



HELP US SERVE YOU BETTER!

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.

Client type (Uri ng kliyente): Student (Estudyante) Internal (Empleyado ng TSU)
Age (Edad): Sex (Kasarian): Date (Petsa):
Office Visited (Binisitang opisina): Service Availed (Serbisyong naipagkaloob):

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

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

Please put a check mark (✓) on the column that best corresponds to your answer.

Table with 7 columns: Service Quality Dimensions, Strongly Disagree, Disagree, Neither Agree nor Disagree, Agree, Strongly Agree, Not Applicable. Rows include SQD0 through SQD8.

Suggestions on how we can further improve our services (Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo):

Blank lines for providing suggestions on service improvement.

Email address (opsyonal):

THANK YOU!