



Technological University of the Philippines Cavite Campus

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**CLIENT
SATISFACTION
MEASUREMENT
REPORT
2025**

**TECHNOLOGICAL UNIVERSITY
OF THE PHILIPPINES
CAVITE CAMPUS
(TUP-C)**

**CLIENT SATISFACTION
MEASUREMENT REPORT 2025**



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I. Overview:

The Technological University of the Philippines – Cavite Campus is a satellite campus of the Technological University of the Philippines which was established through Board Resolution No. 1895 Series of 1979 in Salawag, Dasmariñas City, Cavite. TUP-Cavite currently offers technology and education programs in response to the needs of the community of Dasmariñas City through an affordable and quality technology education. As a state university, TUP-Cavite aims to provide quality services to its stakeholders and the ease of doing business as delegated by the Office of the President and the Anti-Red Tape Authority (ARTA), which is a government agency mandated to monitor and ensure compliance with the national policy on anti-red tape and ease of doing business in the country.

As stated in ARTA Memorandum Circular No. 2022-02, TUP-Cavite, as a state university, shall provide the Client Satisfaction Measurement (CSM) survey to its clients and stakeholders who have completed a transaction. In accordance with Section 6.7.3 of ARTA Memorandum Circular No. 2019-002, the CSM report—which details the scope and period covered by the measurement, the methodology used, the results, and the interpretation of the data—shall be submitted to the Anti-Red Tape Authority (ARTA) as part of agency compliance.

For the FY 2025 CSM report, TUP-Cavite adheres to the updated guidelines under ARTA Memorandum Circular No. 2023-05, which amends ARTA Memorandum Circular No. 2022-005 on the implementation of the Harmonized Client Satisfaction Measurement. The Citizen’s Charter used as reference for this report is the 2025 1st Edition. Furthermore, the University complies with the specific reporting format and requirements set forth in Annex B of ARTA Advisory No. 2025-005, which reiterates the expectations for the Harmonized CSM Report submission.

Table 1 presents the summary results of the Client Satisfaction Measurement for FY 2025, highlighting key performance indicators such as Client Charter (CC) Awareness, CC Visibility, and CC Helpfulness, along with the response rate and overall satisfaction score. TUP-Cavite achieved an outstanding overall score of 97.33%, reflecting excellent service delivery based on client feedback received.

Despite this high satisfaction rating, the response rate of 20.58% indicates a relatively low level of client participation, suggesting the need to further strengthen feedback collection strategies. Meanwhile, the Client Charter indicators — awareness (86.24%), visibility (77.02%), and helpfulness (84.45%) — show significant improvement, though there remains room to enhance clients’ familiarity with and access to the Citizen’s Charter.

Table 1

Summary Result of Client Satisfaction Measurement for FY 2025

	Score
CC Awareness:	86.12%
CC Visibility:	76.85%
CC Helpfulness	84.29%
Response Rate:	43.21%
Overall Score:	97.54% (Outstanding)

II. Scope:

The Client Satisfaction Measurement (CSM) survey for TUP-Cavite for Fiscal Year (FY) 2025 was conducted among clients who transacted with the University from January to December 2025. The majority of respondents originated from Region IV-A (CALABARZON), particularly within the Campus's immediate service area, while a very small proportion came from the National Capital Region (NCR) and a few other regions such as Regions III and VIII.

Most of the data were collected from clients who availed of services onsite at the TUP-Cavite campus, with only a limited number of responses obtained through online service transactions.

Table 2 presents the complete list of external and internal services surveyed during FY 2025, along with the corresponding number of client responses and total transactions for each service. The services cover a wide range of student support and administrative functions, including enrollment, issuance of academic documents, student verification, use of facilities, medical and dental services, as well as internal processes such as ICT repairs, document approvals, and resource requests.

Table 2

List of External and Internal Services Surveyed in FY 2025

	External Services	Responses	Total Transactions
1	Signing of Documents	11	3146
2	Approval of Request Letter and/or Issuance of Campus Order	9	921
3	Request for Information	8	14
4	Request for Payment of Job Order	1	5
5	Signing of Student Clearance	61	550
6	Signing of Student's Clearance	144	144
7	Borrowing of DLA Equipment	8	40
8	Signing of Clearance	51	330
9	Approval of Adding of Subject	18	66
10	Approval of Dropping of Subject	3	3
11	Borrowing and Returning of Laboratory Apparatus	67	459
12	Breakages/Damages of Laboratory Apparatus	1	18
13	Replacement of Breakages/Damages of Laboratory Apparatus	1	15
14	Borrowing of Laboratory Tools/Apparatus/Equipment	20	55
15	Borrowing of DPE Equipment	31	31
16	Signing of Student Clearance	61	550
17	University Gym Facility Booking	1	1
18	Admission for Incoming First Year and Transfer Students	350	3283
19	Borrowing of Books/Library Materials	55	55
20	Application for Clearance	50	696
21	Enrollment of New Students & Transferees	122	4243
22	Availment of Certification of Grades	85	1447
23	Authentication of Documents (TOR, Diploma, Certifications), CAV	68	68
24	Application for Graduation	469	1044
25	Issuance of Diploma	25	139
26	Request and Issuance of Transcript of Records & Certificate of Transfer Credentials	125	779
27	Availment of Certifications	73	423
28	Processing of Student Verifications	9	158

	External Services	Responses	Total Transactions
29	Issuance of Warning Agreement	22	38
30	SIT Orientation	372	641
31	SIT Deployment	10	606
32	Job Fair	172	386
33	Issuance of Certificate of Good Moral Character (CGMC)	742	742
34	Clearance	713	713
35	Processing of Application for Student Assistantship	7	7
36	Accreditation of Student Organizations	9	9
37	Request for Technical Training by External Clients	3	27
38	Review of Video Presentation for Clearance	78	128
39	Materials-Lending Services	1	24
40	Plagiarism Checking Services	143	196
41	Request for NON-DISCLOSURE AGREEMENT (NDA)	94	94
42	Assessment of Tuition and Miscellaneous Fees for Special/Tutorial Classes	23	251
43	Application for Clearance	50	696
44	Request for Use of Campus Facilities (Auditorium, Audiovisual Room, Conference Room and Hostel)	1	90
45	Request for Use of Campus Vehicle	5	233
46	Processing Of Obligation Request and Status (ORS) and Budget Utilization Request And Status (BURS)	3	3
47	Issuance of Certification of Availability of Funds (CAF)	13	70
48	Collection of Tuition and Miscellaneous Fees	11	76
49	Collection of Fees for Student Credentials	453	4070
50	Collection of Stall Rental Fees	13	49
51	Medical Consultation for Common Ailments	212	3132
52	Dental Consultation	313	428
53	Physical Examination (For Enrollment)	105	105
54	Retrieval of Documents	2	4

	Internal Services	Responses	Total Transactions
55	Building Design Request	1	1
56	Drawing Request	1	1
57	Signing of Documents	95	3146
58	Approval of Request Letter and/or Issuance of Campus Order	21	921
59	Request for Information	4	14
60	Repair of ICT Resources (Minor issues)	33	33
61	Repair of ICT Resources (Unserviceable equipment)	13	13
62	Repair of ICT Resources (Serviceable equipment)	8	8
63	Borrowing of DLA Equipment	2	40
64	Borrowing of Laboratory Tools/Apparatus/Equipment	4	55
65	Borrowing of DPE Equipment	1	1
66	Fitness Gym Facility Booking	2	2
67	Borrowing of Books/Library Materials	3	3
68	Application for Clearance	2	696
69	Request for Assistance in Initiating Extension Project	22	22
70	Materials-Lending Services	8	24
71	Encoding Services	3	4

	Internal Services	Responses	Total Transactions
72	Request for Use of Campus Facilities (Auditorium, Audiovisual Room, Conference Room and Hostel)	9	90
73	Request for Use of Campus Vehicle	17	233
74	Request for Meals and/or Snacks	1	31
75	Processing Of Obligation Request and Status (ORS) and Budget Utilization Request and Status (BURS)	16	16
76	Issuance of Certification of Availability of Funds (CAF)	41	70
77	Application for Leave	66	402
78	Medical Consultation for Common Ailments	21	3132
79	Dental Consultation	48	428
80	Preparation of Purchase Order	4	85
81	Retrieval of Documents	4	4
82	Dissemination of Campus Order	14	233
83	Certified True Copy/Photocopy	2	4
84	Withdrawal of Supplies	27	27
85	Approval of New or Revised Standard Form	6	36
86	Approval of Quality System Procedure (QSP)	1	3

The data show varying levels of client engagement across services. High-response services include Application for Graduation, Issuance of Certificate of Good Moral Character (CGMC), Clearance processing, Enrollment of New Students and Transferees, and Medical and Dental Consultation services. These services also recorded substantial transaction volumes, indicating their critical role in university operations. Meanwhile, several services registered minimal responses despite recorded transactions, suggesting gaps in feedback collection or client participation in certain areas.

Overall, the results highlight the diversity of services delivered by TUP-Cavite and provide insight into client engagement patterns across both external and internal service areas.

Out of the total client transactions recorded during FY 2025, TUP-Cavite achieved a response rate of 20.58%, as reflected in Table 1. This rate remains relatively low and may be attributed to several factors: (1) not all clients were consistently provided with the Client Satisfaction Measurement (CSM) form during their transactions; (2) some clients who received the forms did not submit them in the designated collection boxes; (3) earlier versions of the form lacked tick boxes for service options, which may have resulted in incomplete responses; and (4) challenges in data encoding due to unspecified or missing service entries affected the count of valid responses.

Despite the low response rate, TUP-Cavite was still able to gather meaningful feedback that supports the assessment of service quality and identifies areas for continuous improvement.

Furthermore, as reflected in Table 3, certain services had no client transactions during the survey period based on the Zero Backlog Report submitted by the process owners.

Table 3
Services Without Client Transactions in FY 2024

External services
Building Design Request
Drawing Request
First Billing Request
Progress Billing Request
Request for Payment of Final Billing/Retention

Off-Campus Teaching Endorsement
Signing of Student's Clearance
Fitness Gym Facility Booking
Gym Extension Facility Booking
Application for Enlistment in NSTP Components-ROTC/CWTS
Issuance of Referral
Availment of a Copy of Subject Description
Permit to Cross Enroll (For Graduating Students Only)
Submission of Pre-training Requirements
Submission of Post-training Requirements
Certified True Copy/Photocopy
Internal Services
Repair of ICT Resources (Still in warranty)
First Billing Request
Progress Billing Request
Request for Payment of Final Billing/Retention
Request for Payment of Job Order
Gym Extension Facility Booking
University Gym Facility Booking
Issuance of Referral
Plagiarism Checking Services
Request for NON-DISCLOSURE AGREEMENT (NDA)

TUP-Cavite is committed to addressing the identified gaps to ensure broader participation and more accurate representation of client feedback in future CSM surveys.

III. Methodology:

To assess client satisfaction across various services of the Campus in FY 2024, a structured Client Satisfaction Measurement (CSM) process was implemented. This initiative aimed to capture client feedback, identify areas for improvement, and ensure alignment with the guidelines of the Anti-Red Tape Authority (ARTA).

Two versions of the CSM instrument were utilized during the year (see Annex A). From January to September 2024, the form designated as TUPC-F-OQA-QMR-09 02 (01.16.24) was used. A revised version, TUPC-F-OQA-QMR-09 03 (09.30.24), was adopted from October to December 2024. The modification of the form was made to include SQD0 in the analysis, in accordance with ARTA Memorandum Circular No. 2023-05, series of 2023, which amends ARTA Memorandum Circular No. 2022-005 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement.

Clients were requested to accomplish the CSM form and drop it in the designated drop box located in the office where the service was availed. For online transactions, an electronic version of the form was also made available.

The Office of Quality Assurance and Accreditation (OQA) was responsible for handling all client feedback related to services availed from various units within the Campus. Accomplished CSM forms were collected monthly by OQA personnel from each office or unit. These forms were then forwarded to the Office of Research Services (ORS) for encoding and report preparation.

The ORS prepared the monthly Client Satisfaction Measurement Report (CSMR), which summarized the total number of respondents for each month, included compliments and complaints from clients, and presented the overall satisfaction rating. One original copy of the report was printed, and a photocopy was also prepared. The original report was provided to the concerned office or unit, while the photocopied version was submitted to the Quality Management Representative (QMR). An electronic copy of the report was maintained by the ORS

and forwarded to the CART Secretariat for the preparation of the Year-End CSMR, which is submitted to ARTA for compliance.

Clients were also allowed to file complaints through the CSM form. For inquiries and follow-ups, they were advised to contact the concerned office using the contact information provided in the Citizen's Charter Handbook. All received complaints were logged into the Nonconforming Product and Services Log Sheet and validated by the QMR, who would issue a Corrective Action Report (CAR) when deemed necessary.

The CART Secretariat was tasked with consolidating the CSMR for FY 2025 based on two primary sources: (1) the Zero-Backlog Report, which reflected the total number of transactions per service, and (2) the CSM data submitted by the ORS. To eliminate data discrepancies and verify compliance with the minimum response requirements based on the ARTA sample size calculator (see Annex B), the CART Secretariat conducted consultations with service owners and process owners.

The survey used a five-point scoring system, as summarized in Table 4. Respondents rated their satisfaction by selecting among "Strongly Agree," "Agree," "Neither Agree nor Disagree," "Disagree," and "Strongly Disagree." This scoring system allowed for a standardized evaluation of client satisfaction across all services.

Table 4
Survey Scoring System

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

The overall score for the 8 Service Quality Dimension (SQD) was computed using the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}}$$

This formula ensured that only applicable responses were included in the computation, resulting in a more accurate measure of service quality based on client feedback.

