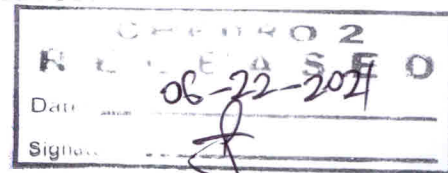




Republic of the Philippines
OFFICE OF THE PRESIDENT
COMMISSION ON HIGHER EDUCATION
Region 02



REGIONAL MEMORANDUM ORDER
No. 180 , series of 2021

**FOR : ALL PRESIDENTS/HEADS AND OFFICERS-IN-CHARGE OF
PUBLIC AND PRIVATE HIGHER EDUCATION INSTITUTIONS
(HEIs) IN REGION 2**

SUBJECT : CHEDRO 2 CLIENT SATISFACTION SURVEY

DATE : JUNE 21, 2021

In order to sustain and strengthen the provision of quality of service to the clients of the Commission on Higher Education Regional Office 2, we would like to solicit your feedback on the various services we deliver to our clients/stakeholders. Your feedback will help us determine the areas for improvement and development in the delivery of our services because it is our utmost desire to continue to serve you with utmost efficiency.

All concerned Higher Education Institutions (HEIs) are enjoined to access the CHEDRO 2 Client Satisfaction Survey (CSS) Form through this link: <http://bit.ly/CHEDRO2CSS> and send their responses on or before **June 25, 2021**.

Each feedback is greatly appreciated.

JULIETA M. PARAS, Ed.D., CESE
Director IV

:rgd/06212021/chedro2CSS

Client Satisfaction Survey - CHEDRO 2 Services

This survey questionnaire is a tool in determining or measuring the client satisfaction level on the availment of CHED critical/offered services. It also captures the total citizen/client experience, expectations, and satisfactions in the delivered public service.

* Required

Name of Office/Organization/Client

Your answer

Type of Client *

- ☐ HEI Official
- ☐ Student
- ☐ Faculty
- ☐ HEI Personnel
- ☐ Private Sector
- ☐ Government Agency

Type of Institution where the client is connected/employed *

- ☐ Private
- ☐ Public
- ☐ Not Applicable

Date of Transaction *

Date

mm/dd/yyyy



Please check the service(s) availed of. *

- ☐ Application for Certification, Authentication and Verification (C.A.V.) of Academic Records
- ☐ Application for Certification of Student Records and Other Relevant Documents
- ☐ Application for Increase in Tuition and Other School Fees (TOSF)
- ☐ Application for Initial Permit (GP); Government Recognition (GR); Certificate of Program Compliance (COPC) for Undergraduate Programs, Except Medicine, Dentistry, Nursing, Engineering, Bachelor of Science in Marine Engineering, Bachelor of Science in Marine Transportation (BSMT), Bachelor of Science in Maritime Engineering (BSMarE), Programs Without Existing Policies, Standards and Guidelines (PSGs) and those under the Legal Education Board (LEB)
- ☐ Application for Issuance of Special Orders (SOs)
- ☐ Application for National Service Training Program (NSTP) Serial Numbers
- ☐ Application for Permit/Recognition/Certificate of Program Compliance (COPC) to Operate Graduate Programs, Dentistry, Nursing and Engineering and Programs Without Existing Policies, Standards and Guidelines (PSGs) = Phase 1
- ☐ Application for Renewal Permit to Operate Undergraduate Programs, Except Medicine, Dentistry, Nursing and Engineering, Bachelor of Science in Marine Transportation (BSMT), Bachelor of Science Marine Engineering (BSMarE), Programs Without Existing Policies, Standards and Guidelines (PSGs) and those under the Legal Education Board (LEB)
- ☐ Application for Student Financial Assistance Programs (StuFAPs)/Scholarships/TES/TDP
- ☐ Filing of Complaints, Appeals or Motions for Reconsideration
- ☐ Request for Endorsement of Articles of Incorporation and By-Laws of New Private Higher Education Institutions (PHEIs) to SEC
- ☐ Request for Payment of Financial Benefits for STUFAPs/Scholar/TES/TDP Grantees
- ☐ Application for Faculty Scholarship
- ☐ Contents Notation of Curriculum/Curriculum Revision
- ☐ Request for CHED Statistical Data/Information
- ☐ Inquiry
- ☐ Other:

Please rate our service under each specific dimensions in scale of 1 to 5 (5=Very Satisfied, 4=Satisfied, 3=Neither Satisfied/Dissatisfied, 2=Dissatisfied, 1=Very Dissatisfied) *

	5 (Very Satisfied)	4 (Satisfied)	3 (Neutral)	2 (Dissatisfied)	1 (Very Dissatisfied)
1. Responsiveness. How satisfied are you with the assistance and speed in which the service was delivered? (in person, by telephone, and or/via email)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Reliability (Quality). How satisfied are you with the quality of advice, guidance and accuracy of information provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Access & Facilities. How satisfied are you with the provision of communication facility (emails, calls, online platforms) in terms of promptness, relevance and accuracy of response and action?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Communication. How satisfied are you with the communication of our staff? Was it clear, concise,	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

and in
understandable
language?

5. Costs. How
satisfied are you
with the amount
of fees given the
quality of
services
provided?

☐☐☐☐☐

6. Integrity. How
satisfied are you
with the
professionalism
shown by the
personnel
handling the
services you
have requested?

☐☐☐☐☐

7. Assurance.
How satisfied
are you with the
ability of our
staff to meet
your service
needs?

☐☐☐☐☐

8. Outcome. How
satisfied are you
with the overall
quality of the
services you
received?

☐☐☐☐☐

Comment/s: (Optional)

Your answer

Submit

Never submit passwords through Google Forms.

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Google Forms

