Republic of the Philippines
Cagayan State University
Sanches Wira Campus
Centro 2, Sanchez Mira, Cagayan



(078) 375-2650 to 54 (078) 396-9918 (3) csusmira@csu.edu.ph (2) www.csusm.edu.ph (3)

Control No:

HELP US SERVE YOU BETTER!

offices. Your feedback	on your recentl [.] Il information sl	y concluded tra	e customer experience of governme insaction will help this office provide ept confidential and you always have	e a
Client type: ☐ Citizen	☐ Business	☐ Governme	nt (Employee or another agency)	
Date: Region of residence:	Sex: ☐ Male	☐ Female _	Age: Service Availed:	
The Citizen's Charter is agency/office including CC1 Which of the follow 1. I know what a CC 2. I know what a CC 3. I learned of the CC 4. I do not know what	an official docu g its requirement wing best descri is and I saw this is but I did NOT Conly when I say at a CC is and I d	iment that reflects, fees, and profibes your aware office's CC. see this office's withis office's Could not see one	s CC.	-
,	□4. No			
□2. Somewhat easy to□3. Difficult to see	see □5. N,	/A		
CC3 If aware of CC (ans transaction?	swered codes 1-	3 in CC1), how	much did the CC help you in your	
\Box 1. Helped very much	□3. Di	d not help		
☐2. Somewhat helped	□4. N,	/A		
	PR(OCEED AT THE I	BACK	

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	HELP (JS SERVE TOO	DEITER:		
This Client Satisfaction Meas offices. Your feedback on you better service. Personal infor option to not answer this for	ur recentl mation sh	y concluded tr	ansaction	will help this office provid	e a
Client type: ☐ Citizen ☐ Bu	ısiness	☐ Governme	ent (Empl	ovee or another agency)	
Date: Sex:					
Region of residence:				e Availed:	
INSTRUCTIONS: Check mark The Citizen's Charter is an of- agency/office including its re	ficial docu	ment that ref	ects the s	ervices of a government	
CC1 Which of the following b	est descri	ibes your awaı	eness of	a CC?	
\Box 1. I know what a CC is and	I saw this	office's CC.			
\Box 2. I know what a CC is but	I did NOT	see this office	's CC.		
\square 3. I learned of the CC only					
\Box 4. I do not know what a CC	is and I d	lid not see one	in this of	fice. (Answer 'N/A' on CC2 and	CC3)
CC2 If aware of CC (answered	d 1-3 in C0	C1). would vou	sav that	the CC of this office was?)
·		ot visible at all	•		
☐2. Somewhat easy to see	□5. N,	/A			
☐3. Difficult to see					
CC3 If aware of CC (answered transaction?	d codes 1-	3 in CC1), how	/ much di	d the CC help you in your	
□1. Helped very much	□3. Di	d not help			
☐2. Somewhat helped	□4. N,	/A			
	PR(OCEED AT THE	BACK		

INSTRUCTIONS:

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

ror SQD 0-8, please put a check ma	rk (🕶) oii i	the column	that best co	orrespond	us to your a	nswer.
	(2)	5	-	<u></u>		N/A
	Strongly	Disagree	Neither	Agree	Strongly	Not
	Disagree		Agree or		Agree	Applicable
			Disagree		7.6.00	• •
SQDO. I am satisfied with the						
service that I availed.						
SQD1. I spent a reasonable						
amount of time for my						
transaction.						
SQD2. The office followed the						
transaction's requirements and						
steps based on the information						
provided.						
SQD3. The steps (including						
payment) I needed to do for my						
transaction were easy and						
simple.						
SQD4. I easily found Information						
about my transaction from the						
office or its website.						
SQD5. I paid a reasonable						
amount of fees for my						
transaction.						
SQD6. I feel the office was fair						
to everyone, or "walang						
palakasan", during my						
transaction.						
SQD7. I was treated courteously						
by the staff, and (if asked for						
help) the staff was helpful.						
SQD8. I got what I needed from						
the government office, or (if						
denied) denial of request was						
sufficiently explained to me.						
	•			•		

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

V III CON

CSU is a University with global stature in the arts, culture, agriculture and fisheries, the sciences as

Magayan State University shall produce globally competent graduates through excellent instruction, innovative and creative research, responsive public

COPE VALUES
Competence
Social Responsibility
Unifying Presence



INSTRUCTIONS:

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

Tot 3QD 0-6, please put a check ma	IK (🔻) OII (the column	that best co	Ji i esponi	us to your a	iiiswei.
	(5_3)	5,5	-	<u></u>		N/A
	Strongly	Disagree	Neither	Agree	Strongly	Not
	Disagree		Agree or	7.6100	Agree	Applicable
	_		Disagree		7.6100	
SQDO. I am satisfied with the			2.008.00			
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SQD8. I got what I needed from						
the government office, or (if						
denied) denial of request was						
sufficiently explained to me.						
Suggestions on how we can further	improve ou	r corvicos (c	ntional):			

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

VIEION

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