The computed percentages were then interpreted based on the Client Satisfaction Rating Scale shown in Table 5.

Table 5
Client Satisfaction Rating Scale and Interpretation

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 of clients

The demographic characteristics of clients who availed of various services of the Campus in FY 2025 were analyzed in terms of age and sex.

As presented in Table 6, the majority of clients (66.89%) were within the 20–34 age group, followed by those aged 19 years or below (12.01%). Only a small proportion of respondents belonged to older age groups, with 2.07% aged 35–49, 0.51% aged 50–64, and 0.06% aged 65 years or higher. Notably, 18.45% of the respondents did not specify their age.

In terms of sex distribution, the majority of clients were male (58.23%), followed by female clients (31.51%), while 10.23% of respondents did not indicate their sex.

Overall, the data indicate that the Campus primarily serves a younger client population, particularly those within the 20–34 age bracket, with a higher proportion of male respondents recorded during the reporting period.

Table 6

Distribution of Clients by Age and Sex

D1. Age and D2. Sex	External	Internal	Overall
1. 19 or below	12.64%	0.02%	12.65%
2. 20-34	64.14%	2.82%	66.95%
3. 35-49	1.39%	0.84%	2.23%
4. 50-64	0.10%	0.42%	0.52%
5. 65 or higher	0.05%	0.02%	0.07%
6. Did not specify	13.16%	4.42%	17.58%
1. Male	55.22%	3.47%	58.69%
2. Female	28.47%	3.42%	31.89%
3. Did not specify	7.74%	1.64%	9.38%

The regional distribution of clients, as shown in Table 7, indicates that the majority (70.14%) originated from Region IV-A (CALABARZON), which is consistent with the Campus's geographical location and primary service coverage. A small proportion of clients came from the National Capital Region (0.88%), while only minimal percentages were recorded from Regions III and VIII (0.02% each). No respondents were recorded from the remaining regions.

A notable portion of the respondents (28.96%) did not specify their region of origin.

Overall, the data confirm that the Campus predominantly serves clients within Region IV-A, with very limited representation from other regions.

Table 7

Regional Distribution of Clients

D3. Region	External	Internal	Overall
1. Region I	0.00%	0.00%	0.00%
2. Region II	0.00%	0.00%	0.00%
3. Region III	0.02%	0.00%	0.02%
4. Region IV-A	75.01%	4.34%	72.58%
5. Region IV-B	0.00%	0.00%	0.00%
6. Region V	0.00%	0.00%	0.00%
7. Region VI	0.00%	0.00%	0.00%
8. Region VII	0.00%	0.00%	0.00%
9. Region VIII	0.00%	0.00%	0.00%
10. Region IX	0.00%	0.00%	0.00%
11. Region X	0.00%	0.00%	0.00%
12. Region XI	0.00%	0.00%	0.00%
13. Region XII	0.00%	0.00%	0.00%
14. Region XIII	0.00%	0.00%	0.00%
15. NCR	0.99%	0.04%	0.94%
16. CAR	0.00%	0.00%	0.00%
17. BARMM	0.00%	0.00%	0.00%
18. Did not Specify	23.98%	4.95%	26.46%

Regarding customer type, as illustrated in Table 8, the majority of clients (80.84%) did not specify their customer classification. Among those who provided responses, 11.11% identified as citizens, followed by clients from the business sector (4.32%) and government agencies (3.74%).

The results indicate a significant gap in the reporting of customer type, which may affect the accuracy of client segmentation. Nonetheless, among the specified responses, citizens comprise the largest group of service users during the survey period.

Table 8

Distribution of Clients by Customer Type

D4. Customer Type	External	Internal	Overall
1. Citizen	11.26%	0.54%	11.80%
2. Business	4.37%	0.35%	4.73%
3. Government	3.97%	0.10%	4.07%
4. Did not specify	71.86%	7.54%	79.40%

B. Count of CC and SQD results

Table 9 shows that 40.98% of clients were aware of the Citizen's Charter (CC) and had seen it, while 10.86% were aware but had limited exposure to it; 8.27% were not aware, and a significant portion selected "Not Applicable" (39.88%). Among those aware, most found the CC easy to see (41.36%) and very helpful (43.93%), with only a small percentage reporting visibility or usefulness issues. However, the high proportion of "Not Applicable" responses indicates the need to further improve awareness and accessibility of the Citizen's Charter.

Table 9

Awareness, Visibility, and Helpfulness of the Citizen's Charter

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following best describes your awareness of a CC? (Alin sa mga sumusunod ang pinakamahusay 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.)	2539	42.55%
2. I know what a CC is but I did NOT see this office's CC. (Alam ko kung ano ang CC ngunit HINDI ko nakita ang CC ng tanggapang ito.)	254	4.26%
3. I learned of the CC only when I saw this office's CC. (Nalaman ko lang ang CC nang makita ko ang CC ng tanggapang ito.)	420	7.04%
4. I do not know what a CC is and I did not see one in this office. (Hindi ko alam kung ano ang CC at wala akong nakita sa tanggapang ito.) (Answer 'N/A' on CC2 and CC3.)	518	8.68%
5. N/A	2236	37.47%
CC2. If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...? (Kung alam mo ang CC (nasagot ang 1-3 sa CC1), masasabi mo ba na ang CC ng tanggapang ito ay...?)		
1. Easy to see (Madaling makita)	2556	42.84%
2. Somewhat easy to see (Medyo madaling makita)	625	10.47%
3. Difficult to see (Mahirap makita)	76	1.27%
4. Not visible at all (Hindi nakikita)	69	1.16%
5. N/A	2641	44.26%
CC3. If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? (Kung alam mo ang CC, paano ito nakatulong sa iyong transaksyon?)		
1. Helped very much (Lubhang nakatulong)	2715	45.50%
2. Somewhat helped (Nakatulong ng kaunti)	478	8.01%
3. Did not help (Hindi nakatulong)	28	0.47%
4. N/A	2746	46.02%

As presented in Table 10, client satisfaction with the overall service (SQD0) for FY2025 achieved an outstanding rating of 97.31%, based on 6,626 responses. The majority of clients expressed positive feedback, with 5,368 strongly agreeing and 1,035 agreeing that they were satisfied with the service they availed.

Table 10

Summary of Responses for SQD0 (I am satisfied with the service that I availed)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall score
SQD0	4858	929	107	16	23	34	5967	97.54% (Outstanding)

Further examination of the Service Quality Dimensions (SQD1–SQD8) presented in Table 11 reveals uniformly high satisfaction ratings across all indicators. Among the dimensions, Reliability (97.84%), Outcome (97.82%), and Assurance (97.70%) obtained the highest scores, indicating strong client confidence in the consistency, results, and credibility of the services provided.

Other dimensions, including Access and Facilities (97.19%), Responsiveness (97.17%), Communication (96.98%), and Costs (96.06%), also demonstrated very favorable evaluations, reflecting positive client experiences in terms of accessibility, prompt service, clarity of information, and affordability.

Overall, the findings confirm that all service quality dimensions sustained excellent performance for FY2025, with consistently high levels of client satisfaction across all areas.

Table 11

Summary of Client Feedback Based on Service Quality Dimensions

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Reponses	Overall
Responsiveness	4795	972	105	23	25	47	5967	97.42%
Reliability	4883	926	85	9	21	43	5967	98.06%
Access and facilities	4721	1000	126	10	19	91	5967	97.36%
Communication	4821	924	126	19	24	53	5967	97.14%
Costs	3557	771	129	11	31	1468	5967	96.20%
Integrity	4704	843	94	5	20	301	5967	97.90%
Assurance	4726	827	95	4	20	295	5967	97.90%
Outcome	4707	833	86	7	18	316	5967	98.04%

A more detailed breakdown of client satisfaction by service type, as shown in Table 12, indicates that external services achieved an outstanding SQD0 rating of 97.17%, based on 6,081 responses. The majority of clients expressed positive feedback, with most respondents either strongly agreeing or agreeing that they were satisfied with the service they availed.

Further analysis of the service quality dimensions for external services (SQD1–SQD8), as presented in Table 13, indicates consistently high satisfaction ratings across all indicators. Among the dimensions, Reliability (97.76%), Outcome (97.75%), and Assurance (97.59%) recorded the highest scores, reflecting strong client confidence in service dependability, results, and professionalism.

Other dimensions, including Integrity (97.55%), Responsiveness (97.00%), and Access and Facilities (97.00%), also demonstrated very favorable evaluations, highlighting positive client experiences in terms of service delivery, accessibility, and staff conduct. Communication (96.83%) and Costs (96.03%) likewise received high ratings, indicating satisfaction with the clarity of information and affordability of services.

Overall, the findings confirm that external services maintained excellent performance for FY2025, with consistently high levels of client satisfaction across all service quality dimensions.

Table 12

Summary of Responses for SQD0 for External Services

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Reponses	Overall score
SQD0	4860	1008	124	22	25	42	6081	97.17% (Outstanding)

Table 13

Result of Service Quality Dimensions for External Services

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	4324	945	105	21	23	40	5458	97.25%
Reliability	4410	899	84	9	16	40	5458	97.99%
Access and facilities	4270	970	126	10	17	65	5458	97.16%
Communication	4351	900	124	18	20	45	5458	97.01%
Costs	3449	756	129	10	28	1086	5458	96.18%
Integrity	4239	819	91	5	15	289	5458	97.85%
Assurance	4254	808	93	4	17	282	5458	97.80%
Outcome	4242	810	83	7	14	302	5458	97.98%

A breakdown of client satisfaction for internal services, as shown in Table 14, indicates an outstanding SQD0 rating of 98.89%, based on 545 responses. The majority of clients expressed positive feedback, with 545 respondents strongly agreeing and 27 agreeing that they were satisfied with the services they received.

Further analysis of the service quality dimensions for internal services (SQD1–SQD8), as presented in Table 15, indicates consistently high satisfaction ratings across all indicators. Among the dimensions, Access and Facilities (99.42%), Responsiveness (99.07%), and Assurance (98.87%) recorded the highest scores, reflecting very positive client perceptions of accessibility, prompt service, and staff competence.

Other dimensions, including Reliability (98.71%), Communication (98.70%), Outcome (98.49%), and Integrity (98.31%), also demonstrated excellent evaluations, indicating strong performance in terms of consistency, clarity of information, service results, and ethical standards. Costs (97.10%) likewise received a high rating, suggesting general satisfaction with the affordability of services despite a notable number of “Not Applicable” responses.

Overall, the findings confirm that internal services maintained outstanding performance for FY2025, with consistently high levels of client satisfaction across all service quality dimensions.

Table 14

Summary of Responses for SQD0 for Internal Services

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall score
SQD0	474	26	2	1	3	3	509	98.81% (Outstanding)

Table 15

Result of Service Quality Dimensions for Internal Services

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Reponses	Overall
Responsiveness	471	27	0	2	2	7	509	99.20%
Reliability	473	27	1	0	5	3	509	98.81%
Access and facilities	451	30	0	0	2	26	509	99.59%
Communication	470	24	2	1	4	8	509	98.60%
Costs	108	15	0	1	3	382	509	96.85%
Integrity	465	24	3	0	5	12	509	98.39%
Assurance	472	19	2	0	3	13	509	98.99%
Outcome	465	23	3	0	4	14	509	98.59%

Overall, the consistently high ratings across general, external, and internal services confirm the institution's strong commitment to service quality. The data reflects the effectiveness of service delivery and the reliability of systems and processes that contribute to overall client satisfaction.

C. Overall score per service

As presented in Table 16, the overall client satisfaction ratings by service category for FY2025 indicate generally high levels of satisfaction across both external and internal services. Several external services achieved perfect ratings, including Request for Information, Approval of Request Letter and/or Issuance of Campus Order, and Issuance of Diploma, reflecting very positive client feedback.

Other external services, such as Enrollment of New Students & Transferees (97.43%), Request and Issuance of Transcript of Records (98.82%), and Borrowing of Books/Library Materials (99.31%), also recorded strong satisfaction ratings.

Meanwhile, some services registered relatively lower scores, including Job Fair (88.31%), Signing of Documents (88.89%), and Approval of Adding of Subject (92.81%), although these still indicate generally positive assessments.

It is also noted that several services had no recorded client transactions or no client satisfaction responses, as reflected in the "No client transaction" or "No CSM response recorded" remarks. This highlights the need to improve client participation and feedback collection to ensure more comprehensive data.

For internal services, most categories achieved 100% satisfaction ratings, including Request for Information, Repair of ICT Resources, and Borrowing of Equipment, indicating very strong performance. A few services, such as Application for Leave (95.72%) and Retrieval of Documents (97.14%), recorded slightly lower but still favorable ratings.

