ID and Re-ID (Lost ID and Worn- Out)	4.95	4.93	4.86	4.93	-	4.90	4.96	4.90	4.92	Very Satisfied	71
Processing of Request for Personnel-Related Documents and Reports	4.97	4.97	5.00	4.97	-	4.97	5.00	4.97	4.98	Very Satisfied	27
Process of Request for Issuance of DBP Certification	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	3
Processing of Request for Issuance of Performance Evaluation Related Documents	4.98	4.98	4.96	4.98	-	4.96	4.96	4.98	4.97	Very Satisfied	25
Process of Filing Cases and Complaints	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	2
Processing of Request for Scholarship Status of Employee Scholars	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for In- House Training or Seminar (Face to Face and Online Submission)	4.92	4.91	4.87	4.92	-	4.91	4.87	4.87	4.90	Very Satisfied	45
Processing of Request for Study Leave Reinstatement of Employee-Scholars	5.00	4.94	4.88	4.94	-	4.95	5.00	5.00	4.96	Very Satisfied	19
Processing of Request for Scholarship Extension	-	-	-	-	-	-	-	-	-	-	-
Processing of Application for Scholarship	-	-	-	-	-	-	-	-	-	-	-
Process of Application for Sabbatical Leave	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Thesis/Dissertation Financial Assistance	-	-	-	-	-	-	-	-	•	-	-
Processing of Request for Issuance of Certifications	4.96	4.96	4.92	4.94	-	4.92	4.92	4.94	4.94	Very Satisfied	37
Process of Request for Employment Verification	4.80	4.80	4.77	4.80	-	4.80	4.80	4.80	4.80	Very Satisfied	21
Processing of Application for Leave of Absence (LOA)	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	1
Printing of Daily Time Record (DTR) for Overtime/Extended Services	-	-	-	-	-	-	-	-	-	-	-
Process of Requesting and Issuance of Authority to Travel Abroad	-	-	-	-	-	-	-	-	-	-	-
Processing of Payroll for Overtime/Extended Services	4.63	4.50	4.94	4.63	-	4.56	4.56	4.50	4.62	Very Satisfied	11
Processing of Payroll for Salary of Lecturers, Part- Timers, and Faculty with Honorarium	5.00	5.00	4.98	4.98	-	5.00	4.98	4.98	4.99	Very Satisfied	31
Processing of Payroll for Student Assistants' Salary	4.50	4.67	4.67	4.67	-	4.67	4.67	4.67	4.64	Very Satisfied	6

Overall Score	4.86	4.82	4.74	4.87	4.91	4.82	4.88	4.89	4.85	Very Satisfied	4,287
External Serices Overall Score	4.81	4.80	4.81	4.79	4.91	4.80	4.80	4.81	4.82	Very Satisfied	4,218
Processing of Inter-Office Communication and Transactions	4.90	4.90	4.90	4.90	-	4.90	4.90	4.90	4.90	Very Satisfied	23
Processing of Endorsed Communication from the Office of University President	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	20
Processing of Request for Safety Inspection of College- Base Events and Assistance for University-Wide Events and Activities	4.93	4.93	4.98	4.93	-	5.00	5.00	5.00	4.97	Very Satisfied	46
Process of Securing a Dental Certificate	4.97	4.95	4.97	4.96	-	4.96	4.97	4.98	4.97	Very Satisfied	352
Process of Issuance of Medical Certificate	-		-	-	-	-	-	-	-	-	-
Processing of Action for Complaints	4.73	4.67	4.81	4.67	-	4.72	4.73	4.68	4.72	Very Satisfied	41
Processing of Request for CCTV Footage Review	4.91	4.90	4.85	4.82	-	4.82	4.92	4.96	4.88	Very Satisfied	31
Processing of Purchase Request/Job Order	4.76	4.76	4.76	4.74	-	4.76	4.76	4.77	4.76	Very Satisfied	51
Processing of Request to Condemn Unserviceable Property Accountabilities	4.81	4.75	4.63	4.75	-	4.75	4.69	4.75	4.73	Very Satisfied	11
Deer Processing of Request to Transfer Property Accountabilities	4.98	4.98	4.98	4.98	-	4.98	4.93	4.98	4.97	Very Satisfied	18
Processing of Request to Return to Stock Serviceable Properties That Are No Longer Needed by the End- User	5.00	5.00	5.00	5.00	-	5.00	4.67	5.00	4.95	Very Satisfied	7
Processing of Request for Physical Inventory of Property Accountabilities	4.71	4.83	4.71	4.83	-	4.83	4.71	4.83	4.78	Very Satisfied	9
Processing of Request for Issuance of Clearance of Employee Availing Leave Beyond 30 Days	-	-	-	-	-	-	-	-	•	-	-
Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment	4.87	4.90	4.91	4.90	-	4.92	4.86	4.92	4.90	Very Satisfied	73
Process of Archiving Documents and Materials	5.00	5.00	4.92	5.00	-	4.92	4.83	5.00	4.95	Very Satisfied	16
Process of Requesting for Disposal of Records or Use of Storage	4.97	4.97	4.93	4.93	-	4.97	4.97	4.97	4.96	Very Satisfied	35
Processing of Request in Compliance to Freedom of Information	4.99	4.94	5.00	5.00	-	5.00	5.00	5.00	4.99	Very Satisfied	63
Processing of Request for Personnel Related Documents	3.92	3.92	4.35	3.98	-	3.79	3.85	3.79	3.94	Satisfied	12

Prepared by: Engr. Maricar N. Banting Head, Quality Management Unit

Reviewed by: Atty. Theodore M. Timpac, Ph.D Director, Office of Governance and Quality Management

Approved by: Dr. Arnold E. Velasco University President 1

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Report on Citizen/Client Satisfaction Survey (CCSS) Measurement Tarlac State University - Villa Lucinda Extension Campus From the period of January to June 2023

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Offices	Promptness and willingness of personnel in addressing the citizen's/ client's needs.	Quality and correctness of service provided.	Convenience of the space provided for clients such as the availability and accessibility of public assistance desk, suggestion box, and other service facilities like comfort rooms, ramps, and priority lane for PWD's.	Service Ind Ability to clearly answer the queries of clients.	The amount paid for the service is within the acceptable range of cost.		Knowledge and competence of the frontline staff to perform and understand the citizen's/ client's needs.	Overall rating of the services provided based on the government mandate.	Average Rating/ Service Quality Dimension	Descriptive Rating	Total Number of Surveys
				External	Services						
Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	-	-	-	-	-	-	-	-	-	-	-
Processing of Online Request for Certificate of Good Moral Character	-	-	-	-	-	-	-	-	-	-	-
Process of Request for Company Accreditation	5.00	4.75	5.00	5.00	-	5.00	5.00	5.00	4.96	Very Satisfied	6
Process of Request for Career Fair, Campus Recruitment Activty, Career Develpment Webinar/ Seminar/ Training/ Workshop, Career Roadshow	4.90	4.93	4.95	4.99	-	4.90	4.97	4.97	4.94	Very Satisfied	131
Process of Request for Job Posting and Graduate Listing	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	17
Processing of Admission Test Application for Incoming Freshmen Students	4.75	4.73	4.76	4.71	-	4.74	4.70	4.66	4.72	Very Satisfied	136
Process of Adminitering Tarlac State University- College Admission Test (TSU- CAT) for Incoming Freshmen Students	4.82	4.79	4.81	4.78	-	4.75	4.80	4.67	4.77	Very Satisfied	255
Processing of Application for the Administration of Phsychological Test to Transferee Students	4.87	4.73	4.90	4.93	-	4.73	4.90	4.90	4.85	Very Satisfied	13
Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni	-	-	-	-	-	-	-	-	-	-	-
Processing of Financial Assistance Application from Private or Government Provider or Grantor	-	-	-	-	-	-	-	-	-	-	-
Processing of Document Request Service (ONLINE AND WALK-IN)	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for National Services Training Program Serial Number	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Statistical Support and Related Services	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Water Analysis and Other Laboratory Services	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Extension Documents, Facility, and Equipment	-	-	-	-	-	-	-	-	-	-	-
Process for Receiving Service request and Other Correspondence	-	-	-	-	-	-	-	-	-	-	-
Process for Receiving Service request and Other Correspondence	-	-	-	-	-	-	-	-	-	-	-
Processing of Requests for Trademark Application Assistance	-	-	-	-	-	-	-	-	-	-	-
Process for Copyright Assistance	-	-	-	-	-	-	-	-	-	-	
Process for Technology Transfer and Commercialization Assistance	-	-	-	-	-	-	-	-	-	-	-

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Process for Request to Use University Marks Assistance	-	-	-	-	-	-	-	-	-	-	-
Processing of Center for Food Technology and Research Service Requests	-	-	-	-	-	-	-	-	-	-	-
Processing of Shared Facility Services Request	-	-	-	-	-	-	-	-	-	-	-
External Services Overall Score	4.89	4.82	4.90	4.90	-	4.85	4.89	4.87	4.88	Very Satisfied	558
				Internal	Services						
Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer	5.00	5.00	4.93	4.94	-	4.94	5.00	5.00	4.97	Very Satisfied	23
Processing of Student or Personnel Insurance Claims	3.67	3.67	3.67	3.67	-	3.67	3.67	3.67	3.67	Satisfied	5
Processing of Request for Career Coaching (WALK-IN and ONLINE/REMOTE)	5.00	5.00	5.00	5.00	-	4.75	4.75	4.75	4.89	Very Satisfied	15
Processing of Student Clearance	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	5
Processing of Request for Re- Issuance of New Radio- Frequency Identification (RFID)	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	2
Processing of Application for Accreditation of Student Organization (New and/or Renewal)	-	-	-	-	-	-	-	-	-	-	-
Processing of Application for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES)	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	11
Processing of Application for the Conduct of Student Organization Activities (OFF- CAMPUS ACTIVITY/IES)	5.00	4.78	4.89	4.78	-	5.00	5.00	5.00	4.92	Very Satisfied	6
Procedure for the Approval of Activities of Student Publication and College Publications	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	1
Processing of Intention for Publications to Operate for the Upcoming Academic Year	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	9
Process of Printing and Circulation of the Student and College Publication Issues	5.00	4.67	5.00	5.00	-	4.67	4.67	5.00	4.86	Very Satisfied	3
Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni	4.71	4.80	4.82	4.86	-	4.69	4.74	4.80	4.77	Very Satisfied	19
Filing of Complaints and Investigation (Defendant Admitting the Allegation)	-	-	-	-	-	-	-	-	-	-	-
Filing of Complaints and Investigation (Defendant Denies the Allegation)	-	-	-	-	-	-	-	-	-	-	-
Filing of Complaints and Investigation Against TSU Employee	-	-	-	-	-	-	-	-	-	-	-
Procedure for Appeal	-	-	-	-	-	-	-	-	-	-	-
Processing of Financial Assistance Application from Private or Government Provider or Grantor	5.00	5.00	4.98	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	23
Issuance of Certificate of Scholarship or Certificate of Non-Scholarship	-	-	-	-	-	-	-	-	-	-	-
Processing of Application for Membership as International, Differently Abled, Indigenous, and Marginalized Students	5.00	5.00	4.87	5.00	-	4.92	4.95	4.93	4.95	Very Satisfied	30
Indigenous and Margenalized Student Services Student Consultation and Assistance	5.00	4.80	4.93	4.93	-	4.87	4.93	4.87	4.90	Very Satisfied	10
Processing of Document Request Service (ONLINE AND WALK-IN)	5.00	5.00	5.00	5.00	-	5.00	5.00	5.00	5.00	Very Satisfied	1
Processing of Request for National Services Training Program Serial Number	4.98	4.98	4.96	4.98	-	5.00	5.00	4.98	4.98	Very Satisfied	19
Process of Issuance of Medical Certificate	-	-	-	-	-	-	-	-	-	-	-
Processing of Request for Statistical Support and Related Services	3.00	3.00	3.00	3.00	-	3.00	3.00	3.00	3.00	Neutral	3
Processing of Request for Water Analysis and Other Laboratory Services	3.00	3.00	3.00	3.00	-	3.00	3.00	3.00	3.00	Neutral	2
Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication	-	-	-	-	-	-	-	-	-	-	-

Overall Score	4.81	4.76	4.78	4.79	-	4.77	4.78	4.79	4.78	Very Satisfied	782
External Serices Overall Score	4.74	4.69	4.66	4.68	-	4.69	4.66	4.71	4.69	Very Satisfied	224
Processing of Shared Facility Services Request	4.91	4.95	4.66	4.70	-	4.91	4.41	4.91	4.78	Very Satisfied	13
Processing of Center for Food Technology and Research Service Requests	4.94	4.82	4.82	4.32	-	4.85	4.38	4.88	4.72	Very Satisfied	18
Process for Request to Use University Marks Assistance	-	-	-	-	-	-	-	-	-	-	-
Process for Technology Transfer and Commercialization Assistance	-	-	-	-	-	-	-	-	•	1997 1997 1997 1997 1997 1997 1997 1997	-
Process for Copyright Assistance	-	-		-	-	-	-	-	-	-	-
Processing of Requests for Trademark Application Assistance	5.00	4.75	4.50	4.75	-	5.00	5.00	4.75	4.82	Very Satisfied	4
Process for Receiving Service request and Other Correspondence	5.00	5.00	4.50	5.00	-	5.00	5.00	5.00	4.93	Very Satisfied	2
Approval of Special Research Project/Program	-	-	-	-	-	-	-	-	-	-	-
Processing of Research Evaluation	-	-	-	Эро <mark>т</mark> ана	-	-	-	-	•	-	-
Processing of Research Proposal (Initial Evaluation of Research Proposals)	-	-	-	-	-	-	-	-	-	-	-

Prepared by: Engr. Maricar N. Babting Head, Quality Management Unit

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Reviewed by: Atty. Theodore M. Tinpac, Ph.D. Gjirector, Offide of Governance and Quality Management

Dr. Arnold E. Velasco University President

Approved by:



Report on Citizen/Client Satisfaction Survey (CCSS) Measurement Tarlac State University - San Isidro Extension Campus From the period of January to June 2023

				Service Inc	licators						[
Offices	Promptness and willingness of personnel in addressing the citizen's/ client's needs.	Quality and correctness of service provided.	clients such as the		The amount paid for the service is within the acceptable range of cost.	Truthfulness, harmony, and faimess in the delivery of service/s.	competence of the frontline staff	on the government	Average Rating/ Service Quality Dimension	Descriptive Rating	Total Number of Surveys
				External	Services						
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	-	-	-	-	-	-	-	~	-	-	_
Processing of Online Request for Certificate of Good Moral Character	-	-	-	-	-	-	-	-	-	-	-
External Services Overall Score	-	-	-	-	-	-	-	-	-	-	-
				Internal	Services						
Process of Issuance of Medical Certificate	-	-	_	-	·	-	-	-	-	-	-
External Serices Overall Score	-	-	-	-	-	-	-	-	-	-	-
Overall Score	-	-	-	-	-	-	-	-	-	-	-

Prepared by Engr. Maricar N. Banting Head, Quality Management Unit

Reviewed by Atty: Theodore M. Tinopac, Ph.D. Director, Office of Governance and Quality Management

Approved by: Dr. Arrold E. Velasco University President

ANNEX B. Results Per Service

B.2 Client Satisfaction Measurement (CSM) Results for the period of July to December 2023



Client Satisfaction Measurement (CSM) Summary Report

From the period of July to December 2023

	Citizen's Charter (CC) Question	Responses	Percentage
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.	4350	84.48%
2	I know what a CC is but I did NOT see this office's CC.	194	3.77%
3	I learned of the CC only when I saw this office's CC.	410	7.96%
4	I do not know what a CC is and I did not see one in this office.	195	3.79%
CC2	If aware of CC , would you say that the CC of this office was?		
1	Easy to see	4399	85.43%
2	Somewhat easy to see	493	9.57%
3	Difficult to see	85	1.65%
4	Not visible at all	40	0.78%
5	N/A	132	2.56%
CC3	If aware of CC. How much did the CC help you in your transaction?		
1	Helped very much	4658	90.48%
2	Somewhat helped	295	5.73%
3	Did not help	21	0.41%
4	N/A	174	3.38%

	Service Quality Dimensions (SQD)	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	71	13	64	711	4285	13	5157	97.12%

	Service Quality Dimensions (SQD)	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD1	I spent a reasonable amount of time for my transaction.	79	37	119	894	3962	61	5153	95.37%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	64	15	96	764	4146	61	5147	96.54%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	60	22	122	709	3572	639	5125	95.43%
SQD4	I easily found information about my transaction from the office or its website.	55	21	141	844	3901	170	5133	95.61%
SQD5	I paid a correct amount of fees for my transaction.	0	0	0	3	13	5130	5146	100.00%
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	64	19	89	645	4250	78	5144	96.62%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	70	14	52	584	4384	49	5154	97.32%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	67	15	102	735	4118	113	5147	96.40%
	Overall Rating 459 143 721 5178 28346 6301 41149 96.20%								
	Outstanding								

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rocess for Technology Transfer and Commercialization Assistance	Processing of Requests for Trademark Application Assistance	-	10
rocess for Request to Use University Marks Assistance -	Process for Copyright Deposit Assistance	-	-
	Process for Technology Transfer and Commercialization Assistance	-	-
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rocessing of Shared Facility Services Request	Processing of Center for Food Technology and Research Service Requests Processing of Shared Facility Services Request	-	- 1
		554	41802

Internal Services	Responses	Total Transactions
Processing of Request from Different Colleges/Offices of the University	66	313
Dissemination of Incoming Communication from Outside Persons or Agencies	12	208
Processing of Request for Copy of Board Resolutions	17	47
Submission of Complete Staff Work or Agenda by the Offices of the University	6	22
Submission of the Agenda to the University's Academic and Administrative Council Meeting	2	13
Processing of Requests for Documented Information for Various Purposes	25	48
Processing of QMS Documents for Registration, Revision, and Abolition	32	219
Processing of Request for Coaching and Mentoring	1	5
Processing of Request for Review and Evaluation of Citizen's Charter	1	1
Processing of Request for Audit Reports	3	3
Process for Review and Approval of Pre-Planning Activities	19	36
Submission and Validation of Quarterly Scorecards and Monthly Accomplishment Report	34	59
Process for Publication and Distribution of TSU Bulletin	-	4
Processing of Request for Coverage of University Activities	1	1
Process for Publication of Online News	1	1
Process for Addressing Client's Concerns via Email	108	1659
Process for Posting of Materials	53	191
Process for Requesting of Electronic Copy of Photos, Videos or Files	8	14
Process for Approval of Posting of Information, Education and Communication (IEC) Materials	14	34
Processing of Documents for Apostille	2	6
Processing of Outbound Faculty, Student, & Staff Mobility	2	5
Processing of CHED Endorsement for Legitimacy of Travel Abroad	5	5
Process for Account Creation and Assigning of Privileges	15	210
Process of Changing Posted Schedule	5	148
Process for Office 365 Account Assistance	50	1370
Process for Tagging or Untagging of Faculty, Room, and/or Schedule	4	2389
Process for Tagging/Untagging of Honorarium Classes	1	342
Processing of Request to Transfer of Students	1	137
Processing of Request to Repair an ICT Equipment	-	111
Process for Inspection of Condemn ICT Equipment	-	21
Process for Inspection of New ICT Equipment	-	50
Process for Requesting of Preventive Maintenance for Desktop Computer Units	3	44
Process for Software Installation	-	44
Process for Wi-Fi Access Registration	6	151
Process for Creation of Domain Accounts	5	27
Process for Resetting of TSU Systems/Network Accounts	3	23
Process for Unblocking of Websites	3	6
Process for Wi-Fi Setup/Deployment	2	13
Process for Granting Virtual Private Network (VPN) Access	-	17
Processing of Request for Cabling of New Network Connection	-	13
Process for Biometrics Registration	18	54
Process for Blocking and Unblocking of RFID Cards	1	28
Process for Creation and Updating of Website/Webpage	48	143
Process for Development of New Systems/Programs	6	129
Process for Report Generation	8	59
Processing of Request for Technical Assistance	26	232
Processing of Endorsed Communication from the Office of the University President	3	42
Processing of Inter-Office Communication and Transactions	10	96
Processing of Travel Order for Travel Requests	39	677
Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance	12	58
Pre-Audit of Payroll / Disbursement Vouchers	31	137
Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account Balances	143	165
Processing of Liquidation for Cash Advances	-	-
Process for Claiming of Checks	37	945
Processing of Cash Payment for Outstanding Balances	-	176
Processing of Request for Certificate of Payment for Lost Official Receipt	-	-
Process of Signing Student Clearance	1	3
Processing of Request for Pre-Repair Inspection, Repair, and Other Services	96	242
Processing of Request for Janitorial Services	98	136
Processing of Request to Use the University Facilities	12	16
Processing of Application for Vehicle Gate Pass	34	46
Processing of Request for ID and Re-ID (Lost ID and Worn-Out)	90	104
Processing of Request for Personnel-Related Documents and Reports	140	161
Processing of Request for Issuance of DBP Certification	4	4
Processing of Reguest for Issuance of Performance Evaluation Related Documents	7	165
Process of Filing Cases and Complaints	-	-