Table 16

Overall Client Satisfaction Ratings by Service Category (External and Internal Services)

	External Services	Overall Rating	Remarks
1	Building Design Request	NA	No client transaction
2	Drawing Request	NA	No client transaction
3	Signing of Documents	88.89%	
4	Approval of Request Letter and/or Issuance of Campus Order	100.00%	
5	Request for Information	100.00%	
6	First Billing Request	NA	No client transaction
7	Progress Billing Request	NA	No client transaction
8	Request for Payment of Final Billing/Retention	NA	No client transaction
9	Request for Payment of Job Order	100.00%	
10	Off-Campus Teaching Endorsement	96.25%	
11	Signing of Student's Clearance	NA	No client transaction
12	Signing of Student Clearance	96.59%	
13	Borrowing of DLA Equipment	100.00%	
14	Signing of Clearance	98.46%	
15	Approval of Adding of Subject	92.81%	
16	Approval of Dropping of Subject	100.00%	
17	Borrowing and Returning of Laboratory Apparatus	99.82%	
18	Breakages/Damages of Laboratory Apparatus	100.00%	
19	Replacement of Breakages/Damages of Laboratory Apparatus	100.00%	
20	Signing of Student Clearance	99.78%	
21	Borrowing of Laboratory Tools/Apparatus/Equipment	100.00%	
22	Borrowing of DPE Equipment	99.62%	
23	Fitness Gym Facility Booking	NA	No client transaction
24	Gym Extension Facility Booking	NA	No client transaction
25	University Gym Facility Booking	100.00%	
26	Application for Enlistment in NSTP Components-ROTC/CWTS	NA	No client transaction
27	Admission for Incoming First Year and Transfer Students	95.64%	
28	Borrowing of Books/Library Materials	99.31%	
29	Issuance of Referral	NA	No client transaction
30	Application for Clearance	100.00%	
31	Enrollment of New Students & Transferees	97.43%	
32	Availment of Certification of Grades	99.60%	
33	Availment of a Copy of Subject Description	NA	No client transaction
34	Authentication of Documents (TOR, Diploma, Certifications), CAV	97.64%	
35	Permit to Cross Enroll (For Graduating Students Only)	NA	No client transaction

	External Services	Overall Rating	Remarks
36	Application for Graduation	97.60%	
37	Issuance of Diploma	100.00%	
38	Request and Issuance of Transcript of Records & Certificate of Transfer Credentials	98.82%	
39	Availment of Certifications	99.37%	
40	Processing of Student Verifications	100.00%	
41	Issuance of Warning Agreement	99.46%	
42	SIT Orientation	98.72%	
43	Submission of Pre-training Requirements	NA	No client transaction
44	SIT Deployment	100.00%	
45	Submission of Post-training Requirements	NA	No client transaction
46	Job Fair	88.31%	
47	Issuance of Certificate of Good Moral Character (CGMC)	95.13%	
48	Clearance	96.57%	
49	Processing of Application for Student Assistantship	96.49%	
50	Accreditation of Student Organizations	97.37%	
51	Request for Technical Training by External Clients	100.00%	
52	Review of Video Presentation for Clearance	99.25%	
53	Materials-Lending Services	100.00%	
54	Plagiarism Checking Services	99.67%	
55	Request for NON-DISCLOSURE AGREEMENT (NDA)	98.78%	
56	Assessment of Tuition and Miscellaneous Fees for Special/Tutorial Classes	98.50%	
57	Application for Clearance	99.32%	
58	Request for Use of Campus Facilities (Auditorium, Audiovisual Room, Conference Room and Hostel)	100.00%	
59	Request for Use of Campus Vehicle	100.00%	
60	Processing Of Obligation Request and Status (ORS) and Budget Utilization Request And Status (BURS)	NA	No client transaction
61	Issuance of Certification of Availability of Funds (CAF)	100.00%	
62	Collection of Tuition and Miscellaneous Fees	100.00%	
63	Collection of Fees for Student Credentials	99.34%	
64	Collection of Stall Rental Fees	100.00%	
65	Medical Consultation for Common Ailments	99.07%	
66	Dental Consultation	99.81%	
67	Physical Examination (For Enrollment)	95.26%	
68	Retrieval of Documents	100.00%	
69	Certified True Copy/Photocopy	NA	No client transaction

	Internal Services	Overall Rating	Remarks
70	Building Design Request	100.00%	
71	Drawing Request	100.00%	
72	Signing of Documents	97.05%	
73	Approval of Request Letter and/or Issuance of Campus Order	99.42%	
74	Request for Information	100.00%	
75	Repair of ICT Resources (Minor issues)	100.00%	
76	Repair of ICT Resources (Still in warranty)	NA	No client transaction
77	Repair of ICT Resources (Unserviceable equipment)	100.00%	
78	Repair of ICT Resources (Serviceable equipment)	100.00%	
79	First Billing Request	NA	No CSM response recorded
80	Progress Billing Request	NA	No client transaction
81	Request for Payment of Final Billing/Retention	NA	No CSM response recorded
82	Request for Payment of Job Order	NA	No CSM response recorded
83	Borrowing of DLA Equipment	100.00%	
84	Borrowing of Laboratory Tools/Apparatus/Equipment	100.00%	
85	Borrowing of DPE Equipment	100.00%	
86	Fitness Gym Facility Booking	100.00%	
87	Gym Extension Facility Booking	NA	No CSM response recorded
88	University Gym Facility Booking	NA	No CSM response recorded
89	Borrowing of Books/Library Materials	100.00%	
90	Issuance of Referral	NA	No CSM response recorded
91	Application for Clearance	100.00%	
92	Request for Assistance in Initiating Extension Project	100.00%	
93	Materials-Lending Services	100.00%	
94	Plagiarism Checking Services	NA	No client transaction
95	Encoding Services	100.00%	
96	Request for NON-DISCLOSURE AGREEMENT (NDA)	NA	No CSM response recorded
97	Request for Use of Campus Facilities (Auditorium, Audiovisual Room, Conference Room and Hostel)	100.00%	
98	Request for Use of Campus Vehicle	100.00%	
99	Request for Meals and/or Snacks	100.00%	

	Internal Services	Overall Rating	Remarks
100	Processing Of Obligation Request and Status (ORS) and Budget Utilization Request and Status (BURS)	100.00%	
101	Issuance of Certification of Availability of Funds (CAF)	99.70%	
102	Application for Leave	95.72%	
103	Medical Consultation for Common Ailments	100.00%	
104	Dental Consultation	100.00%	
105	Preparation of Purchase Order	100.00%	
106	Retrieval of Documents	97.14%	
107	Dissemination of Campus Order	99.12%	
108	Certified True Copy/Photocopy	100.00%	
109	Withdrawal of Supplies	100.00%	
110	Approval of New or Revised Standard Form	100.00%	
111	Approval of Quality System Procedure (QSP)	100.00%	

Overall, the results confirm that both external and internal services maintained high levels of client satisfaction for FY2025, while also highlighting the need to strengthen feedback mechanisms and ensure adequate sample sizes for more reliable assessment.

D. Customer Feedback and Free Responses

In addition to the results of the Citizen's Charter (CC) and Service Quality Dimensions (SQD) assessments, customer feedback gathered through free responses, as shown in Table 17, further reflects a high level of client satisfaction for FY2025. The majority of responses were compliments (96.57%), with a total of 4,276, indicating strong appreciation for the services provided.

Meanwhile, suggestions (2.89%), totaling 128 responses, reflect clients' willingness to contribute ideas for further improvement. Complaints (0.54%), with only 24 responses, were minimal and indicate only minor concerns that do not significantly affect overall service delivery.

Overall, the results confirm that customer feedback remains highly positive, while also providing valuable inputs for continuous improvement. These concerns will be addressed accordingly, and a detailed summary of all free responses is provided in Annex C for reference.

Table 17
Summary of Customer Feedback Based on Free Responses

Customer Feedback	Count	Percentage
Compliment (Papuri)	3961	96.52%
Suggestions (Mungkahi)	121	2.95%
Complaint (Reklamo)	22	0.54%

V. Results of the Agency Action Plan reported for FY 2025:

A. Agency Action Plan for Client Satisfaction and Feedback

For FY 2025, TUP-Cavite's Agency Action Plan for Client Satisfaction and Feedback focused on strengthening its customer satisfaction measurement systems and feedback mechanisms. The central objective was to ensure sustained service quality improvements by enhancing how client feedback is gathered, analyzed, and acted upon. Key activities included the implementation of a revised Client Satisfaction Measurement (CSM) Form starting January 2026, complemented by training sessions aimed at equipping staff with the necessary knowledge and skills to effectively administer and manage the process. To maintain accuracy and relevance, the Citizen's Charter was scheduled for regular reviews at least once a year, with client input actively sought regarding its clarity and usability. The plan also called for the organization of workshops to enhance the capability of designated teams in analyzing and categorizing feedback, alongside streamlining the processes for resolving complaints. Continuous monitoring and evaluation were emphasized to ensure that the initiatives remained aligned with TUP-Cavite's commitment to promoting excellent customer service and satisfaction.

B. Accomplishment Report (As of December 2025)

As of December 2025, TUP-Cavite has successfully implemented several key initiatives under its client satisfaction and feedback enhancement plan. A major accomplishment was the conduct of the QMS Requirements Workshop / Strat Plan, ARTA on September 22, 2025. During the workshop, TUP-Cavite reviewed its CSMR FY 2024 results and identified key challenges such as low response rates, inconsistent data encoding, and gaps in the distribution and collection of CSM forms. Guided by the standards of the Anti-Red Tape Authority (ARTA), participants collaboratively developed strategies for the FY 2025 improvement plan, focusing on strengthening form management, standardizing encoding procedures, and enhancing staff orientation. The workshop also emphasized the use of the PDCA framework to ensure a more systematic and effective Client Satisfaction Measurement process, resulting in clearer guidelines, improved tools, and more reliable feedback mechanisms within the Technological University of the Philippines.



Participants during the QMS Requirements Workshop / Strat Plan FY 2025

VI. Continuous Agency Improvement Plan for FY 2026:

Building on the corrective actions and implementation experiences from FY 2025, the Continuous Agency Improvement Plan for FY 2026 aims to further strengthen the reliability, accuracy, and efficiency of the Client Satisfaction Measurement (CSM) system of TUP-Cavite. While improvements have been initiated, gaps remain in validation, monitoring, and reporting mechanisms that need to be addressed.

For FY 2026, the University shall implement the following improvement measures:

1. **Strengthen the distribution and collection of CSM forms.**

A verification mechanism shall be implemented to ensure alignment between the number of CSM forms distributed and the number of responses encoded. Regular reconciliation shall be conducted by the Office of Records Services (ORS), in coordination with the Office of Quality Assurance (OQA) and the Office of the Campus Planning (OCP), to ensure completeness and accuracy of collected data.

2. **Implement stricter encoding protocols.**

All offices shall ensure that data validation features in the CSM database or spreadsheets are enabled and properly utilized. Standardized encoding procedures shall be strictly followed, and periodic data audits shall be conducted to minimize errors and inconsistencies.

3. **Sustain capacity-building and technical support for personnel.**

Continuous orientation, briefings, and hands-on support shall be provided to staff involved in administering, collecting, and processing CSM forms to ensure uniform understanding and consistent implementation of procedures.

4. **Improve the monitoring and reporting of zero-backlog reports.**

A more systematic and timely process for the submission and consolidation of zero-backlog reports shall be established to ensure accurate tracking of office performance and service efficiency.

Through these enumerated measures, TUP-Cavite aims to enhance the effectiveness of its CSM system and ensure that client feedback is reliable, actionable, and aligned with its commitment to continuous quality improvement.



ANNEX A. Survey Questionnaire/s Used

	TECHNOLOGICAL UNIVERSITY OF THE PHILIPPINES CAVITE CAMPUS Carlos Q. Trinidad Avenue, Salawag, Dasmariñas City, Cavite, Philippines Telefax: (046) 416-4920 Email: cavite@tup.edu.ph Website: www.tup.edu.ph	
	QMR	CLIENT SATISFACTION MEASUREMENT FORM

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This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

I CN: 2024- OHS -

Name (Pangalan): _____ Age (Edad): _____

Sex (Kasarian): ☐ Male/Lalaki ☐ Female/Babae Email Address: _____

Address (Tirahan): _____ Contact no.: _____

Client Type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)

Are you a/an (ikaw ba ay isang?):

☐ Student (Estudyante) Year level (antas ng taon) _____ ☐ Parent/Guardian (Magulang/Tagapag-alaga)

☐ Alumnus (Nagtapos sa TUPC)

☐ TUPC Employee (Empleyado ng TUPC)

☐ External client (Panlabas na kliyente)

Office being rated (Opisina na minamarkahan): _____ OHS _____ Date (Petsa): _____

Service/s availed (Natanggap na serbisyo):

☐ Medical Consultation for Common Ailments

☐ Dental Consultation

☐ Physical Examination (For Enrollment)

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

Service Quality Dimension (Sukat ng Kalidad ng Serbisyo)	 Strongly Agree (Lubhang sumasang-ayon)	 Agree (Sumasang-ayon)	 Neither Agree nor Disagree (Walang kinikilingan)	 Disagree (Hindi sumasang-ayon)	 Strongly Disagree (Lubos na di sang-ayon)	N/A Not Applicable
I am satisfied with the service that I availed. (Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.)	☐	☐	☐	☐	☐	☐
Responsiveness (Kakayahang Tumugon) I spent a reasonable amount of time for my transaction. (Makawatiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon.)	☐	☐	☐	☐	☐	☐
Reliability (Pagkamaasahan) The office followed the transaction's requirements and steps based on the information provided. (Ang opisina ay sumunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay.)	☐	☐	☐	☐	☐	☐
Access and Facilities (Daan at Pasilidad) The steps (including payment) I needed to do for my transaction were easy and simple. (Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang.)	☐	☐	☐	☐	☐	☐
Communication (Komunikasyon) I easily found information about my transaction from the office or its website. (Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito.)	☐	☐	☐	☐	☐	☐
Costs (Gastos/Halaga) I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column). (Nagbayad ako ng makatwirang halaga para sa aking transaksyon. Kung ang serbisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A).	☐	☐	☐	☐	☐	☐

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Front page of Client Satisfaction Measurement Form (October to December 2024)

	TECHNOLOGICAL UNIVERSITY OF THE PHILIPPINES CAVITE CAMPUS Carlos Q. Trinidad Avenue, Salawag, Dasmariñas City, Cavite, Philippines Telefax: (046) 416-4920 Email: cavite@tup.edu.ph Website: www.tup.edu.ph	
	QMR	CLIENT SATISFACTION MEASUREMENT FORM

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Service Quality Dimension (Sukat ng Kalidad ng Serbisyo)	Strongly Agree (Lubhang sumasang-ayon)	Agree (Sumasang-ayon)	Neither Agree nor Disagree (Walang kinikilingan)	Disagree (Hindi sumasang-ayon)	Strongly Disagree (Lubos na di sang-ayon)	N/A Not Applicable
Integrity (Integridad) I feel the office was fair to everyone, or "walang palakasan", during my transaction. (Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon.)	☐	☐	☐	☐	☐	☐
Assurance (Kasiguruhan) I was treated courteously by the staff, and (if asked for help) the staff was helpful. (Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.)	☐	☐	☐	☐	☐	☐
Outcome (Kinababasan) I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. (Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihanman, ito ay sapat na ipinaliwanag sa akin.)	☐	☐	☐	☐	☐	☐

II. CUSTOMER FEEDBACK:

Please answer the following items to help us further improve our services.