Interpretented of Regularity for in-House Training or Seminor (Food to Food and Optime)	400	400
Processing of Request For In-House Training or Seminar (Face-to-Face and Online)	126	169
Processing of Request for Study Leave Reinstatement of Employee-Scholars Processing of Request for Scholarship Extension	-	-
	-	-
Processing of Application for Scholarship Process of Application for Sabbatical Leave	-	1
Process of Application for Sabbaucal Leave Processing of Request for Thesis/Dissertation Financial Assistance	-	- 1
Processing of Request for Thesis/Dissertation Financial Assistance Processing of Request for Issuance of Certifications	- 155	532
Process of Request for Employment Verification	1	80
Processing of Application for Leave of Absence	-	4
Process for Upgrading Plantilla Items	-	-
Printing of Daily Time Record (DTR) for Overtime/Extended Services	-	108
Process for Requesting and Issuance of Authority to Travel Abroad	1	11
Processing of Payroll for Overtime/Extended Services	2	29
Processing of Payroll Preparation for Salary of Lecturers, Part-Timers, and Faculty with Honorarium	20	159
Processing of Payroll for Student Assistants' Salary	13	27
Processing of Request for Personnel-Related Documents	8	43
Processing of Request in Compliance to Freedom of Information	36	40
Process of Requesting for Disposal of Records or Use of Storage	23	136
Process of Archivng Documents and Materials	44	67
Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment	109	2600
Processing of Request for Issuance of Clearance of Employee Availing Leave Beyond 30 Days	13	13
Processing of Request for Physical Inventory of Property Accountabilities	3	159
Processing of Request to Return to Stock Serviceable Properties that are No Longer Needed by the End-User		8
Processing of Request to Transfer Property Accountabilities	4	149
Processing of Request to Condemn Unserviceable Property Accountabilities	1	104
Processing of Purchase Request / Job Order	50	54
Processing of Request for CCTV Footage Review	10	38
Processing of Action for Complaints	35	36
Process of Securing a Dental Certificate	296	499
Process of Issuance of Medical Certificate	107	1117
Processing of Inter-Office Communication and Transactions	91	751
Enrollment Procedure for Shifters and Returnees	1	842
Enrollment Procedure for Transferees and Second Coursers	-	238
Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE)	-	569
Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students (WALK-IN and ONLINE)	-	7755
Enrollment Procedure for Incoming 2nd Year to 4th Year Irregular Students	-	1879
Enrollment Procedure for Cross Enrollees Within the University	4	530
Bulk Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students	-	539
Enrollment Procedure for Graduating Students with Overloading or Waiving of Pre-Requisite Subjects (WALK-IN and ONLINE)	-	477
Process for Withdrawal of Enrollment or Registration (WALK-IN)	-	84
Processing of Application for Leave of Absence (LOA)	2	6
Processing of Application for Graduation	16	634
Processing of Request for Data	13	22
Process for Correction / Rectification of Grades (WALK-IN and ONLINE)	-	115
Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer	8 21	8
Descention of Chudent/ Descention () Chains		21
Processing of Student/ Personnel Insurance Claims		240
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	44	343
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Processing of Online Request for Certificate of Good Moral Character	44 185	937
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Processing of Online Request for Certificate of Good Moral Character Processing of Request for Counselor's Outside Referral	44 185 104	937 166
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Processing of Online Request for Certificate of Good Moral Character Processing of Request for Counselor's Outside Referral Processing of Student Clearance	44 185 104 33	937 166 670
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Processing of Online Request for Certificate of Good Moral Character Processing of Request for Counselor's Outside Referral Processing of Student Clearance Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID)	44 185 104 33 19	937 166 670 30
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Processing of Online Request for Certificate of Good Moral Character Processing of Request for Counselor's Outside Referral Processing of Student Clearance Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) Processing of Application for Accreditation of Student Organization (New and/or Renewal)	44 185 104 33 19 27	937 166 670 30 28
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Processing of Online Request for Certificate of Good Moral Character Processing of Request for Counselor's Outside Referral Processing of Student Clearance Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) Processing of Application for Accreditation of Student Organization (New and/or Renewal) Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES)	44 185 104 33 19 27 37	937 166 670 30 28 37
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Processing of Online Request for Certificate of Good Moral Character Processing of Request for Counselor's Outside Referral Processing of Student Clearance Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) Processing of Application for Accreditation of Student Organization (New and/or Renewal) Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES) Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES)	44 185 104 33 19 27	937 166 670 30 28
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Processing of Online Request for Certificate of Good Moral Character Processing of Request for Counselor's Outside Referral Processing of Student Clearance Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) Processing of Application for Accreditation of Student Organization (New and/or Renewal) Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES) Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES) Processing of Request to Participate in Sports Event on Regional and National Level	44 185 104 33 19 27 37 1	937 166 670 30 28 37 3 3
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Processing of Online Request for Certificate of Good Moral Character Processing of Request for Counselor's Outside Referral Processing of Student Clearance Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) Processing of Application for Accreditation of Student Organization (New and/or Renewal) Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES) Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES) Processing of Request to Participate in Sports Event on Regional and National Level Processing of Request for Joining in the Host University for Sports Event on National Level	44 185 104 33 19 27 37 1 59	937 166 670 30 28 37 3 3 60
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Processing of Online Request for Certificate of Good Moral Character Processing of Request for Counselor's Outside Referral Processing of Student Clearance Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) Processing of Application for Accreditation of Student Organization (New and/or Renewal) Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES) Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES) Processing of Request for Darticipate in Sports Event on Regional and National Level Processing of Request for Joining in the Host University for Sports Event on National Level Processing of Request for Joining in Sports Event on International Level	44 185 104 33 19 27 37 1 59 7	937 166 670 30 28 37 3 3 60 18
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Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Processing of Online Request for Certificate of Good Moral Character Processing of Request for Counselor's Outside Referral Processing of Student Clearance Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) Processing of Application for Accreditation of Student Organization (New and/or Renewal) Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES) Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES) Processing of Request to Participate in Sports Event on Regional and National Level Processing of Request for Joining in the Host University for Sports Event on National Level Processing of Request for Hosting a Sports Event	44 185 104 33 19 27 37 1 59 7 2 2 2	937 166 670 30 28 37 3 3 60 18 4 4 4
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Processing of Online Request for Certificate of Good Moral Character Processing of Request for Counselor's Outside Referral Processing of Student Clearance Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) Processing of Application for Accreditation of Student Organization (New and/or Renewal) Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES) Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES) Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES) Processing of Request to Participate in Sports Event on Regional and National Level Processing of Request for Joining in the Host University for Sports Event on National Level Processing of Request for Hosting a Sports Event Processing of Request for Hosting a Sports Event Procedure for the Approval of Activities of Student Publication and College Publications	44 185 104 33 19 27 37 1 59 7 2 2 2 31	937 166 670 30 28 37 3 60 18 4 4 4 38
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Processing of Online Request for Certificate of Good Moral Character Processing of Request for Counselor's Outside Referral Processing of Request for Counselor's Outside Referral Processing of Student Clearance Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) Processing of Application for Accreditation of Student Organization (New and/or Renewal) Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES) Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES) Processing of Request to Participate in Sports Event on Regional and National Level Processing of Request for Joining in the Host University for Sports Event on National Level Processing of Request for Hosting a Sports Event Processing of Request for Hosting a Sports Event Processing of Intention for Publications to Operate for the Upcoming Academic Year Process of Printing and Circulation of the Student and College Publication Issues	44 185 104 33 19 27 37 1 59 7 2 2 31 6	937 166 670 30 28 37 3 60 18 4 4 4 38 10
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Processing of Online Request for Certificate of Good Moral Character Processing of Request for Counselor's Outside Referral Processing of Request for Counselor's Outside Referral Processing of Student Clearance Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) Processing of Application for Accreditation of Student Organization (New and/or Renewal) Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES) Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES) Processing of Request to Participate in Sports Event on Regional and National Level Processing of Request for Joining in the Host University for Sports Event on National Level Processing of Request for Hosting a Sports Event Procedure for the Approval of Activities of Student Publication and College Publications Processing of Intention for Publications to Operate for the Upcoming Academic Year	44 185 104 33 19 27 37 1 59 7 2 2 2 31 6 4	937 166 670 30 28 37 3 60 18 4 4 4 38 10 8
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Processing of Online Request for Certificate of Good Moral Character Processing of Request for Counselor's Outside Referral Processing of Request for Counselor's Outside Referral Processing of Request for Certificate of New Radio-Frequency Identification (RFID) Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) Processing of Application for Accreditation of Student Organization (New and/or Renewal) Processing of Request for the Conduct of Student Organization (New and/or Renewal) Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES) Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES) Processing of Request to Participate in Sports Event on Regional and National Level Processing of Request for Joining in the Host University for Sports Event on National Level Processing of Request for Hosting a Sports Event on International Level Processing of Request for Hosting a Sports Event Processing of Intention for Publications to Operate for the Upcoming Academic Year Process of Printing and Circulation of the Student and College Publication Issues Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni Filing of Complaints and Investigation (Defendant Admitting the Allegation)	44 185 104 33 19 27 37 1 59 7 2 2 2 31 6 4 15	937 166 670 30 28 37 3 60 18 4 4 4 38 10 8 16
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Processing of Online Request for Certificate of Good Moral Character Processing of Request for Counselor's Outside Referral Processing of Request for Counselor's Outside Referral Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) Processing of Application for Accreditation of Student Organization (New and/or Renewal) Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES) Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES) Processing of Request for Joining in the Host University for Sports Event on National Level Processing of Request for Joining in Sports Event on International Level Processing of Request for Hosting a Sports Event Processing of Request for Hosting a Sports Event Processing of Intention for Publications to Operate for the Upcoming Academic Year Processing of Intention for Publications of Student and College Publication Issues Process of Printing and Circulation of the Student and College Publication Issues Process for Releasing of Certificate of Good Moral For Board Examination Purposes for AB Psychology Students and Alumni Filing of Complaints and Investigation (Defendant Admitting the Allegation) Filing of Complaints and Investigation (Defendant Denies the Allegations)	44 185 104 33 19 27 37 1 59 7 2 2 2 31 6 4 15 94 1	937 166 670 30 28 37 3 60 18 4 4 4 38 10 8 16 104 1
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Processing of Online Request for Certificate of Good Moral Character Processing of Request for Counselor's Outside Referral Processing of Request for Counselor's Outside Referral Processing of Request for Certificate of New Radio-Frequency Identification (RFID) Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) Processing of Application for Accreditation of Student Organization (New and/or Renewal) Processing of Request for the Conduct of Student Organization (New and/or Renewal) Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES) Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES) Processing of Request to Participate in Sports Event on Regional and National Level Processing of Request for Joining in the Host University for Sports Event on National Level Processing of Request for Hosting a Sports Event on International Level Processing of Request for Hosting a Sports Event Processing of Intention for Publications to Operate for the Upcoming Academic Year Process of Printing and Circulation of the Student and College Publication Issues Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni Filing of Complaints and Investigation (Defendant Admitting the Allegation)	44 185 104 33 19 27 37 1 59 7 2 2 2 31 6 4 15 94	937 166 670 30 28 37 3 60 18 4 4 4 38 10 8 16 104
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Processing of Online Request for Certificate of Good Moral Character Processing of Request for Counselor's Outside Referral Processing of Student Clearance Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) Processing of Application for Accreditation of Student Organization (New and/or Renewal) Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES) Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES) Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES) Processing of Request for Joining in the Host University for Sports Event on National Level Processing of Request for Joining in Sports Event on International Level Processing of Request for Hosting a Sports Event Proceedure for the Approval of Activities of Student Publication and College Publications Processing of Intention for Publications to Operate for the Upcoming Academic Year Process of Printing and Circulation of the Student and College Publication Issues Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni Filing of Complaints and Investigation (Defendant Admitting the Allegations) Filing of Complaints and Investigation Against TSU Employee	44 185 104 33 19 27 37 1 59 7 2 2 2 31 6 4 15 94 1	937 166 670 30 28 37 3 60 18 4 4 4 38 10 8 16 104 1

Internal Service Total	4607	63361
ocessing of Shared Facility Services Request	39	69
ocessing of Center for Food Technology and Research Service Requests	14	15
press for Request to Use University Marks Assistance	15	15
cess for Technology Transfer and Commercialization Assistance	-	-
pcess for Copyright Deposit Assistance	5	11
acessing of Requests for Trademark Application Assistance	23	41
cess for Receiving Service Request and Other Correspondence	12	15
ocess of Reviewing Extension Post-Reportorial Documents	1	27
ocessing and Evaluating Extension Proposal	-	95
ocess of Receiving and Endorsing Request Letter or Form	20	134
processing of Request for Extension Documents, Facility, and Equipment	67	138
proval of Special Research Project/Program	-	1
pocessing of Research Evaluation	3	7
cessing of Research Proposal (Initial Evaluation of Research Proposals)	-	1
cessing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication	3	10
cessing of Request for Water Analysis and Other Laboratory Services	7	28
cessing of Request for Statistical Support and Related Services	5	5
cessing of Inter-Office Communication and Transaction	17	1174
cessing of Endorsed Communication from the Office of the University President	1	143
lective Dissemination of Information on Unpublished Materials	4	19
cessing of Request for Referral Service	8	312
cessing of Request to Use Computer & Internet Access	279	5797
cessing of Library Clearance	125	1803
cess of Inquiring for Available Learning Resources	138	1903
cess of Renewing Borrowed Information Materials	21	1894
press of Returning Information Materials	70	5238
cessing of Request for Online Reservation and Pick-Up	6	91
cessing the Request of Document Delivery Service for Distance Users	14	804
cessing of Request to Borrow Information Materials	266	6714
cessing of Document Request Service (ONLINE AND WALK-IN)	4	24
cessing of Request for Career Coaching (WALK-IN and ONLINE/REMOTE)	6	14
igenous and Marginalized Student Services Student Consultation and Assistance	46	54

Prepared by YA Engr. Maricar N. Banting Head, Quality Management Unit

Noted by: Na C D 1

Atty. Theodore M. Timpac, Php Director, Office of Governance and Quality Management

Approved by:

Dr. Arrold E. Velasco University President



Tarlac State University Quality Management Unit

Client Satisfaction Measurement (CSM) Summary Report

Talac State University - Main Campus

From the period of July to December 2023

	Citizen's Charter (CC) Question	Responses	Percentage
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.	3077	88.60%
2	I know what a CC is but I did NOT see this office's CC.	106	3.05%
3	I learned of the CC only when I saw this office's CC.	189	5.44%
4	I do not know what a CC is and I did not see one in this office.	101	2.91%
CC2	If aware of CC, would you say that the CC of this office was?		
1	Easy to see	3094	89.09%
2	Somewhat easy to see	241	6.94%
3	Difficult to see	42	1.21%
4	Not visible at all	19	0.55%
5	N/A	77	2.22%
CC3	If aware of CC. How much did the CC help you in your transaction?		
1	Helped very much	3220	92.72%
2	Somewhat helped	149	4.29%
3	Did not help	12	0.35%
4	N/A	92	2.65%

	Service Quality Dimensions (SQD)	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	49	9	31	365	3023	6	3483	97.44%
SQD1	I spent a reasonable amount of time for my transaction.	55	23	56	459	2859	29	3481	96.12%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	46	11	49	399	2936	36	3477	96.92%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	41	12	60	379	2588	385	3465	96.33%
SQD4	I easily found information about my transaction from the office or its website.	38	15	69	455	2808	85	3470	96.40%
SQD5	I paid a correct amount of fees for my transaction.	0	0	0	0	13	3461	3474	100.00%
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	45	13	38	363	2981	33	3473	97.21%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	50	11	26	325	3042	24	3478	97.48%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	49	12	45	374	2940	61	3481	96.90%
	Overall Rating 324 97 343 2754 20167 4114 27799 96.77%								
	Outstanding								

External Services	Responses	Total Transactions
Processing of Action on Contracts and External Agreements	4	5
Processing of Request for Personal Meeting with the President	4	6
Processing of Request for QMS Registered Documents for Various Purposes	-	-
Process for Publication and Distribution of TSU Bulletin	19	42
Processing of Institution/Organization Request to Benchmark Offices/Colleges in Tarlac State University	-	-
Processing for Assessment of Fees for Other Payors	-	-
Process for Claiming of Checks	-	235
Processing of Cash Payment for Outstanding Balances	19	2908
Processing of Request for Certificate of Payment for Lost Official Receipt	-	-
Process of Signing Student Clearance	17	5970
Processing of Request for Pre-Repair Inspection, Repair, and Other Services	-	-
Processing of Material Approval Request	40	50
Processing of Request to Use the University Facilities	-	-
Digital Studio RFID Processing – For Alumni IDs	-	-
Processing of Request for Personnel-Related Documents and Reports	10	10
Processing of Request for Issuance of Performance Evaluation Related Documents	-	140
Processing of Request for Issuance of Certifications	5	10
Process of Request for Employment Verification	1	1
Processing of Remittances for BIR	1	53
Processing of Remittances for PHIC	1	11
Processing of Remittances for GSIS and HDMF	-	-
Processing of Vouchers for the University Utilities	-	-
Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment	3	3726
Disposal of Used/ Unserviceable Supplies, Material and Equipment through Public Action	-	50
Processing of Purchase Request / Job Order	14	37
Process of Acquiring Bidding Documents	30	39
Processing of Request for CCTV Footage Review	1	3
Processing of Action for Complaints	-	-
Enrollment Procedure for Shifters and Returnees	-	180
Enrollment Procedure for Transferees and Second Coursers	-	30
Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE)	-	-
Enrollment Procedure for Freshmen Enrollees (WALK-IN)	-	5427
Enrollment Procedure for Freshman Enrollees (ONLINE)	2	9089
Enrollment Procedure for Cross Enrollees from Different State University or College	-	-
Processing of Request for Various Academic Documents	38	4400
Processing of Request for Transcript of Records of Graduates	53	2402
Issuance of Temporary Notice of Acceptance for Foreign Student	-	14

Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	2	128
Processing of Online Request for Certificate of Good Moral Character	-	-
Processing of Request to Participate in Sports Event on Regional and National Level	10	1334
Processing of Request for Joining in the Host University for Sports Event on National Level	-	4
Processing of Request for Joining in Sports Event on International Level	-	-
Processing of Request for Hosting a Sports Event	5	5
Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and CHED-Friendship Game	7	10
Processing of Request to Access the Library by Visiting Researcher	-	-
External Service Total	286	36319
Internal Services	Responses	Total Transactions
Processing of Request from Different Colleges/Offices of the University	66	313
Dissemination of Incoming Communication from Outside Persons or Agencies	12	208
Processing of Request for Copy of Board Resolutions	17	47
Submission of Complete Staff Work or Agenda by the Offices of the University	6	22
Submission of the Agenda to the University's Academic and Administrative Council Meeting	2	13
Processing of Requests for Documented Information for Various Purposes	25	48
Processing of QMS Documents for Registration, Revision, and Abolition	32	219
Processing of Request for Coaching and Mentoring	1	5
Processing of Request for Review and Evaluation of Citizen's Charter	1	1
Processing of Request for Audit Reports	3	3
Process for Review and Approval of Pre-Planning Activities	19	36
Submission and Validation of Quarterly Scorecards and Monthly Accomplishment Report	34	59
Process for Publication and Distribution of TSU Bulletin	-	4
Processing of Request for Coverage of University Activities	1	1
Process for Publication of Online News	1	1
Process for Addressing Client's Concerns via Email	108	1659
Process for Posting of Materials	53	191
Process for Requesting of Electronic Copy of Photos, Videos or Files	8	14
Process for Approval of Posting of Information, Education and Communication (IEC) Materials	14	34
Processing of Documents for Apostille	2	6
Processing of Outbound Faculty, Student, & Staff Mobility	2	5
Processing of CHED Endorsement for Legitimacy of Travel Abroad	5	5
Process for Account Creation and Assigning of Privileges	15	210
Process of Changing Posted Schedule	5	148
Process for Office 365 Account Assistance	50	1370
Process for Tagging or Untagging of Faculty, Room, and/or Schedule	4	2389
Process for Tagging/Untagging of Honorarium Classes	1	342