1. Please check if you are providing a compliment, suggestion, or complaint. (Maaring lagyan ng tsek kung ikaw ay magbibigay ng pagpupuri, suhestyon, o reklamo.)

☐ Compliment (Pagpupuri) ☐ Suggestion (Mungkahi) ☐ Complaint (Reklamo)

2. Details of the compliment/complaint/suggestion. Please use additional sheets, if necessary. (Ilagay ang mga detalye ng iyong pagpupuri/reklamo/suhestyon. Maaring gumamit ng dagdag na papel kung kinakailangan.)

III. CITIZEN'S CHARTER: 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 naglalarawan sa iyong kaalaman sa CC?)

- ☐ 1. I know what a CC is and I saw this office's CC. (Alam ko ang CC at nakita ko ito sa napuntahang opisina.)
☐ 2. I know what a CC is but I did NOT see this office's CC. (Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina.)
☐ 3. I learned of the CC only when I saw this office's CC. (Nalaman ko ang CC nang makita ko ito sa napuntahang opisina.)
☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3.). (Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina. (Lagyan ng tsek ang 'N/A' sa CC2 and CC3 kapag ito ang iyong sagot.))

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...? (Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay ...?)

- ☐ 1. Easy to see (Madaling makita) ☐ 3. Difficult to see (Mahirap makita) ☐ 5. N/A
☐ 2. Somewhat easy to see (Medyo madaling makita) ☐ 4. Not visible at all (Hindi makita)

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? (Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?)

- ☐ 1. Helped very much (Sobrang nakatulong) ☐ 3. Did not help (Hindi nakatulong)
☐ 2. Somewhat helped (Nakatulong naman) ☐ 4. N/A

THANK YOU!
(Maraming salamat po!)

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Back page of Client Satisfaction Measurement Form (October to December 2024)

ANNEX B. Minimum number of respondents based on Sample Size Calculator

Internal or External Service	CC no.	Sector	Office	Service name	Number of transactions annually FY 2025	Confidence Interval	Margin of Error	Minimum number of respondents
E	1	OCD	IDO	Building Design Request	0	95%	5%	0
E	2	OCD	IDO	Drawing Request	0	95%	5%	0
E	3	OCD	OCD	Signing of Documents	2819	95%	5%	343
E	4	OCD	OCD	Approval of Request Letter and/or Issuance of Campus Order	644	95%	5%	272
E	5	OCD	OCP	Request for Information	5	95%	5%	14
E	6	OCD	PMC	First Billing Request	0	95%	5%	0
E	7	OCD	PMC	Progress Billing Request	0	95%	5%	0
E	8	OCD	PMC	Request for Payment of Final Billing/Retention	0	95%	5%	0
E	9	OCD	PMC	Request for Payment of Job Order	0	95%	5%	5
E	10	OAA	DED	Off-Campus Teaching Endorsement	95	95%	5%	77
E	11	OAA	DIT	Signing of Student's Clearance	0	95%	5%	0
E	12	OAA	DLA	Signing of Student Clearance	487	95%	5%	216
E	13	OAA	DLA	Borrowing of DLA Equipment	10	95%	5%	37
E	14	OAA	DMS	Signing of Clearance	330	95%	5%	178
E	15	OAA	DMS	Approval of Adding of Subject	66	95%	5%	57
E	16	OAA	DMS	Approval of Dropping of Subject	1	95%	5%	3
E	17	OAA	DMS	Borrowing and Returning of Laboratory Apparatus	459	95%	5%	210
E	18	OAA	DMS	Breakages/Damages of Laboratory Apparatus	18	95%	5%	18
E	19	OAA	DMS	Replacement of Breakages/Damages of Laboratory Apparatus	15	95%	5%	15
E	20	OAA	DOE	Signing of Student Clearance	63	95%	5%	67
E	21	OAA	DOE	Borrowing of Laboratory Tools/Apparatus/Equipment	9	95%	5%	49
E	22	OAA	DPE	Borrowing of DPE Equipment	31	95%	5%	29
E	23	OAA	DPE	Fitness Gym Facility Booking	0	95%	5%	0
E	24	OAA	DPE	Gym Extension Facility Booking	0	95%	5%	0
E	25	OAA	DPE	University Gym Facility Booking	1	95%	5%	1
E	26	OAA	NSTP	Application for Enlistment in NSTP Components- ROTC/CWTS	0	95%	5%	0
E	27	OAA	OAD	Admission for Incoming First Year and Transfer Students	3283	95%	5%	345
E	28	OAA	OCL	Borrowing of Books/Library Materials	55	95%	5%	47
E	29	OAA	OCL	Issuance of Referral	0	95%	5%	0
E	30	OAA	OCL	Application for Clearance	33	95%	5%	248
E	31	OAA	OCR	Enrollment of New Students & Transferees	4243	95%	5%	353
E	32	OAA	OCR	Availment of Certification of Grades	1447	95%	5%	304
E	33	OAA	OCR	Availment of a Copy of Subject Description	0	95%	5%	0
E	34	OAA	OCR	Authentication of Documents (TOR, Diploma, Certifications), CAV	269	95%	5%	58
E	35	OAA	OCR	Permit to Cross Enroll (For Graduating Students Only)	0	95%	5%	0

Internal or External Service	CC no.	Sector	Office	Service name	Number of transactions annually FY 2025	Confidence Interval	Margin of Error	Minimum number of respondents
E	36	OAA	OCR	Application for Graduation	1044	95%	5%	282
E	37	OAA	OCR	Issuance of Diploma	139	95%	5%	103
E	38	OAA	OCR	Request and Issuance of Transcript of Records & Certificate of Transfer Credentials	779	95%	5%	258
E	39	OAA	OCR	Availment of Certifications	423	95%	5%	202
E	40	OAA	OCR	Processing of Student Verifications	158	95%	5%	113
E	41	OAA	OGS	Issuance of Warning Agreement	38	95%	5%	35
E	42	OAA	OJP	SIT Orientation	641	95%	5%	241
E	43	OAA	OJP	Submission of Pre-training Requirements	0	95%	5%	0
E	44	OAA	OJP	SIT Deployment	606	95%	5%	236
E	45	OAA	OJP	Submission of Post-training Requirements	0	95%	5%	0
E	46	OAA	OJP	Job Fair	386	95%	5%	193
E	47	OAA	OSA	Issuance of Certificate of Good Moral Character (CGMC)	742	95%	5%	254
E	48	OAA	OSA	Clearance	713	95%	5%	250
E	49	OAA	OSA	Processing of Application for Student Assistantship	7	95%	5%	7
E	50	OAA	OSA	Accreditation of Student Organizations	9	95%	5%	9
E	51	ORE	OES	Request for Technical Training by External Clients	27	95%	5%	26
E	52	ORE	ORS	Review of Video Presentation for Clearance	128	95%	5%	97
E	53	ORE	ORS	Materials-Lending Services	21	95%	5%	23
E	54	ORE	ORS	Plagiarism Checking Services	0	95%	5%	131
E	55	ORE	TLO	Request for NON-DISCLOSURE AGREEMENT (NDA)	110	95%	5%	53
E	56	OAF	OAC	Assessment of Tuition and Miscellaneous Fees for Special/Tutorial Classes	251	95%	5%	153
E	57	OAF	OAC	Application for Clearance	696	95%	5%	248
E	58	OAF	OAF	Request for Use of Campus Facilities (Auditorium, Audiovisual Room, Conference Room and Hostel)	73	95%	5%	74
E	59	OAF	OAF	Request for Use of Campus Vehicle	180	95%	5%	146
E	60	OAF	OBD	Processing Of Obligation Request and Status (ORS) and Budget Utilization Request And Status (BURS)	728	95%	5%	0
E	61	OAF	OBD	Issuance of Certification of Availability of Funds (CAF)	53	95%	5%	60
E	62	OAF	OCS	Collection of Tuition and Miscellaneous Fees	76	95%	5%	64
E	63	OAF	OCS	Collection of Fees for Student Credentials	4070	95%	5%	352
E	64	OAF	OCS	Collection of Stall Rental Fees	49	95%	5%	44
E	65	OAF	OHS	Medical Consultation for Common Ailments	282	95%	5%	343
E	66	OAF	OHS	Dental Consultation	56	95%	5%	203
E	67	OAF	OHS	Physical Examination (For Enrollment)	577	95%	5%	83
E	68	OAF	ORM	Retrieval of Documents	2	95%	5%	4

Internal or External Service	CC no.	Sector	Office	Service name	Number of transactions annually FY 2025	Confidence Interval	Margin of Error	Minimum number of respondents
E	69	OAF	ORM	Certified True Copy/Photocopy	0	95%	5%	0
I	70	OCD	IDO	Building Design Request	1	95%	5%	1
I	71	OCD	IDO	Drawing Request	1	95%	5%	1
I	72	OCD	OCD	Signing of Documents	95	95%	5%	343
I	73	OCD	OCD	Approval of Request Letter and/or Issuance of Campus Order	21	95%	5%	272
I	74	OCD	OCP	Request for Information	5	95%	5%	14
I	75	OCD	OIT	Repair of ICT Resources (Minor issues)	33	95%	5%	31
I	76	OCD	OIT	Repair of ICT Resources (Still in warranty)	0	95%	5%	0
I	77	OCD	OIT	Repair of ICT Resources (Unserviceable equipment)	13	95%	5%	13
I	78	OCD	OIT	Repair of ICT Resources (Serviceable equipment)	8	95%	5%	8
I	79	OCD	PMC	First Billing Request	0	95%	5%	0
I	80	OCD	PMC	Progress Billing Request	0	95%	5%	0
I	81	OCD	PMC	Request for Payment of Final Billing/Retention	0	95%	5%	0
I	82	OCD	PMC	Request for Payment of Job Order	0	95%	5%	0
I	83	OAA	DLA	Borrowing of DLA Equipment	3	95%	5%	37
I	84	OAA	DOE	Borrowing of Laboratory Tools/Apparatus/Equipment	4	95%	5%	49
I	85	OAA	DPE	Borrowing of DPE Equipment	1	95%	5%	1
I	86	OAA	DPE	Fitness Gym Facility Booking	2	95%	5%	2
I	87	OAA	DPE	Gym Extension Facility Booking	0	95%	5%	0
I	88	OAA	DPE	University Gym Facility Booking	0	95%	5%	0
I	89	OAA	OCL	Borrowing of Books/Library Materials	3	95%	5%	3
I	90	OAA	OCL	Issuance of Referral	0	95%	5%	0
I	91	OAA	OCL	Application for Clearance	2	95%	5%	248
I	92	ORE	OES	Request for Assistance in Initiating Extension Project	3	95%	5%	21
I	93	ORE	ORS	Materials-Lending Services	8	95%	5%	23
I	94	ORE	ORS	Plagiarism Checking Services	0	95%	5%	0
I	95	ORE	ORS	Encoding Services	4	95%	5%	4
I	96	ORE	TLO	Request for NON-DISCLOSURE AGREEMENT (NDA)	0	95%	5%	0
I	97	OAF	OAF	Request for Use of Campus Facilities (Auditorium, Audiovisual Room, Conference Room and Hostel)	9	95%	5%	74
I	98	OAF	OAF	Request for Use of Campus Vehicle	17	95%	5%	146
I	99	OAF	OAF	Request for Meals and/or Snacks	31	95%	5%	29
I	100	OAF	OBD	Processing Of Obligation Request and Status (ORS) and Budget Utilization Request and Status (BURS)	18	95%	5%	16
I	101	OAF	OBD	Issuance of Certification of Availability of Funds (CAF)	41	95%	5%	60
I	102	OAF	OHR	Application for Leave	402	95%	5%	197
I	103	OAF	OHS	Medical Consultation for Common Ailments	21	95%	5%	343



Internal or External Service	CC no.	Sector	Office	Service name	Number of transactions annually FY 2025	Confidence Interval	Margin of Error	Minimum number of respondents
I	104	OAF	OHS	Dental Consultation	48	95%	5%	203
I	105	OAF	OPR	Preparation of Purchase Order	85	95%	5%	70
I	106	OAF	ORM	Retrieval of Documents	4	95%	5%	4
I	107	OAF	ORM	Dissemination of Campus Order	233	95%	5%	146
I	108	OAF	ORM	Certified True Copy/Photocopy	2	95%	5%	4
I	109	OAF	OSP	Withdrawal of Supplies	27	95%	5%	26
I	110	DCG	DCG	Approval of New or Revised Standard Form	36	95%	5%	33
I	111	OQA	DCG	Approval of Quality System Procedure (QSP)	3	95%	5%	3



ANNEX C. Free Response of Clients

Service number	3
Service name	Signing of Documents
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Serving w/ smile.
Compliment	Good vibes.
Compliment	Very polite, kind, and easy to communicate.

Service number	4
Service name	Approval of Request Letter and/or Issuance of Campus Order
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Very accommodating staffs.
Compliment	Responsive staffs.
Compliment	Thank you po for the patience and understanding
Compliment	I am grateful for their welcoming attitude as it helped us to overcome the struggles as a first-timer handling stuffs like these.
Compliment	Kind and Approachable.
Compliment	Good service.
Compliment	Very accommodate staff and very fast, very helpedfull.
Compliment	Thank you.

Service number	5
Service name	Request for Information
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Excellent.
Compliment	Fast transaction.
Compliment	Mabilis naman ang process ng request
Compliment	The warm welcome and professional manner of transactions are very well appreciated.
Compliment	We appreciate your immediate response on our request. Thank you.
Compliment	Faster response than expected
Compliment	The service was excellent. Thank you po for accomodating us :)

Service number	9
Service name	Request for Payment of Job Order
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Good and hospitality employees in PMC.

Service number	10
Service name	Off-Campus Teaching Endorsement
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Mabilis at maayos kausap ang mga staff
Compliment	Excellent service for students.
Compliment	Hands on sa mga needs ng students
Compliment	Quality service
Compliment	Service are reliable and assured of possible results
Compliment	Thank you for helping us!
Compliment	Good Service

Service number	12
Service name	Signing of Student Clearance
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Fast and quick po, also mabait si ma'am.
Compliment	Customer satisfaction.
Compliment	Salamat po.

Service number	13
Service name	Borrowing of DLA Equipment
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Approachable.
Compliment	Great service.
Compliment	Very easily communicated with the faculty members. Didn't receive any confusing information.
Compliment	Very attentive.

Service number	14
Service name	Signing of Clearance
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Good accommodation to students.
Compliment	I am glad that I got easily the clearance. Thank you for accommodating me.
Compliment	Mabilis magprocess ang service ng kanilang office.
Compliment	Mabilis ang service.
Compliment	God bless.
Compliment	Good service.
Compliment	Excellent.
Compliment	Thank you!
Compliment	The services are great especially the process but I think it's too long. Regardless of the issue, these approaches & services were great.
Compliment	Thank you for the experiences and memories.
Compliment	The head is very kind.
Suggestion	The road/side walks/paths could be better. If it rained there'll be mud everywhere.
Compliment	Improved and progressed.
Compliment	Good service.
Compliment	Thank you for the help!

Service number	15
Service name	Approval of Adding of Subject
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Efficient transaction.
Compliment	Maganda si Ma'am Veluya.
Suggestion	Diko po alam kung may meeting /break unless pumasok tas sinabihan.

Service number	17
Service name	Borrowing and Returning of Laboratory Apparatus
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Professional and very accommodating.
Compliment	Very good!!!
Compliment	Good service, approachable.
Compliment	The staffs are good and have a great interaction inside the laboratory equipments.
Compliment	Fast transaction.
Compliment	Maayos palagi ang transaksyon.
Compliment	Accommodating and good quality of materials.
Compliment	Good service.

Compliment	Good.
Suggestion	Make sure the requested materials are complete.
Compliment	Great work!
Compliment	Good service, the apparatuses are all clean and dry.
Compliment	Has smooth workflow due to the help of the instructor that guided us.
Compliment	The transaction of borrowing and returning equipments were done easily.
Compliment	Nice! All the apparatus that we needed was provided.
Compliment	Ang mga apparatus ay maayos at madali lamang manghiram.
Compliment	The procurement of lab apparatus was easy and convenient,
Compliment	I am extremely satisfied with the given services.
Compliment	Complete equipments, no damage, organized.
Compliment	Maayos ang serbisyo.
Compliment	All good.
Compliment	The service was very interactive and there was no risk of accident.
Suggestion	The experiment go well, but we suggest that we can experiment in a long time so my members and classmates enjoy doing a laboratory experimentation.
Compliment	Improve the comfortability, overall the service is good. Its just need a small improvement.
Compliment	The service is excellent and equipment.
Compliment	N/A
Compliment	NA
Compliment	Ok naman po ang service, wla naman po akong suggestion or complaint
Compliment	It is Great
Compliment	Good
Compliment	None
Compliment	Great service.
Compliment	good service
Compliment	The service was good, and I am comfortable seeking help. Great service.
Compliment	maganda
Compliment	Maayos na serbisyo
Compliment	N/A
Compliment	no comment po, goods na goods

Service number	19
Service name	Replacement of Breakages/Damages of Laboratory Apparatus
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Mabilis at maayos ang proseso

Service number	20
Service name	Signing of Student Clearance
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Concerns were addressed in a timely manner.
Compliment	Nice service.
Compliment	Thank you po sa good service.
Compliment	Good service.
Compliment	Good.
Compliment	Good!
Compliment	Quick and organized.
Compliment	Good service.
Compliment	Fast transaction.
Compliment	Accommodating.
Compliment	Good.
Compliment	Maganda at maayos na serbisyo.
Compliment	Fast transaction.
Compliment	The service was good.
Compliment	Nice service.
Compliment	God bless us all.
Compliment	Thank you, DOE!

Service number	21
Service name	Borrowing of Laboratory Tools/Apparatus/Equipment
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Mabilis kausap and very helpful.
Compliment	Fast, simple, and easy to progress with the steps for borrowing equipment.
Compliment	It was a great time. We accomplished our task, and the tools were in perfect condition.
Compliment	The equipment are in good condition.
Compliment	Fast response.

Service number	22
Service name	Borrowing of DPE Equipment
Type	External Services
Free response	
Customer Feedback	Details
Compliment	The faculty was very nice.
Compliment	The staff were very kind and they treated me courteously.
Compliment	Very responsive, especially, accommodating.

Compliment	Quick.
Compliment	Salamat po.
Compliment	Very good! Great job!
Compliment	Accommodating ang mga faculty patungkol sa paghiram ng venue at equipments.
Compliment	The transaction is fast and easy!

Service number	25
Service name	University Gym Facility Booking
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Accommodating ang mga faculty patungkol sa paghiram ng venue at equipments.

Service number	27
Service name	Admission for Incoming First Year and Transfer Students
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Out of all the school I have enrolled in, this is the only school that has a very fair and clear treatment to freshmen students like me.
Compliment	The registrar was accessible.
Compliment	It has a good service among studnets and others. It was very helpful.
Compliment	Good service.
Compliment	The staff did their best to handle the first year/transferee students.
Compliment	Maganda at maayos ang proseso kahit matagal ang pila.
Compliment	They are responsive and accommdoating.
Compliment	Maayos ang kalidad ng serbisyo.
Compliment	The service provided was good.
Compliment	Maayos po ang daloy ng pagpapasa ng requirements.
Compliment	Maganda ang naging sistema na online ang first week ng klase upang di mabigla ang mga studyante.
Suggestion	As for my experience, university was hands-on and provides quality education. But I suggest that they'd be more faster when it comes to announcements for students.
Compliment	Sinusunod nila ang mga kailangan ibigay ng mga student at sobrang maasikaso sila kaya pinupuri ko sila sa kanilang serbisyo.
Suggestion	Earlier announcements w/ more clarity on requirements.
Compliment	Approved!
Compliment	The staff was very attentive and the transaction as completed quickly.
Compliment	The transaction while requesting for COR was.
Compliment	Maayos ang paaralan na ito.
Compliment	Fast response to the inquiries of the students. very accommodating.
Compliment	Quick responses to studnets concerns and questions.
Compliment	The processes are straightforward especially the admission and enrollment processes.

Compliment	Madali at mabilis ang pagaasikaso sa mga requirements, mabait ang mga nakakausap at nag-aassist sa amin.
Compliment	The transaction was easy and I got the requirements I needed.
Compliment	Good, reliable.
Compliment	Very good at handling question.
Compliment	Okay ang facility ng school, maasahan din ang mga staff.
Compliment	The service is quick and nice.
Compliment	Professional service with equal courtesy to all.
Compliment	Fast response and cosy.
Compliment	Maayos at maganda ang facilities.
Compliment	Madali po tawagan yung nasa office and hindi po masungit.
Compliment	The service is good. Kinda slow because of short staff.
Compliment	The experience/service that I have experience was good.
Compliment	Okay naman pair lang and madame talaga student kaya matagal and pila overall goods.
Compliment	Okay naman, medyo mabagal lang.
Compliment	Mabait ang mga staff.
Compliment	Quick and informative.
Compliment	Everything was handled nicely.
Compliment	May maayos na pag-oorganisa ng serbisyo sa pamantasang ito.
Compliment	Simple and quite fast.
Compliment	Well responsive to students, and easy to communicate.
Compliment	Most of the facilities here in TUPC are good enough and has small room for more improvement.
Compliment	Good service, courteous, and responsive.
Compliment	Love the services.
Compliment	The instructions on information said are loud and clear.
Compliment	Pagpupuri po, kasi naasikaso po nila kami ng maayos at naipapaliwanag po sa amin ang tamang proseso sa pagkuha ng ibang transaction.
Compliment	The staffs are responsible.
Compliment	Very responsive.
Compliment	Maayos na pila.
Compliment	I like how TUPC responds to my questions, because of them I passed my requirements immediately/completely.
Compliment	The process of getting the documents was fast and not time consuming also the waiting line easily and fast.
Compliment	They response really well.
Compliment	Mabilis magprocess, lalo na pagdalawa yung nasa registrar ang naasikaso.
Compliment	Mabilis mag responde sa mga may tanong at mababait ang mga empleyado.
Compliment	I was assisted accordingly and everyone I talked to was reliable.
Compliment	There is a systematical flow of procedures.
Compliment	The service is good.
Compliment	Ok lang. Mabilis naman.
Compliment	Good outcome, got what I needed.
Compliment	Mabilis. Thank you.
Compliment	Pagpupuri.
Compliment	Very accommodative.

Compliment	Mabilis ang proseso at natutulungan ako sa aking kailangang impormasyon.
Compliment	Organized and well maintained the facility - has a good environment too.
Compliment	Maayos ang process ng registrar ngunit may katagalan.
Compliment	Good service.
Compliment	Quick and good service for us students. It was convenient.
Compliment	Madali kausap at madali ang pagpapasa ng mga document na kinakailangan.
Compliment	The staffs are very approachable and the process is very fast.
Compliment	Nice ambiance, and a very reliable system.
Compliment	Every staffs are very remarkable and reliable. They are very approachable and will make you feel like you're welcome.
Compliment	Maayos at di magulo ang pila.
Compliment	The staff are very easy to talk, good job!
Compliment	They helped we very much.
Compliment	Excellent service.
Compliment	Than kyou po for fast transaction.
Compliment	Mabilis lang po nakuha ang COR salamat po!
Compliment	mabilis ang pag process.
Compliment	The office followed the transactions requirements and steps based on the information provided.
Compliment	The service was very responsive and fast.
Compliment	Satisfied and clean peaceful place.
Compliment	They good at serving the students.
Compliment	Maayos ang pagbibigay at pagpapalakad ng mga mahahalagang papel.
Compliment	Maayos ang serbisyo.
Compliment	Medyo nahirapan sa pagpila, ngunit bumilis ang proseso pagdating sa registrar.
Compliment	I really love how they assigned each program when it comes to lining up and their job is excellent.
Compliment	The staff is organized and courteous.
Compliment	Good services and free university.
Compliment	Good.
Compliment	Very nice.
Compliment	The staff were kind and provided a clear communication that lead to a smooth and fast inquiry.
Compliment	Maayos at maganda anf serbisyo na ibinigay sa akin.
Compliment	Attentive, hands-on, and good at accommodating staff.
Compliment	The school staff/personnel are attentive and good at communicating. They are also very kind and welcoming to everyone.
Compliment	Fast pacing.
Compliment	Their service was smooth and easy to understand.
Compliment	Very attentive and responsive.
Compliment	It's great
Compliment	Fair service and good response.
Compliment	Madali lang yung process kaso pila lang talaga yung kalaban mo.
Compliment	More urgent announcements.
Compliment	The process was fast and I got what I came for quickly.
Compliment	Mabilis lang ang proseso at patas sa lahat ng studyante, maganda ang service sa registrar.

Compliment	The process is nice and fast.
Compliment	The service was great & reliable. As far as I'm concerned, I have no such complaints.
Complaint	Okay naman po sana kaso po hindi ko po agad nakuha yung ERS acc ko noong ako po ay nag-email and until now hindi pa rin po nagrereply.
Compliment	The stuffs, such as guards and employees are accommodating and approachable.
Compliment	Maayos at maganda ang pagfacilitate.
Compliment	Maayos po lahat.
Compliment	It was easy to reach out the school staff, the organizations officers were very friendly.
Compliment	Detailed and good.
Compliment	Maganda ang kanilang serbisyo at mabilis.
Compliment	Sobrang organized ng system & hindi pinabayaang mabilad sa init ang mga estudyante.
Compliment	Line is long but when going to the counter the service is fast.
Suggestion	Have more person in the registrar's office especially when it is enrollment.
Compliment	Very mabait po lahat ng staff.
Compliment	The transaction was well organized.
Compliment	I really like how they handle things.
Compliment	Smooth process, fairness, reliable, & approachable.
Compliment	Pretty responsive staff.
Compliment	Fast and clear interaction to personel and polite.
Compliment	I highly recommend this school due to its impeccable service. Keep up the good work!
Compliment	Maayos ang pila at mabilis natapos ang aking ipinunta.
Compliment	Maayos ang pila at maayos ding nag asikaso sa studyante.
Compliment	Mababait ang mga staff.
Compliment	Maayos at mabilis ang transaksyon sa registrar.
Compliment	I just want to say that good job y'all! You guys are so friendly.
Suggestion	Assistance for those people in line, so people won't wate their time in line then just to have incomplete unknown reqs.
Compliment	The service was nice and fast but the line is too long.
Suggestion	Mas maayos na daloy ng pila sa pinanggaganapan o transaction place.
Suggestion	Improve communication among the customers for clarification.
Suggestion	Clear ang proseso at mabilis.
Suggestion	Make annoucements/instructions days prior to the required process.
Suggestion	Mas mabilis pa pong process for registrar pero overall okay naman po.
Suggestion	Orientation should be earlier, so that the reamaining will be complying all the requirements. Also, they should get their GSFE acc., ID, etc. earlier before 1st day of class.
Suggestion	I think TUP Cavite should use their platforms in other social medias to spread an update or information to students or upcoming students.
Suggestion	Maglagay ng karagdagang empleyado sa registrar upang bumilis ang serbisyo at hindi gaano humaba ang mga pila.
Suggestion	Maaring mas mapabilis ang proseso kung may mga students na nagtatrabaho sa loob ng tanggapan.
Suggestion	Sana mas mabilis yung process ng pagkuha kasi medyo hindi reasonable yung time na dapat ilaan sa pagpila kesa sa pagkuha.