Processing of Request to Registra in CE Quipment 1 Processing of Request to Registra in CE Quipment 1 1 Process for Insertion of Conterm ICE Quipment 1 1 Process for Requesting of Preventive Maintenance for Desktop Computer Units 3 4 Process for Subsex instabilition 1 1 4 Process for Subsex instabilition 0 1 1 Process for Grassen Registration 0 0 1 Process for Grassen Registration 0 0 1 Process for Grassen Registration 0 0 1 1 Process for Grassen Registration 0 0 1			
Process for Ingusted on Gordonni ICI Equipment 1 21 Process for Ingusted on New ICI Equipment 0.0 0.0 0.0 Process for Ingusted of New ICI Equipment 0.0 0.0 0.0 Process for Ingusted of New ICI Equipment 0.0 0.0 0.0 Process for Inguitation 0.0 0.0 0.0 0.0 Process for Groundy World Protein Hebricity (PM) Access 0.0	Processing of Request to Transfer of Students	1	137
Process for Insolution of New ICT Equipment 50 Process for Subsecting of Processive Manistrance for Desktop Computer Lints 3 44 Process for Subsecting and Processive Manistrance for Desktop Computer Lints 6 74 Process for Subsecting and Processive Manistrance for Desktop Computer Lints 6 727 Process for Writh Coccess Figuration 6 727 Process for Writh Subjectme Manistrance Accounts 3 6 Process for Writh Subjectme Manistrance Accounts 3 6 Process for Writh Subjectme Manistrance (PPM) Access 717 717 Process for Manistrance Accounts 10 717 Process for Manistrance Accessing of Reputs for Control on Accessing of Reputs for Torrel Reputses 728 Processing of Exect Communication and Transactions 10 36 Processing of Reput for Control Accessing of Reputs for Manistrance of Subject Reputses 731 Processing of Reput for Control Communication and Transactions 10 36 Processing of Reputs for Torrel Reputses <	Processing of Request to Repair an ICT Equipment	-	111
Process for Regunsting of Preventive Maintenanos for Devitor Dompter Units 1 1 4 Process for Solutions Installation 0 151 151 Process for Regunsting of Preventive Maintenanos for Devitor Domains 0 0 151 Process for Regunsting of INU System Notions Accounts 0	Process for Inspection of Condemn ICT Equipment	-	21
Process for Surface installation 4.4 Process for Wirf Access Regulation 2.7 Process for Wirf Access Regulation 1.8 Process for Unition of Dram Accounts 2.7 Process for Canaton of Drama Accounts 2.7 Process for Matching J Systems Nation Accounts 2.7 Process for Winforce 1.9 Process for Science 1.9 Process for Table 1.9 Process for Table 1.9 Process for Science 1.9 Process f	Process for Inspection of New ICT Equipment	-	50
Process for WFT Access Registration 6 11 Process for Cleasilon of Domain Accounts 5 27 Process for Cleasilon of Domain Accounts 3 23 Process for Meetiling of TSU SystemeNetwork Accounts 3 6 Process for Unblocking of Websiles 3 6 Process for Unblocking of Websiles 3 6 Process for Cabling of New Network Connection 10 64 Process for Cabling of New Network Connection 10 64 Process for Dealing and Unblocking of PED Carls 10 28 Process for Dealing and Unblocking of PED Carls 6 129 Process for Dealing and Unblocking of PED Carls 8 62 Process for Dealing and Unblocking of PED Carls 8 62 Processing of Dealing and Unblocking of PED Carls 3 42 Processing of Dealing and Unblocking of PED Carls 3 42 Processing of Dealing and Unblocking of Teologicants 6 10 6 Processing of Theory Of Registration 8 6 11 16 Processing of Theory Of Registration	Process for Requesting of Preventive Maintenance for Desktop Computer Units	3	44
Process for Creation of Damain Accounts 6 27 Process for Networting of TSU Systems/Network Accounts 3 6 Process for Methoding of TSU Systems/Network Accounts 3 6 Process for Methoding of TSU Systems/Network Accounts 3 6 Process for Methoding of TSU Systems/Network (VPN) Access 1.13 1.13 Process for Greating Virtual Private Network Connection 1.0 1.13 Process for Decision and Updating of Network Connection 1.0 1.20 Process for Decision and Updating of Network Accounts 4.8 1.43 Process for Development of New Systems/Programs 6 1.20 Processing of Request for Taking Assistance 2.8 2.22 Processing of Taking Contrustication from the Office of the University President 3 4.6 Processing of Taking Contrustication from the Office of the University President 3 1.67 Processing of Taking Contrustication from the Office of the University President 3 1.67 Processing of Taking Contrustication from the Office of the University President Account 1.63 1.67 Processing of Taking Coler for Taking Requests 3.00 1.67 </td <td>Process for Software Installation</td> <td>-</td> <td>44</td>	Process for Software Installation	-	44
Process for Resulting of TSU Systems/Network Accounts 3 23 Process for Unblocking of Websiles 3 6 Process for Unblocking of Websiles 2 (13) Process for WeFT Betup/Repringment 2 (13) Process for Creating Vitual Private Network (VPN) Access	Process for Wi-Fi Access Registration	6	151
Process for Unbidding of Websiles Process for Unix Fi Selup/Deployment Process for Granting Vitual Private Network (VPN) Access Process for Granting Vitual Private Network (VPN) Access Process for Granting Vitual Private Network (VPN) Access Process for Bequest for Cabing of New Network Connection Process for Bequest for Cabing of New Network Connection Process for Boundrikes Registration Process for Boundrikes Registration Process for Doublopment of New Systems/Programs Process for Doublopment of New Systems/Programs Process for Report Generation Process for Report Generation Process for Report Generation Process for Report Generation Process for Technical Assistance Process for Insel Offer Communication from the Office of the University President Processing of Report Generation Processing of Insel Offer Communication from the Office of the University President Processing of Insel Offer Communication and Transactions Processing of Repuret for Revessement / Adjustment of Student Fees, and Checking of Student Account 149 105 Processing of Repuret for Cabin Advances Processing of Repuret for Cabin Cabin Metric Difficial Recoupt Processing of Repuret for Cabin Cabin Process Processing of Repuret for Land Re-In [Last D and Worn-Clui] Processing of Repuret for Paronnel-Related	Process for Creation of Domain Accounts	5	27
Process for Wi-Fi Setup/Deployment 2 13 Process for Granting Virtual Private Network (VPR) Access	Process for Resetting of TSU Systems/Network Accounts	3	23
Process for Granting Virtual Physike Network (VPN) Access 17 Process for Granting Virtual Physike Network Connection 13 Process for Biometrics Registration 18 64 Process for Biometrics Registration 18 64 Process for Cleaning and Unblocking of RFID Cards 11 28 Process for Cleaning and Unblocking of RFID Cards 14 28 Process for Cleaning and Unblocking of RFID Cards 10 28 Process for Cleaning and Unblocking of RFID Cards 6 120 Process for Report Generation 8 69 Processing of Request for Tachnical Assistance 26 232 Processing of Travel Communication and Transactions 10 96 Processing of Travel Crementation 30 6777 Processing of Refund of Tation and Other Fees, Overpayment, Breakage Depoalt, and Other Credt Balance 12 58 Processing of Refund of Tation and Other Fees, Overpayment, Breakage Depoalt, and Other Credt Balance 1 3 Processing of Refund of Tation and Other Fees, Overpayment, Breakage Depoalt, and Other Credt Balance 1 3 Processing of Refund of Tation and Other Fees, Overpayment, Breakage D	Process for Unblocking of Websites	3	6
Processing of Request for Cabling of New Nativork Connection 13 Processing of Request for Cabling of New Nativork Connection 18 64 Process for Biometrics Registration 18 64 Process for Cabling and Unblocking of RPID Cards 1 28 Process for Creation and Updating of Website/	Process for Wi-Fi Setup/Deployment	2	13
Process for Biometrics Registration 18 64 Process for Biometrics Registration 11 28 Process for Creation and Updating of RFID Cards 48 143 Process for Creation and Updating of Webster/Webspage 48 129 Process for Development of New Systems/Programs 6 129 Process for Report Generation 8 59 Processing of Request for Technical Assistance 275 232 Processing of Inter-Office Communication from the Office of the University President 3 42 Processing of Inter-Office Communication and Transactions 30 677 Processing of Travel Order for Travel Requests 33 677 Processing of Request for Re-Assessment / Adjustment of Student Fees, and Other Credit Balance 12 58 Processing of Liquidation for Geath Advances - - - Processing of Request for Re-Assessment / Adjustment of Student Fees, and Other Gredit Balance 143 165 Processing of Request for Certificate of Payment for Lost Official Receipt - - Processing of Request for Certificate of Payment for Lost Official Receipt - -	Process for Granting Virtual Private Network (VPN) Access	-	17
Process for Blocking and Unblocking of RFID Cards 1 28 Process for Cleation and Updating of WebsiletWebpage 448 143 Process for Development of New Systems/Programs 6 129 Process for Report Generation 8 59 Processing of Request for Technical Assistance 26 232 Processing of Endorsed Communication from the Office of the University President 3 42 Processing of Inter-Office Communication and Transactions 10 96 Processing of Travel Order for Travel Requests 39 677 Processing of Refund of Tutiton and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance 12 58 Processing of Refund of Tutiton and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance 143 165 Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account 143 165 Processing of Cash Advances - - - Processing of Request for Certificate of Payment for Lost Official Receipt - - Processing of Request for Pre-Repair Inspection, Repair, and Other Services 96 242 Processing of Request for Pre-Repai	Processing of Request for Cabling of New Network Connection	-	13
Process for Creation and Updating of Website/Webpage 48 143 Process for Development of New Systems/Programs 6 129 Process for Report Generation 8 59 Processing of Request for Technical Assistance 28 232 Processing of Inter-Office Communication from the Office of the University President 3 42 Processing of Inter-Office Communication and Transactions 10 96 Processing of Travel Order for Travel Requests 39 677 Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Depoalt, and Other Credit Balance 12 58 Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Depoalt, and Other Credit Balance 143 105 Processing of Repuest for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account 149 105 Processing of Liquidation for Cash Advances - - - Processing of Clauhing of Checks 37 945 Processing of Request for Prevent of Loat Official Receipt - - Processing of Request for Prevent inspection, Repair, and Other Services 96 242 Processing of Request for Prevent inspection, Repa	Process for Biometrics Registration	18	54
Process for Development of New Systems/Programs 6 129 Process for Report Generation 8 59 Processing of Request for Technical Assistance 26 232 Processing of Endorsed Communication from the Office of the University President 3 42 Processing of Inter-Office Communication and Transactions 10 96 Processing of Inter-Office Communication and Other Fees, Overpaymant, Breakage Deposit, and Other Credit Balance 12 58 Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account 143 166 Processing of Liquidation for Cash Advances - - - Processing of Cash Payment for Outstanding Balances 1 3 242 Processing of Request for Per-Repair Inspection, Repair, and Other Services 6 242 - Processing of Request for Jonitotal Services 16 3 3 242 - </td <td>Process for Blocking and Unblocking of RFID Cards</td> <td>1</td> <td>28</td>	Process for Blocking and Unblocking of RFID Cards	1	28
Process for Report Generation 8 59 Processing of Request for Technical Assistance 26 232 Processing of Endorsed Communication from the Office of the University President 3 42 Processing of Inter-Office Communication and Transactions 10 96 Processing of Travel Order for Travel Requests 39 677 Processing of Refund of Tution and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance 12 58 Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account 143 165 Processing of Liquidation for Cash Advances - - - Processing of Cash Payment for Outstanding Balances 10 3 42 Processing of Request for Per-Repair Inspection, Repair, and Other Services 96 242 Processing of Request for Per-Repair Inspection, Repair, and Other Services 96 242 Processing of Request for Per-Repair Inspection, Repair, and Other Services 96 242 Processing of Request for Per-Repair Inspection, Repair, and Other Services 96 242 Processing of Request for Per-Repair Inspection, Repair, and Other Services 96 136	Process for Creation and Updating of Website/Webpage	48	143
Processing of Request for Technical Assistance 26 232 Processing of Endorsed Communication from the Office of the University President 3 42 Processing of Inter-Office Communication and Transactions 10 96 Processing of Inter-Office Communication and Transactions 39 677 Processing of Travel Order for Travel Requests 39 677 Processing of Refund of Tution and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance 12 58 Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account 143 165 Processing of Liquidation for Cash Advances - - - Processing of Cash Payment for Outstanding Balances 31 176 - Processing of Request for Pre-Repair Inspection, Repair, and Other Services 98 136 - Processing of Request for Janitorial Services 98 136 - - - Processing of Request for Pre-Repair Inspection, Repair, and Other Services 98 136 - - - - Processing of Request for Pre-Repair Inspection, Repair, and Other Services 98 136 - - - - -	Process for Development of New Systems/Programs	6	129
Processing of Endorsed Communication from the Office of the University President 3 42 Processing of Inter-Office Communication and Transactions 10 96 Processing of Travel Order for Travel Requests 39 677 Processing of Refund of Tutton and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance 12 58 Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account 143 165 Processing of Liquidation for Cash Advances - - - Processing of Cash Payment for Outstanding Balances 37 945 Processing of Request for Pre-Repair Inspection, Repair, and Other Services 96 242 Processing of Request for Pre-Repair Inspection, Repair, and Other Services 98 136 Processing of Request for Verificate GP Payment for Lost Official Receipt - - Processing of Request for Pre-Repair Inspection, Repair, and Other Services 98 136 Processing of Request for Verification Feesing of Application for Vehicle Gate Pass 34 46 Processing of Request for Ib and Re-ID (Lost ID and Worn-Out) 90 104 Processing of Request for Ib and Re-ID (Lost ID and Reports 140 161 Processing of Requ	Process for Report Generation	8	59
Processing of Inter-Office Communication and Transactions1096Processing of Inter-Office Communication and Transactions1096Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance1258Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance1258Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account143165Processing of Liquidation for Cash AdvancesProcessing of Claiming of Checks37945945Processing of Request for Certificate of Payment for Lost Official ReceiptProcessing of Request for Pre-Repair Inspection, Repair, and Other Services96242242Processing of Request for Janitorial Services98136Processing of Request for Vehicle Gate Pass344646Processing of Request for Ib and Re-ID (Lost ID and Worn-Out)90104-Processing of Request for Ib and Re-ID (Lost ID and Reports140161-Processing of Request for Ib and Re-ID (Lost ID and Reports140161-Processing of Request for Ib and Re-ID (Lost ID and Reports44-Processing of Request for Ib and Re-ID (Lost ID and Reports140161Processing of Request for Ib and Re-ID (Lost ID and Reports140161Processing of Request for Ib and Re-ID (Lost ID and Reports140161	Processing of Request for Technical Assistance	26	232
Processing of Travel Order for Travel Requests39677Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance1258Pre-Audit of Payrol / Disbursement Vouchers31137Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account143186Processing of Liquidation for Cash AdvancesProcessing of Claiming of Checks37945945Processing of Cash Payment for Outstanding Balances-176-Processing of Request for Per-Repair Inspection, Repair, and Other Services96242Processing of Request for ID and Re-ID (Lost ID and Worn-Out)90104Processing of Request for ID and Re-ID (Lost ID and Worn-Out)90104Processing of Request for ID and Re-ID (Lost ID and Worn-Out)44	Processing of Endorsed Communication from the Office of the University President	3	42
Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance 12 58 Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance 31 137 Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account 143 165 Balances - - - Processing of Liquidation for Cash Advances - - - Processing of Claiming of Checks 37 945 945 Processing of Request for Certificate of Payment for Lost Official Receipt - - - Processing of Request for Pre-Repair Inspection, Repair, and Other Services 96 242 - Processing of Request for Inspection, Repair, and Other Services 98 136 - Processing of Request for Janitorial Services 98 136 - Processing of Request to Use the University Facilities 12 16 - Processing of Request for ID and Re-ID (Lost ID and Worn-Out) 90 104 - Processing of Request for Personnel-Related Documents and Reports 140 161 - Processing of Request for ID and Re-ID (Lost ID and Worn-Out) 90	Processing of Inter-Office Communication and Transactions	10	96
Pre-Audit of Payroll / Disbursement Vouchers31137Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account143165BalancesProcessing of Liquidation for Cash Advances37945Process for Claiming of Checks37945Processing of Request for Certificate of Payment for Lost Official ReceiptProcessing of Request for Certificate of Payment for Lost Official ReceiptProcessing of Request for Pre-Repair Inspection, Repair, and Other Services96242Processing of Request for Janitorial Services98136Processing of Request for ID and Re-ID (Lost ID and Worn-Out)90104Processing of Request for Pre-sonnel-Related Documents and Reports140161	Processing of Travel Order for Travel Requests	39	677
Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account 143 165 Balances - - Processing of Liquidation for Cash Advances 37 945 Processing of Cash Payment for Outstanding Balances - 176 Processing of Request for Certificate of Payment for Lost Official Receipt - - Processing of Request for Perkepair Inspection, Repair, and Other Services 96 242 Processing of Request for Janitorial Services 98 136 Processing of Request for ID and Re-ID (Lost ID and Worn-Out) 90 104 Processing of Request for Personnel-Related Documents and Reports 140 161	Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance	12	58
Balances143103Processing of Liquidation for Cash AdvancesProcessing of Cash Payment for Outstanding Balances37945Processing of Cash Payment for Outstanding Balances-176Processing of Request for Certificate of Payment for Lost Official ReceiptProcessing of Request for Pre-Repair Inspection, Repair, and Other Services96242Processing of Request for Janitorial Services98136Processing of Request to Use the University Facilities1216Processing of Request for ID and Re-ID (Lost ID and Worn-Out)90104Processing of Request for Personnel-Related Documents and Reports140161Processing of Request for Issuance of DBP Certification44	Pre-Audit of Payroll / Disbursement Vouchers	31	137
Process for Claiming of Checks37945Processing of Cash Payment for Outstanding Balances-176Processing of Request for Certificate of Payment for Lost Official ReceiptProcessing of Request for Certificate of Payment for Lost Official Receipt13Processing of Request for Pre-Repair Inspection, Repair, and Other Services96242Processing of Request for Janitorial Services98136Processing of Request to Use the University Facilities1216Processing of Request for ID and Re-ID (Lost ID and Worr-Out)90104Processing of Request for Personnel-Related Documents and Reports140161Processing of Request for Issuance of DBP Certification44	Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account Balances	143	165
Processing of Cash Payment for Outstanding Balances.176Processing of Request for Certificate of Payment for Lost Official ReceiptProcess of Signing Student Clearance13Processing of Request for Pre-Repair Inspection, Repair, and Other Services96242Processing of Request for Janitorial Services98136Processing of Request to Use the University Facilities1216Processing of Request for ID and Re-ID (Lost ID and Worn-Out)90104Processing of Request for Personnel-Related Documents and Reports140161Processing of Request for Issuance of DBP Certification44	Processing of Liquidation for Cash Advances	-	-
Processing of Request for Certificate of Payment for Lost Official Receipt - Process of Signing Student Clearance 1 3 Processing of Request for Pre-Repair Inspection, Repair, and Other Services 96 242 Processing of Request for Janitorial Services 98 136 Processing of Request to Use the University Facilities 12 16 Processing of Request for ID and Re-ID (Lost ID and Worn-Out) 90 104 Processing of Request for Personnel-Related Documents and Reports 140 161	Process for Claiming of Checks	37	945
Process of Signing Student Clearance13Processing of Request for Pre-Repair Inspection, Repair, and Other Services96242Processing of Request for Janitorial Services98136Processing of Request for Janitorial Services1216Processing of Request to Use the University Facilities1216Processing of Application for Vehicle Gate Pass3446Processing of Request for ID and Re-ID (Lost ID and Worn-Out)90104Processing of Request for Personnel-Related Documents and Reports140161Processing of Request for Issuance of DBP Certification44	Processing of Cash Payment for Outstanding Balances	-	176
Processing of Request for Pre-Repair Inspection, Repair, and Other Services 96 242 Processing of Request for Janitorial Services 98 136 Processing of Request to Use the University Facilities 12 16 Processing of Application for Vehicle Gate Pass 34 46 Processing of Request for ID and Re-ID (Lost ID and Worn-Out) 90 104 Processing of Request for Personnel-Related Documents and Reports 140 161 Processing of Request for Issuance of DBP Certification 4 4	Processing of Request for Certificate of Payment for Lost Official Receipt	-	-
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Processing of Request to Use the University Facilities 12 16 Processing of Application for Vehicle Gate Pass 34 46 Processing of Request for ID and Re-ID (Lost ID and Worn-Out) 90 104 Processing of Request for Personnel-Related Documents and Reports 140 161 Processing of Request for Issuance of DBP Certification 4 4	Processing of Request for Pre-Repair Inspection, Repair, and Other Services	96	242
Processing of Application for Vehicle Gate Pass 34 46 Processing of Request for ID and Re-ID (Lost ID and Worn-Out) 90 104 Processing of Request for Personnel-Related Documents and Reports 140 161 Processing of Request for Issuance of DBP Certification 4 4	Processing of Request for Janitorial Services	98	136
Processing of Request for ID and Re-ID (Lost ID and Worn-Out) 90 104 Processing of Request for Personnel-Related Documents and Reports 140 161 Processing of Request for Issuance of DBP Certification 4 4	Processing of Request to Use the University Facilities	12	16
Processing of Request for Personnel-Related Documents and Reports 140 161 Processing of Request for Issuance of DBP Certification 4 4	Processing of Application for Vehicle Gate Pass	34	46
Processing of Request for Issuance of DBP Certification 4 4	Processing of Request for ID and Re-ID (Lost ID and Worn-Out)	90	104
	Processing of Request for Personnel-Related Documents and Reports	140	161
Processing of Request for Issuance of Performance Evaluation Related Documents 7 165	Processing of Request for Issuance of DBP Certification	4	4
	Processing of Request for Issuance of Performance Evaluation Related Documents	7	165