Suggestion	Maayos na paraan nang pagpila.
Suggestion	Ang suggestion ko lamang ay ang pag-announce ng maaga at may malinaw na paliwanag upang mapadali ang proseso.
Suggestion	I suggest to email a student as soon as possible if there was a problem, esp. when she/he tried to email about his/her concern.
Suggestion	I don't get any email from TUPC for any update of my admission, also they are not that responsive. Hoping to fix that soon.
Complaint	Wala pang nag email sakin/late email.
Suggestion	Lines were too crowded and mainit, lagay po sana kahit wall fans.
Suggestion	Issue with ERS account and applicant ID.
Suggestion	Mas paagahin po sana ang paglalabas ng mga anunsyo sa inyong social media pages.
Suggestion	Please post the procedures online when possible.
Suggestion	Very helpful.
Suggestion	Make announcements ahead of time, not a day or night before.
Complaint	The transaction was commendable, however the processes (including the other transactions) are slow not due to the number of applicants, but how I see or experienced the process is. If only to improve more of the process. Godbless.
Suggestion	Faster service.
Suggestion	I suggest proper instruction and avoiding late announcements.
Compliment	Very good service!
Compliment	The service was fast and easy.

Service number	28
Service name	Borrowing of Books/Library Materials
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Good service.
Compliment	Good job! Very good! Well done!
Compliment	Good service.
Compliment	Reliable staff.
Compliment	Cleaned facility and always polite front desk at the library.
Compliment	Everything is good.
Compliment	It is very easy and find the books.
Compliment	The staff are all hospitable.
Compliment	Fast service & accommodating staffs & admins.
Compliment	Keep up the good work, Godbless always.
Compliment	Kagiliw giliw.
Compliment	Approachable staff.
Compliment	Magaling, magaling.
Compliment	Fast transactions.
Compliment	Fast service, good ambiance.
Compliment	Friendly staff.
Compliment	Very good.
Suggestion	Need more books.

Compliment	Good job!!!
Compliment	Very good.
Compliment	Good assistance.
Compliment	Fast transaction and accommodating staffs.
Suggestion	IMPROVE COMMUNICATION WITH STUDENTS
Suggestion	MORE BOOKS PLS
Compliment	Very accommodating.

Service number	30
Service name	Application for Clearance
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Fast transaction.
Compliment	Fast service.
Compliment	Fast service.
Compliment	Fast process.
Compliment	Fast service.
Compliment	Fast transaction.
Compliment	Fast.
Compliment	Fast service / transaction.

Service number	31
Service name	Enrollment of New Students & Transferees
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Magaling at maayos anf service.
Compliment	Fast & responsive.
Compliment	Good service, fast.
Compliment	Fast and reliable service.
Compliment	Very nice.
Compliment	On time.
Compliment	Thank you.
Compliment	Salamat.
Compliment	Fast service.
Compliment	They have a quick response on the papers I needed.
Compliment	Fast transaction.
Compliment	Very fast.
Compliment	Fast transaction, kind faculty.
Compliment	Great service.
Compliment	Best registrar, fast.
Compliment	Responsive registrar.
Compliment	Fast and cooperative.
Compliment	Very fast & I wish more of the same in the future.

Compliment	The service is good and accommodating.
Compliment	Organized staff.
Compliment	Your service are quick.
Compliment	Fast transaction.
Compliment	Maayos nila kaming inasikaso at kinausap.
Compliment	Fast transaction.
Compliment	The best registrar office ever, fast workers.
Compliment	I am satisfied with the service.
Compliment	Fast transaction and approachable staffs.
Compliment	Fast transaction & approachable staff.
Compliment	Smooth transaction.
Suggestion	Being more active in e-mail for easier transaction.
Compliment	Very accommodating and nice.
Compliment	Fast processing.
Compliment	Accommodating.

Service number	32
Service name	Availment of Certification of Grades
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Sila ay may magandang serbisyo.
Suggestion	Make information more easily accessible on online platforms and more visible.
Suggestion	Double-check documents given to us.
Compliment	Fast service.
Compliment	Good service.
Compliment	Good service by registrar.
Compliment	Good.
Compliment	Fast transaction.
Compliment	Every transactions were fast and highly reliable.
Compliment	Fast & efficient service, excellent employees.
Compliment	The transaction was very fast and organized.
Compliment	They are very responsive and accommodating.
Compliment	True to words. On time.
Compliment	Smooth transaction.
Compliment	Fast service.
Compliment	Good service.
Compliment	The staffs are nice and attentive.
Compliment	The transaction was fast and efficient.
Compliment	Polite Staffs.
Compliment	Good service.
Compliment	Easy to understand and has good services.
Compliment	Mabilis ang process.

Service number	34
Service name	Authentication of Documents (TOR, Diploma, Certifications), CAV
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Good client services esp. Sir Third!
Compliment	Good customer service.
Compliment	Mababait at mabibilis kumilos ang mga tao sa OCR.
Compliment	The best service, OCR! Thank you for being so accommodating. God bless!
Compliment	Great job.
Compliment	Helpful.
Compliment	Accommodating. Thank you!
Compliment	Thank you for accommodaitng and fast transaction.
Compliment	Fast transaction (very accommodating staff).
Compliment	Accommodating.
Compliment	Smooth and seamless transactions.
Compliment	Fast and friendly.
Compliment	One day process only and fast.
Compliment	Thank you.
Compliment	I love the new ambiance, facilities and the camaraderie of the school/staffs. Kudos!
Compliment	Approachable po at magalang din po sila kausapin.
Compliment	Fast service.
Compliment	Very helpful and accommodating.
Compliment	Thank you.
Compliment	Very commented service.
Compliment	Very kind & welcoming ang sa registrar. TY.
Compliment	The service was fast and I was guided accordingly.

Service number	36
Service name	Application for Graduation
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Fast.
Compliment	Excellent service.
Compliment	Good job.
Compliment	Fast and reliable.
Compliment	Good service.
Compliment	Great service.
Compliment	Nice job.
Compliment	Excellent service!
Compliment	Thank you.
Compliment	Very helpful.
Compliment	Very helpful.

Compliment	Great service.
Compliment	The process was fast and the staff are cooperative.
Compliment	Nice one.
Compliment	They accommodate us properly.
Compliment	Good.
Compliment	Mabilis na service.
Compliment	Good service.
Compliment	Maayos ang flow.
Compliment	Good.
Compliment	Very nice and good accommdate.
Compliment	Fast service.
Compliment	Nice.
Compliment	Maganda at mabilis na serbisyo.
Compliment	All goods and very quality service.
Compliment	Fast process.
Compliment	Fast process.
Compliment	Solid/mabilis process.
Compliment	No additional inconvenience.
Compliment	Good service. Thank you!
Compliment	All goods service thank you!
Compliment	Fast transaction.
Compliment	Great work.
Compliment	Very good.
Compliment	Everything was fast and clear.
Compliment	Good job.
Compliment	Fast transaction.
Compliment	Fast.
Compliment	Very nice service.
Compliment	Very good service.
Compliment	Keep up the good work!
Compliment	Good.
Compliment	Magandang serbisyo.
Compliment	Good.
Compliment	Very good.
Compliment	Mabilis asikasuhin ang mga requirements.
Compliment	Good maasahan.
Compliment	Thank you.
Compliment	Fast transaction.
Compliment	Good job! Very fast & responsive.
Compliment	Good job.
Compliment	Very accommodating.
Compliment	Ok din ang serbisyo.
Compliment	Good staff.
Compliment	The service is fast and accommodating.
Compliment	Fast process.
Compliment	Fast transaction.



Compliment	Very good service!
Compliment	Good service.
Compliment	Good service.
Compliment	Accommodating staff.
Compliment	Nice service.
Compliment	Nice accommodation.
Compliment	Quick service.
Compliment	Thank you for the service.
Compliment	Fast transaction and thanks!
Compliment	Thank you!
Compliment	Very good.
Compliment	The service is fast.
Compliment	Good.
Compliment	Professional staff.
Compliment	Good service.
Compliment	Nice service.
Compliment	Mabilis at maayos.
Compliment	Fast and smooth.
Compliment	Great.
Compliment	Very helpful and accommodating!
Compliment	Excellent for communication and assisting.
Compliment	Fast service.
Compliment	Fast service, nice people.
Compliment	Mahusay.
Compliment	Fast and easy.
Compliment	Organized service.
Compliment	Great.
Compliment	Nice service!
Compliment	Nice service.
Compliment	Good.
Compliment	Very convenient.
Compliment	Good service.
Compliment	Very good, keep it up!
Compliment	Very reliable.
Compliment	Panatilihin ang mabuting trabaho.
Compliment	Good at services.
Compliment	Fast transaction.
Compliment	Maayos at mabilis.
Compliment	Very good service.
Compliment	Good.
Compliment	Very nice!
Compliment	Fast transaction.
Compliment	Very accommodating, good service.
Compliment	Good service.
Compliment	Good work nice.
Compliment	Nice service.

Compliment	Good service.
Compliment	Maintain good service.
Compliment	Fast service.
Compliment	Fast transaction.
Compliment	Good service.
Compliment	Smooth process and organized.
Compliment	Overall good service they provided.
Compliment	Mabilis alng ang transaction.
Compliment	Clear and fast.
Compliment	Very accommodating.
Compliment	Professional.
Compliment	Fast transaction.
Compliment	Good service.
Compliment	Good.
Compliment	Service for good.
Compliment	Good service.
Compliment	Very good.
Compliment	Fast transaction.
Compliment	Maayos na serbisyo.
Compliment	Good service. Fast transaction.
Compliment	Excellent service.
Compliment	They are friendly.
Compliment	Services are good.
Compliment	Damn! Ang galing.
Compliment	Mabilis at maasahan.
Compliment	Very accommodated.
Compliment	Good service.
Compliment	Transaction was quick.
Compliment	Great.
Compliment	Very satisfied with the service.
Compliment	Great work, keep up the good work.
Compliment	Excellent service, & approachable.
Compliment	Thanks for informative procedures.
Compliment	Good service.
Compliment	Fast transaction.
Compliment	Clear, organized guidance and willingness to accommodate the needs of the students.
Compliment	Mabilis ang transaction.
Compliment	Fast transaction.
Compliment	Good service.
Compliment	Good service.
Compliment	Considerate.
Compliment	Nice.
Compliment	Fast communication, easy tp comply and service was really good.
Compliment	Good job and thank you for your service.
Compliment	Very good.

Compliment	Very good.
Compliment	Mabilis ang serbisyo at mabait ang nagseserbisyo.
Compliment	Thank you.
Compliment	Very fast transaction.
Compliment	Nice.
Compliment	I got what I needed.
Suggestion	Improvement.
Compliment	Mabilis na serbisyo.
Compliment	Good service.
Compliment	Accommodating staff.
Compliment	Good services.
Compliment	Mabilis.
Compliment	Service is quick.
Compliment	Fast process.
Compliment	Accommodating.
Compliment	I am very satisfied.
Compliment	Good.
Compliment	Very good services.
Compliment	Thank you.
Compliment	Good service.
Compliment	Goods.
Compliment	Process is getting faster.
Compliment	Good service.
Compliment	I commend them for assisting me immediately.
Compliment	I am satisfied with the service, it is fast.
Compliment	Nice.
Compliment	Very accommodating.
Compliment	Keep up the good work ma'am/sir!! Lovelots.
Compliment	Good service.
Compliment	Fast service.
Compliment	Nice service!
Compliment	Good job.
Compliment	Fast transaction.
Compliment	Fast transaction.
Compliment	The service is great and the faculty is very approachable.
Compliment	Good services.
Compliment	Very good.
Compliment	Approachable and fast transactions.
Compliment	Approachable. Thanks.
Compliment	Salamat po.
Compliment	Thank you for the service.
Compliment	Good service.
Compliment	Good service.
Compliment	Good service.
Compliment	Easy and fast.
Compliment	Very good.

Compliment	Fast transaction Accommodating.
Compliment	Good service, accommodating.
Compliment	Very good.
Compliment	Organized.
Compliment	The transaction have improved.
Compliment	Mas maganda service kaysa nakaraan.
Compliment	Good.
Compliment	Clear.
Compliment	I recognize the approach and do hope all the members will maintain a solid proper work.
Compliment	Good.
Compliment	Good accommodation, active communication.

Service number	37
Service name	Issuance of Diploma
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Keep doing the same treatment. (Students or graduated/alumni)
Compliment	Approachable & fast release.
Compliment	Mabilis na proseso, mabilis kausap at maayos.
Compliment	Great job.
Compliment	Good communications regarding inquiry and fast processing of documents.
Compliment	Fast transaction.
Compliment	Thank you po! Registrar sa uulitin <3 <3 <3
Compliment	Responsive.

Service number	38
Service name	Request and Issuance of Transcript of Records & Certificate of Transfer Credentials
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Fast service.
Compliment	Very accommodating & fast transaction.
Compliment	Mabilis ko pong nakuha ang aking diploma at form 137.
Compliment	Good job.
Compliment	Very effective.
Compliment	Excellent service.
Compliment	May sistema ang proseso.
Compliment	Very accommodating.
Compliment	Very accommodating.
Compliment	Good job!
Suggestion	Inform clearly the student asking for anything.
Compliment	Great job.
Suggestion	Suggesting for one day transaction process for TOR.

Compliment	Helpful.
Compliment	The admins are well responsive and I get the docs I need right in time.
Compliment	Thank you! Super accommodating ang staff!
Compliment	Helped and guided me all through out the transaction.
Compliment	Thank you for accommodating.
Compliment	Very attentive. Easy transaction and the staff guided me all throughout the process.
Compliment	Fast & accommodating personnels.
Compliment	Fast service and hospitable employees.
Compliment	Fast transaction.
Compliment	Very courteous, detailed on instructions.
Compliment	The transaction was very fast and organized.
Compliment	They are very responsive and accommodating.
Compliment	Very fast transaction.
Compliment	No problem arose from the beginning to the end.
Compliment	Thank you po! Registrar sa uulitin <3 <3 <3
Compliment	Quick response.
Compliment	Fast transaction (very accommodating staff).
Compliment	Mabilis. Thank you.
Compliment	Thank you, TUPC .
Compliment	Accommodating.
Compliment	Approachable staff and fast transaction.
Compliment	The process we've gone through is very systematic and organized.
Compliment	Fast transaction.
Compliment	Fast and friendly.
Compliment	Thank you for quick resolution of request!
Compliment	Fast transaction; no waiting time.
Compliment	Fast and the staff is approachable.
Compliment	Fast transaction.
Compliment	Fast transaction, accommodating personnel, neat facilities.
Compliment	Maayos ang proseso.
Compliment	Very commented service.
Compliment	Very kind & welcoming ang sa registrar. TY.
Compliment	Good.
Compliment	The transaction went smooth. Thank you Ms. Christine.
Compliment	Thank you!
Compliment	Smooth transaction w/ Ma'am Christine. Very accommodating w/ makes the process easy.

Service number	39
Service name	Availment of Certifications
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Mabilis at diretso ang naganap na transaksyon.
Compliment	Very accommodating and nice.
Compliment	Very responsive & fast service.

Compliment	Very fast transaction!
Compliment	Great job.
Compliment	Helpful.
Compliment	Good service and polite staff.
Compliment	Fast and reliable.
Compliment	Fast & efficient service, excellent employees.
Compliment	Quick and reliable.
Compliment	Thank you po! Registrar sa uulitin <3 <3 <3
Compliment	Good service.
Compliment	Accommodating.
Compliment	Fast and friendly.
Compliment	I am satisfied with the service I availed, good job!
Compliment	Smooth transaction.
Compliment	Fast transaction.
Compliment	Very fast transaction.
Compliment	Fast & reliable.
Compliment	Mabilis at maayos, organisado.
Compliment	Quick.
Compliment	Mabilis mag proseso, mabait ang staff.
Compliment	Fast transaction; no waiting time.
Compliment	My concern was accommodated easily.
Compliment	Very commented service.
Compliment	The transaction went smooth. Thank you Ms. Christine.

Service number	40
Service name	Processing of Student Verifications
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Good service for student verification, nasusunod ang binigay na due date.
Suggestion	Sana ay mas mabilis pa ang proseso sa verification employment.

Service number	41
Service name	Issuance of Warning Agreement
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Keep up the good work.
Compliment	Maayos na pakikitungo and good manners.
Compliment	Well organized and responsible.
Compliment	Fast transaction.
Compliment	Fast transaction.
Compliment	Mabilis mag-asikaso si ma'am.
Compliment	The guidance office shows great knowledge on their business and they give me proper instruction about everything I need.



Compliment	Fast transaction.
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Service number	42
Service name	SIT Orientation
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Maayos ang pag pila at nag karoon ng maraming table para madaling ma access ang mga Sections ng bawat student sa TUPC, at maayos at malinis ang paligid.
Compliment	Very good
Compliment	On time and lahat
Compliment	Good
Compliment	good
Compliment	Early
Compliment	Thank you
Compliment	Clear and concise
Compliment	All the statement is clear
Compliment	Well coordinated
Compliment	The orientation/discussion is comprehensive enough for the students
Compliment	the orientation discussed the SIT well
Compliment	Very helpful
Compliment	Very helpful
Compliment	well explained and detailed informations was given
Compliment	Okay
Compliment	Maayos lahat
Compliment	Good Job
Compliment	Maayos ang pagpapaliwanag ng mga dapat ipaliwanag.
Compliment	Very Good
Compliment	Malinaw at magaling
Compliment	The orientation is well organized.
Compliment	It is entertaining and informative
Compliment	Thank you po
Compliment	Well done
Compliment	Well discussed
Compliment	mahusay
Compliment	Nice
Compliment	Nasagot ang mga katanungan during the orientation
Compliment	Knowledgeable Orientation
Compliment	Well discussed
Compliment	Very Good!
Compliment	Maayos at Malinaw na paliwanag para sa OJT
Compliment	Very informative
Compliment	Informative
Compliment	Informative
Compliment	Great orientation! Well-organized and informative
Compliment	No problem with the orientation and everything is clear

Compliment	the orientation gave us a good and well-detailed info
Compliment	Goods goods
Compliment	Clear and concise ang pag ppresent
Compliment	Good orientation
Compliment	EXCELLENT
Compliment	Naintindihan ko ng maayos ang mga tinuro sa SIT Orientation
Compliment	Informative
Compliment	Very informative
Compliment	Professional
Compliment	Maayos na nasagawa ang orientation
Compliment	It is detailed and complete especially the needed information for the SIT preparation and requirements.
Compliment	Very informative
Compliment	The orientation give a detailed and good presentation.
Compliment	Good information
Compliment	Clear ang mga sagot
Compliment	Good service and Information
Compliment	Detailed information nothing left out
Compliment	Maganda ang aking naranasan.
Compliment	It's very clear to me the process and experiences of past OJT students. Thank you sir for clear discussion 💎
Compliment	Very helpful and informative
Compliment	The orientation went very well. It is well organized.
Compliment	Clear and concise ang discussion.
Compliment	Thank you
Compliment	Detailed ang pagkakapaliwanag ng mga sit coordinator
Compliment	Maganda po ang pagkaka orientation sa mga students.
Compliment	The students are informed well
Compliment	Orientation is well
Compliment	Good presenter
Compliment	Naging maayos ang daloy ng orientation
Compliment	Very good
Compliment	Visual presentation of the ppt is very clear
Compliment	Responsive and engaging
Compliment	Organized
Compliment	Good orientation
Compliment	Mabuting pag tuturo ng SIT
Compliment	Well-elaborated
Compliment	It was all detailed explanation
Compliment	They're somehow good at communicating and telling information at students
Compliment	Very Good Service.
Compliment	Thank you for very informative and elaborated descriptions for every requirements.
Compliment	Very Good
Compliment	Good
Compliment	Great
Compliment	Good info
Compliment	Well explained.

Compliment	GOOD SERVICE AND LAHAT NG TANONG AY NASAGOT PO.
Compliment	Explained well
Compliment	Maganda ang pagbibigay impormasyon at mas pinapalinaw ang nakalagay sa powerpoint
Compliment	Excellent guidance
Compliment	Smooth and clear orientation
Compliment	Super detailed mga explanation
Compliment	Maganda ang orientation. Maayos ang pag papaliwanag ng mga professor sa bawat topic.
Compliment	Sobrang detail
Compliment	Excellent and very informative
Compliment	Madami akong natutunan na aking paghahandaan para sa pag aapply ng trabaho at mga paghahanda sa kumpanya
Compliment	On point presentation.
Compliment	Good
Compliment	Everything was explained well
Compliment	Very informative
Compliment	Informative
Compliment	Clear and Concise about all of these
Compliment	The Orientation was really explained very well and they are giving us tips for our safety and they get our attention by giving an example on what happened on the previous OJT.
Compliment	Malinaw ang mga detalye na binigay sa SIT orientation
Compliment	Clear and concise explanation about the deployment.
Compliment	SIT Orientation is good and very informative at magagamit namin sa internship. Thank you po!
Compliment	Na-explain ng mabuti ang bawat detalye.
Compliment	All the information that has been provided to us is clear and very understandable
Compliment	Very knowledgeable.
Compliment	I learned a lot
Compliment	Discuss complete information and details about SIT Orientation
Compliment	Well informed orientation
Compliment	Thank you for educating us today.
Compliment	VeryClearly
Compliment	The Orientation is good.
Compliment	Thankyouu for the details that y'all discuss
Compliment	Maraming akong natutunan mula sa orientation na ito.
Compliment	Fully Detailed ang mga dapat ihatid
Compliment	The orientation is understandable and they made it clear for the students
Compliment	malinaw at maayos ang pag papaliwanag
Compliment	The coordinator explain clearly the agenda of the orientation.
Compliment	Maayos
Compliment	Maayos na serbisyo
Compliment	The orientation goes smoothly and understandable.
Compliment	Informative
Compliment	Orientation is good
Compliment	Punctual and well-informed about the topics to be discussed.

Compliment	Very detailed and well informed all student who attended the SIT Orientation
Compliment	Very understandable presentation
Suggestion	Good speaker
Compliment	Mahusay ang pagkakapaliwanag ng bawat kailangang malaman ng estudyante ukol sa SIT. Maraming salamat!
Compliment	very clear explanation from the SIT coordinators,
Compliment	Clear instructions
Compliment	Good
Compliment	Those SIT coordinators have a detailed statements, and its good for us!
Compliment	Maganda magbigay ng instructions
Compliment	all information i needed and questions were well explained by the coordinators
Compliment	Excellent, I got all the information I need.
Compliment	Complete information
Compliment	The orientation is good and understandable
Compliment	Quality Teaching
Compliment	Maayos ang service
Compliment	Naintindihan ko lahat ng mga gusto kong malaman
Compliment	Diko marinig masyado
Compliment	Orientation of SIT is very clear and understandable
Compliment	Clear instruction about the SIT orientation.
Compliment	clear instruction about SIT orientation
Compliment	Detailed explanation of topics
Compliment	The statements is clear
Compliment	Clear instructions about sti
Compliment	Maiintindihan ng lahat ag madaming matutunan
Compliment	Good explanation and clear
Compliment	The instructors gave instructions/details properly.
Compliment	The orientation is very informative and truely guide us to requirements to finish this whole SIT program.
Compliment	The explanation and service was explained well
Compliment	Good job
Compliment	I don't have further comments, except the whole orientation is clear snd understandable
Compliment	It is informative and easy to understand
Compliment	Satisfied
Compliment	Concise
Compliment	A good introduction for deployment in the industry.
Compliment	MAAYUS AT NALAMAN KO ANG MGA IBA KONG KATANUNGAN
Compliment	Mahusay
Compliment	The facilitators give enough examples and scenarios that helped me understand better the information
Compliment	Very informative and excellent service
Compliment	It explained very well
Compliment	Good orientation

Compliment	The discussion is very clear
Compliment	Precise and clear instructions
Compliment	Well organized orientation. Doesn't lack information.
Compliment	Give us an idea on what requirements needed and some do's and dont's while I'm in ojt
Compliment	Good in giving information I need
Compliment	Ang echoey ng mic minsan
Compliment	Discuss all about in orientation clearly
Suggestion	better mic quality (basag tunog)
Compliment	VERY INFORMATIVE
Compliment	Na-explain nang maayos ang informations na kailangan malaman nga mga students.
Compliment	Good at providing detailed information
Compliment	The SIT Orientation went smooth and the orientation is well organized.
Compliment	Good at explanation
Compliment	Explained the orientation very well
Compliment	Very good, very nice
Compliment	Clear explanation about what are needed before deployment.
Compliment	The coordinators clearly explained the contents of the orientation.
Compliment	Great seminar and highly informative
Compliment	maayos na pag papaliwanag
Compliment	The office followed the transaction's requirements and steps based on the information provided.
Compliment	Well Explained
Compliment	the information contained in the SIT orientation are precise, accurate and informative
Compliment	Responsive
Compliment	Smooth and clean explanations during orientation
Compliment	On this day January 21, 2025, everything went smoothly (SIT ORIENTATION)
Compliment	Well coordinate and time
Compliment	We'll explain
Compliment	The SIT Orientation went well. All the topics has been discussed from what to do, requirements, etc.
Compliment	Very educational
Compliment	Well organized
Compliment	On time, clear instructions and good examples however there are times that i cant understand what the coordinator is saying
Compliment	Very detailed orientation.
Compliment	good
Compliment	Convenient
Compliment	madiling naintindihan ang mga impormasyon
Compliment	Satisfied with the service
Compliment	Detailed explanation of the seminar
Compliment	Very Good
Compliment	Thank you!
Compliment	Good presentation
Compliment	Good

Compliment	A very well informative orientation
Compliment	Very good explanation about what we need to do
Compliment	VERY SATISFIED ORIENTATION PROGRAM
Compliment	Clear explanation
Compliment	Explained thoroughly
Compliment	They provide complete information for the preparation for our ojt.
Compliment	Maayos ang pagkakaexplain at nag start sa tamang oras.
Compliment	Great orientation. Detailed way to present important note before, during and after the on the job training
Compliment	All clear
Compliment	Information was detailed
Compliment	All information provided is clear
Compliment	A very informative information
Compliment	Good Job!
Compliment	i got nothing to say because it's done smoothly
Compliment	Clear and understood
Compliment	Complete information
Compliment	The orientation is interactive and informative
Compliment	The information are very detailed
Compliment	The service are well maintained and on time
Compliment	Ok naman po, yung sound system lang po.
Compliment	The time is properly done and the information are informative and consise
Compliment	Clear information
Compliment	I'm satisfied with that orientation
Compliment	Very detailed information
Compliment	Na discuss ng maayos ang mga need para sa SIT
Compliment	Information that was discussed were very helpful and imformative
Compliment	Engaging
Compliment	It was good and informative
Compliment	Malinaw ang pagkakasabi, at nasunod ang nakatakandang oras
Compliment	very informative
Compliment	Good Job
Compliment	I got all the informations that I needed.
Compliment	very informative
Compliment	More Partner Companies
Compliment	Very Impormative
Compliment	Nagkaroon ng linaw ang aking mga katunungan kahit hindi na ako magtanong, clear ang informations
Compliment	Maayos ang flow ng orientation.
Compliment	Very Good po !
Compliment	Malinaw at Maayos ang daloy ng programa
Compliment	Nice
Compliment	The orientation was every informative it tackles all the necessary information that we students need to understand.
Compliment	Maganda po yung pagoorient
Compliment	The flow of the orientation went smooth, all the information the student's needed were properly explained.