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Process of Filing Cases and Complaints	-	-
Processing of Request for Scholarship Status of Employee-Scholars	-	-
Processing of Request For In-House Training or Seminar (Face-to-Face and Online)	126	169
Processing of Request for Study Leave Reinstatement of Employee-Scholars	-	-
Processing of Request for Scholarship Extension	-	-
Processing of Application for Scholarship	-	1
Process of Application for Sabbatical Leave	-	-
Processing of Request for Thesis/Dissertation Financial Assistance	-	1
Processing of Request for Issuance of Certifications	155	532
Process of Request for Employment Verification	1	80
Processing of Application for Leave of Absence	-	4
Process for Upgrading Plantilla Items	-	-
Printing of Daily Time Record (DTR) for Overtime/Extended Services	-	108
Process for Requesting and Issuance of Authority to Travel Abroad	1	11
Processing of Payroll for Overtime/Extended Services	2	29
Processing of Payroll Preparation for Salary of Lecturers, Part-Timers, and Faculty with Honorarium	20	159
Processing of Payroll for Student Assistants' Salary	13	27
Processing of Request for Personnel-Related Documents	8	43
Processing of Request in Compliance to Freedom of Information	36	40
Process of Requesting for Disposal of Records or Use of Storage	23	136
Process of Archivng Documents and Materials	44	67
Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment	109	2600
Processing of Request for Issuance of Clearance of Employee Availing Leave Beyond 30 Days	13	13
Processing of Request for Physical Inventory of Property Accountabilities	3	159
Processing of Request to Return to Stock Serviceable Properties that are No Longer Needed by the End-User	-	8
Processing of Request to Transfer Property Accountabilities	4	149
Processing of Request to Condemn Unserviceable Property Accountabilities	1	104
Processing of Purchase Request / Job Order	50	54
Processing of Request for CCTV Footage Review	10	38
Processing of Action for Complaints	35	36
Process of Securing a Dental Certificate	296	499
Process of Issuance of Medical Certificate	85	664
Processing of Inter-Office Communication and Transactions	91	751
Enrollment Procedure for Shifters and Returnees	1	842
Enrollment Procedure for Transferees and Second Coursers	-	238
Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE)	-	569
Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students (WALK-IN and ONLINE)	-	7755
Enrollment Procedure for Incoming 2nd Year to 4th Year Irregular Students	-	1879
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Internal Service Total	3247	44043
Processing of Inter-Office Communication and Transaction	17	1174
Processing of Endorsed Communication from the Office of the University President	1	143
Selective Dissemination of Information on Unpublished Materials	4	19
Processing of Request for Referral Service	8	312
Processing of Request to Use Computer & Internet Access	193	3454
Processing of Library Clearance	38	213
Process of Inquiring for Available Learning Resources	45	1070
Process of Renewing Borrowed Information Materials	11	462
Process of Returning Information Materials	19	1922
Processing of Request for Online Reservation and Pick-Up	6	91
Processing the Request of Document Delivery Service for Distance Users	9	212
Processing of Request to Borrow Information Materials	44	2258
Processing of Request for Hosting a Sports Event	2	4
Processing of Request for Joining in Sports Event on International Level	2	4
Processing of Request for Joining in the Host University for Sports Event on National Level	7	18
Processing of Request to Participate in Sports Event on Regional and National Level	59	60
Processing of Request for Counselor's Outside Referral	89	122
Processing of Online Request for Certificate of Good Moral Character	138	875
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	19	156
Process for Correction / Rectification of Grades (WALK-IN and ONLINE)	-	115
Processing of Request for Data	13	22
Processing of Application for Graduation	16	634
Processing of Application for Leave of Absence (LOA)	2	6
Process for Withdrawal of Enrollment or Registration (WALK-IN)	-2-	84
Enrollment Procedure for Graduating Students with Overloading or Waiving of Pre-Requisite Subjects (WALK- N and ONLINE)		477
Bulk Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students	2 4 3	539
nrollment Procedure for Cross Enrollees Within the University	4	4

Prepared by Engr. Marical N. Banting Head, Quality Management Unit

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Noted by: Atty Theodore M. Timpac PhD. Director, Office of Governance and Quality Management

Approved by: Dr. Arnold E. Valasco University President



Tarlac State University Quality Management Unit

Client Satisfaction Measurement (CSM) Summary Report

Tarlac State University - Villa Lucinda Extension Campus

From the period of July to December 2023

	Citizen's Charter (CC) Question	Responses	Percentage
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.	1081	74.40%
2	I know what a CC is but I did NOT see this office's CC.	83	5.71%
3	I learned of the CC only when I saw this office's CC.	199	13.70%
4	I do not know what a CC is and I did not see one in this office.	90	6.19%
CC2	If aware of CC , would you say that the CC of this office was?		
1	Easy to see	1107	76.19%
2	Somewhat easy to see	234	16.10%
3	Difficult to see	40	2.75%
4	Not visible at all	21	1.45%
5	N/A	51	3.51%
CC3	If aware of CC. How much did the CC help you in your transaction?		
1	Helped very much	1229	84.64%
2	Somewhat helped	137	9.44%
3	Did not help	7	0.48%
4	N/A	79	5.44%

Se	ervice Quality Dimensions (SQD)	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	21	2	32	289	1100	7	1451	96.19%
SQD1	I spent a reasonable amount of time for my transaction.	24	8	53	364	968	31	1448	94.00%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	18	4	38	304	1062	21	1447	95.79%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	18	7	53	269	861	229	1437	93.54%
SQD4	I easily found information about my transaction from the office or its website.	17	5	56	314	972	76	1440	94.28%
SQD5	I paid a correct amount of fees for my transaction.	0	0	0	0	0	1446	1446	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	19	6	44	238	1100	40	1447	95.10%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	20	2	24	221	1163	22	1452	96.78%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	17	3	43	301	1041	41	1446	95.52%
	Overall Rating	133	35	311	2011	7167	1906	11563	95.04%
	Outstanding								

External Services	Responses	Total Transactions
Processing of Request for Alumni ID Numbers	16	17
Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer	-	-
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	-	-
Processing of Online Request for Certificate of Good Moral Character	-	-
Processing of Student Clearance	-	-
Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni	13	39
Processing of Financial Assistance Application From Private Provider/Grantor	33	30
Process of Request for Company Accreditation	10	1334
Process of Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow	62	62
Process of Request for Job Posting and Graduate Listing	6	6
Processing of Admission Test Application for Incoming Freshmen Students	10	5186
Processing of Application for the Administration of Psychological Test to Transferee Students	110	112
Processing of Document Request Service (ONLINE AND WALK-IN)	-	-
Processing of Request for Statistical Support and Related Services	-	-
Processing of Request for Water Analysis and Other Laboratory Services	13	13
Processing of Request for Extension Documents, Facility, and Equipment	5	7
Process for Receiving Service Request and Other Correspondence	-	-
Processing of Requests for Trademark Application Assistance	-	10
Process for Copyright Deposit Assistance	-	-
Process for Technology Transfer and Commercialization Assistance	-	-
Process for Request to Use University Marks Assistance	-	-
Processing of Center for Food Technology and Research Service Requests	-	-
Processing of Shared Facility Services Request	-	1
External Service Total	278	6817
Internal Services	Responses	Total Transactions
Process of Issuance of Medical Certificate	10	233
Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer	8	8
Processing of Student/ Personnel Insurance Claims	21	21
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	20	177
Processing of Online Request for Certificate of Good Moral Character	44	59
Processing of Request for Counselor's Outside Referral	14	27
Processing of Student Clearance	33	670

Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID)	19	30
Processing of Application for Accreditation of Student Organization (New and/or Renewal)	27	28
Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES)	37	37
Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES)	1	3
Procedure for the Approval of Activities of Student Publication and College Publications	31	38
Processing of Intention for Publications to Operate for the Upcoming Academic Year	6	10
Process of Printing and Circulation of the Student and College Publication Issues	4	8
Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni	15	16
Filing of Complaints and Investigation (Defendant Admitting the Allegation)	94	104
Filing of Complaints and Investigation (Defendant Denies the Allegations)	1	1
Filing of Complaints and Investigation Against TSU Employee	3	3
Procedure for Appeal	-	-
Processing of Financial Assistance Application From Private Provider/Grantor	63	2134
Issuance of Certificate of Scholarship or Certificate on Non-Scholarship	59	190
Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students	5	5
Indigenous and Marginalized Student Services Student Consultation and Assistance	46	54
Processing of Request for Career Coaching (Walk-In and Online/Remote)	6	14
Processing of Document Request Service (ONLINE AND WALK-IN)	4	24
Processing of Request to Borrow Information Materials	184	2879
Processing the Request of Document Delivery Service for Distance Users	-	518
Processing of Request for Online Reservation and Pick-Up	-	-
Process of Returning Information Materials	12	2035
Process of Renewing Borrowed Information Materials	9	1153
Process of Inquiring for Available Learning Resources	84	651
Processing of Library Clearance	13	1283
Processing of Request to Use Computer & Internet Access	52	757
Processing of Request for Referral Service	-	-
Selective Dissemination of Information on Unpublished Materials	-	-
Processing of Request for Statistical Support and Related Services	5	5
Processing of Request for Water Analysis and Other Laboratory Services	7	28
Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication	3	10
Processing of Research Proposal (Initial Evaluation of Research Proposals)	-	1
Processing of Research Evaluation	3	7
Approval of Special Research Project/Program	-	1
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Processing of Request for Extension Documents, Facility, and Equipment	67	138
Process of Receiving and Endorsing Request Letter or Form	20	134
Processing and Evaluating Extension Proposal	-	95
Process of Reviewing Extension Post-Reportorial Documents	1	27
Process for Receiving Service Request and Other Correspondence	12	15
Processing of Requests for Trademark Application Assistance	23	41
Process for Copyright Deposit Assistance	5	11
Process for Technology Transfer and Commercialization Assistance	-	s.
Process for Request to Use University Marks Assistance	15	15
Processing of Center for Food Technology and Research Service Requests	14	15
Processing of Shared Facility Services Request	39	69
Internal Service Total	1139	13782

Prepared by: Engr. Maricar N. Banung Head, Quality Management Unit

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Noted by: Atty. Theodore M. Timpac PhD. Director, Office of Governance and Quality Management

Approved by: Dr. Arnold E. Valasco University President



Client Satisfaction Measurement (CSM) Summary Report

Tarlac State University - San Isidro Extension Campus From the period of July to December 2023

Torn the period of July to December

	Citizen's Charter (CC) Question	Responses	Percentage
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.	192	86.10%
2	I know what a CC is but I did NOT see this office's CC.	5	2.24%
3	I learned of the CC only when I saw this office's CC.	22	9.87%
4	I do not know what a CC is and I did not see one in this office.	4	1.79%
CC2	If aware of CC , would you say that the CC of this office was?		
1	Easy to see	198	88.79%
2	Somewhat easy to see	18	8.07%
3	Difficult to see	3	1.35%
4	Not visible at all	0	-
5	N/A	4	1.79%
CC3	If aware of CC. How much did the CC help you in your transaction?		
1	Helped very much	209	93.72%
2	Somewhat helped	9	4.04%
3	Did not help	2	0.90%
4	N/A	3	1.35%

ŝ	Service Quality Dimensions (SQD)	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	1	2	1	57	162	0	223	98.21%
SQD1	I spent a reasonable amount of time for my transaction.	0	6	10	71	135	1	223	92.79%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	0	0	9	61	148	4	222	95.87%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	1	3	9	61	123	25	222	93.40%
SQD4	I easily found information about my transaction from the office or its website.	0	1	16	75	121	9	222	92.02%
SQD5	I paid a correct amount of fees for my transaction.	0	0	0	0	0	223	223	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	0	0	4	44	169	5	222	98.16%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	0	1	2	38	179	3	223	98.64%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	1	0	14	60	137	11	223	92.92%
	Overall Rating	2	11	64	410	1012	281	1780	94.86%
	Very Satisfactory								

External Services	Responses	Total Transactions
Process of Taking the Qualifying Exam for Bachelor of Fine Arts Freshmen Students (Talent Determination Test)	2 	*
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	5 m .1	*
Processing of Online Request for Certificate of Good Moral Character	3#3	-
Processing of Request to Access the Library by Visiting Researcher	-	-
External Service Total		
Internal Services	Responses	Total Transactions
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	5	10
Processing of Online Request for Certificate of Good Moral Character	3	3
Processing of Request for Counselor's Outside Referral	1	17
Process of Issuance of Medical Certificate	12	220
Processing of Request to Borrow Information Materials	38	1577
Processing the Request of Document Delivery Service for Distance Users	5	74
Processing of Request for Online Reservation and Pick-Up	-	-
Process of Returning Information Materials	39	1281
Process of Renewing Borrowed Information Materials	1	279
Process of Inquiring for Available Learning Resources	9	182
Processing of Library Clearance	74	307
Processing of Request to Use Computer & Internet Access	34	1586
Processing of Request for Referral Service		-
Selective Dissemination of Information on Unpublished Materials		×
External Service Total	221	5536

Prepared by:

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Engr. Mar car N. Santing Head, Quality Management Unit

Noted by: Hy: Atty. Theodore M. Timpac PhD. Director, Office of Governance and Quality Management

Approved by:

Dr. Arnold E. Valasco University President



Client Satisfaction Measurement (CSM) Summary Report Talac State University - Local Government Unit (LGU) Campuses

From the Period of July to December 2023

Local Government Unit Campus	Courses Offered	
Capas Extension Campus	Bachelor of Elementary Education (BEED) Bachelor of Public Administration (BPA) Bachelor of Science in Criminology (BS Crim)	
La Paz Extension Campus	Bachelor of Elementary Education (BEED) Bachelor of Public Administration (BPA)	
Concepcion Extension Campus	Bachelor of Elementary Education (BEED) Bachelor of Public Administration (BPA) Bachelor of Science in Criminology (BS Crim)	

Note: In the above cited LGU Campuses, only the delivery of instruction services are being conducted. Students will just attend classes in the said campuses. Other administrative support services may be availed in the Main Campus, Villa Lucinda Extension Campus, San Isidro Extension Campus. Evaluation of instruction services is being conducted using the TSU Automated Faculty Evaluation System (TSU-AFES).

Prepared by:

Engr. Maricar N. Bantig Head, Quality Management Unit

Noted by: Ly. MAL 5 15 24 Atty. Theodore M. Timpac, PhD Director, Office of Governance and Quality Management

Approved by:

Dr. Arnold E. Velasco University President