Compliment	good time management
Compliment	Good flow of information
Compliment	Maayos na pagpiprisinta ng ppt
Compliment	Pagpupuri sa naganap na orientation
Compliment	Good
Compliment	Maayos ang pag papaliwanag
Compliment	Very Informative
Compliment	Well Discussed about SIT orientation
Compliment	Well Explanations
Compliment	The event was well-planned and organized.
Compliment	The orientation was very informative. It helps the students including me to be well-informed of the needed requirements for us to be deployed in our chosen company.
Compliment	Nailahad nang maayos ang mga impormasyon ng aming magagaling na guro
Compliment	The orientation started on time
Compliment	The SIT Orientation started on time and was very informative.
Suggestion	More time for preparation.
Compliment	The transaction was smooth
Compliment	The Orientation went well and according to time
Compliment	good service
Compliment	The head is easily approachable
Compliment	Accommodating
Compliment	The necessary information are given to us conveniently

Service number	44
Service name	SIT Deployment
Type	External Services
Free response	
Customer Feedback	Details
Compliment	The office provided a smooth process.
Compliment	The office provided a quick and smooth processing for our deployment.
Compliment	The office provided a process that is smooth.
Compliment	The transaction was smooth and fast
Compliment	good service
Compliment	The head is easily approachable
Suggestion	More time.
Compliment	It went well and smooth transaction.
Compliment	Accommodating
Compliment	We are guided accordingly

Service number	46
Service name	Job Fair
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Maayos ang flow ng event.
Compliment	Well Scheduled and detailed informations
Compliment	Goods
Compliment	Maayos ang program
Compliment	Thank you for the good service!
Compliment	I just wanna say thank you for sharing imformative information.
Compliment	Good.
Compliment	GOOD VERY INFORMATIVE
Compliment	Good service
Compliment	Good
Compliment	Informative
Compliment	Good
Compliment	Good Service
Compliment	The services that are being offer is responsive and clear to the student.
Compliment	Very informative
Compliment	THANK YOU VERY SATISFIED
Compliment	Good service, keep it up.
Compliment	Overall Good
Suggestion	Registration should be done in the morning
Compliment	Be on time
Compliment	Goods
Compliment	Good orientation.
Compliment	Sobrang detailed po
Compliment	Thank you for your service.
Compliment	Very informative
Compliment	Good
Compliment	Good
Compliment	Overall satisfactory
Suggestion	Be on time
Complaint	About Job Fair, there is no automotive company present
Suggestion	Improve on preparation of audio/visual system
Compliment	Very Good
Compliment	good
Compliment	Kasiyasiya
Compliment	Maayos ang Event. Thank you!
Compliment	Everyone is so responsive
Compliment	Maayos
Suggestion	more choices sa automotive
Compliment	Good presentation

Compliment	Good
Compliment	Very informative
Compliment	Very informative
Suggestion	Next time please complete the details of the announcement. Sometimes there is no or unclear instructions of what to do and what will be the process in terms of requirements.
Compliment	Great service
Compliment	Very Good
Suggestion	Organize it well
Compliment	Today's event was good
Compliment	Nakakatulong ang programang ito para sa mga tulad naming graduating student na naghahanap ng trabaho
Compliment	Solid
Suggestion	Post clear instructions and itinerary to avoid confusion.
Suggestion	Please provide lane para mas maging maayos ang pila and di kumpol-kumpol ang students sa unahan. But overall, it was all good.
Compliment	Well explained
Compliment	Good
Compliment	Good job
Compliment	Still continues to deliver
Compliment	Reliable sa industries ngunit
Compliment	Good Job
Compliment	Good event to all students finding their future job
Compliment	Good Job
Compliment	Thankyou
Suggestion	Sana ayusin ni JP yung presentation
Compliment	Good
Compliment	Mas madaling mag apply dahil hindi na kailangan maghanap at pumunta sa mga company dahil sila na mismo lalapit napaganda din ng mga serbisyo
Suggestion	Pag handaan ng mabuti
Compliment	Easy
Suggestion	Deployed more booth related to all courses of TUPC
Compliment	everyone is accommodating
Compliment	Very satisfying
Compliment	Fast and absolutely
Compliment	Magagandang Company ang invited ngayon sa job fair
Compliment	Nakakatulong makahanap ng work
Compliment	It's Was Good
Compliment	They are responsive and kind
Compliment	The event is good
Compliment	The event was well-organized
Compliment	Few companies for civil students
Compliment	Thank you for the service
Compliment	Thanks so much po sa experience
Compliment	medyo smooth
Compliment	Good Service
Compliment	Good service

Suggestion	Expecting more company for the next job fair ♥
Compliment	Good
Compliment	Organize
Complaint	Walang maayos na pila
Compliment	GOOD Work
Compliment	The Job Fair is fairly officiated
Suggestion	Organize each companies section and to observe falling line for interview
Complaint	More on Electrical/Mechanical ang companies sa job fair
Compliment	Naging maayos ang proseso
Suggestion	Provide exact details about the program days before the date of the program to ensure that every students can attend the event without difficulties.
Compliment	The job fair event offer a lot of opportunity by providing several company that the students can apply for.
Compliment	Good work & well organized
Suggestion	More organized program
Compliment	Very Good
Compliment	Good
Compliment	Very helpful for fresh graduate as our starting point in finding a job that can help us to expand our knowledge in our field.
Compliment	Good service
Suggestion	My suggestion is to improve the surround sound system for better sound quality. Overall, great service.
Compliment	Goods
Compliment	Good
Compliment	Maganda po ang pag Manage ng Job Fair.
Compliment	maganda na serbisyo
Suggestion	I would like to mention the technical difficulties during the intro of the program where the national anthem video lagged because of internet issues. This could've been prevented had the team backed up a downloaded offline file. Furthermore, the place was too crowded for the job fair. I would suggest that particular courses should be grouped be called one course at a time to each company to avoid overcrowding. Orderliness should be improved. Lastly, the place was too humid due to lack of ventilation. Please provide more electric fans.
Suggestion	Magkaroon ng maayos na pila sa bawat booth
Compliment	Satisfying
Compliment	very helpful for graduating student to find companies to work for
Compliment	The job fair is really fair, open for everyone
Complaint	Scheduled to start at 0800 but it started at 0900
Compliment	The job fair is very helpful for us, students since it help us find work immediately after graduation
Compliment	Easy to understand the mechanics
Compliment	Smooth na pag uusap lang
Compliment	GOOD COMPANY IN JOB FAIR
Compliment	good giving opportunity to fresh grad
Compliment	Napakagandang pagkakataon para mabigyan lahat ng opportunity

Suggestion	Please paki ayos ng schedule or timetable mejo abala if hindi nasunod nakatakandang oras
Compliment	Nice
Compliment	The event is organized
Compliment	The job fair is awesome
Compliment	Good enough
Compliment	Good
Compliment	Good job
Compliment	useful job fair
Compliment	please fix the national anthem before proceeding thankyou
Compliment	Good
Compliment	maganda ang naging proseso
Compliment	The event was amazing the company that showed up and took there time to participate in the event was great, they give us student an idea on what we need to prepare and understand.
Suggestion	Sana maayos na yung pagplay ng national anthem.
Compliment	The event is good and managed properly.
Compliment	The flow of Job Fair is good
Compliment	Thank you po for considering my requirements kahit na late po ako nagpasa.
Compliment	need to encourage more companies

Service number	47
Service name	Issuance of Certificate of Good Moral Character (CGMC)
Type	External Services
Free response	
Customer Feedback	Details
Suggestion	Need more people to easy transaction.
Complaint	Time consuming.
Complaint	Mabagal yung process and mahaba yung pila.
Complaint	Please folloe hat instructions you issued. If only I know I can get good moral even though my number is not yet announced I should have stayed.
Suggestion	Prioritize work before personal conversation.
Suggestion	Please be organize earlier time.
Suggestion	Mas magkaroon ng maayos na sistema.
Suggestion	Improve the time management for accommodating clients.
Suggestion	To make a organize numbering/line for release.
Suggestion	Need proper accommodation.
Suggestion	Mas okay kung mas organize ang pagpila ng mga student.
Suggestion	More timely and follow the given schedule and maybe add more people power.
Suggestion	By portion ng task ang maaring gawin upang hindi magkaroon ng kaguluhan at hindi magtagal.
Suggestion	Be organized, unahin yung mga nauna.
Suggestion	Sana mas maayos na pagkakasunod sunod ng pila.
Suggestion	Provide number para di halo halo.
Suggestion	Thank you for your hard work on this event, but make it faster.
Complaint	Sana ay mas maging maayos ang process ng papers.

Suggestion	Faster process.
Suggestion	Magkaroon ng schedule per course para hindi dumugin.
Suggestion	Make the service faster by scheduling the students base on their respective course.
Suggestion	I hope the staff are more kind.
Suggestion	Be on time and be organized.
Suggestion	More man power for smoother operations.
Complaint	Ang gulo ng queue.
Complaint	Masyado pong matagal. Salamat.
Suggestion	Sound system to clarify names when announcing.
Suggestion	Be organized on papers.
Suggestion	Have a systemized process.
Suggestion	Much better way of system.
Suggestion	More student volunteer.
Suggestion	Be more organize.
Compliment	Smooth transaction.
Compliment	Great service.
Compliment	Trasaction went well.
Complaint	Medyo matagal po.
Compliment	Good service.
Compliment	Excellent service.
Compliment	Fast assistance & approachable.
Compliment	Kahit sila ay understaffed. Nagawa pa rin nila ang aking mga kailangan.
Compliment	Good
Compliment	Nice service.
Compliment	Very good.
Compliment	Very good.
Compliment	Good service.
Compliment	Fast service, approachable saff.
Compliment	Good accommodation.
Compliment	Magaling at mabilis.
Compliment	I am satisfied but medyo natagalan lang.
Compliment	Very professional.
Compliment	They are responsive and direct.
Compliment	Thank you!
Compliment	They give step by step instruction to accommodate studnets.
Compliment	The instruction are clear easy to accommodate and the staff are helpful.
Compliment	Good student communication and support.
Compliment	Good service.
Compliment	Very good service.
Compliment	Well-accommodated.
Compliment	Mababait na tao madaling kausapin.
Compliment	Although a lot of studnets come in today. They handled it fast and clear for other purposes and remained calm.
Compliment	Very good.
Compliment	So fair.
Compliment	Naibigay ng ayos ang form.

Compliment	Good management.
Compliment	The service was indeed good.
Compliment	Very good. Thank you.
Compliment	Salamat po sa serbisyo.
Compliment	Very good.
Compliment	On time binibigay so, walang problema.
Compliment	Organized.
Compliment	Thank you.
Compliment	Easy to access documents.
Compliment	Maaasahan. Good job.
Compliment	Good assist on students.
Compliment	Good job.
Compliment	Fast transaction.
Compliment	Maayos.
Compliment	The service was great. I got my requirements within a day.
Compliment	Maayos
Compliment	Good service! Thank you!!!
Compliment	Good.
Compliment	Nice!
Compliment	Professional.
Compliment	Maayos and mabilis na process.
Compliment	Good. Thank you.
Compliment	The flow of the transaction was smooth.
Compliment	Maayos ang flow.
Compliment	Very good services and nice people.
Compliment	Maganda.
Compliment	Got it earlier than expected.
Compliment	Very fast transaction.
Compliment	Magandang trabaho! Panatiliin ito!
Compliment	Informative and fast service.
Compliment	Nice.
Compliment	Good service.
Compliment	Fast service, friendly staff.
Compliment	Good service.
Compliment	Good.
Compliment	Good communication, on-time!
Compliment	Good service.
Compliment	Fast transaction.
Compliment	They are approachable and helpful.
Compliment	Efficient work.
Compliment	Good service.
Compliment	Good service.
Compliment	OK naman.
Compliment	Good & accommodating.
Compliment	Very nice!
Compliment	GG well played!

Compliment	Accommodating staff and fast & good services.
Compliment	Very helpful!
Compliment	Fast process.
Compliment	Fast service.
Compliment	Fast transaction.
Compliment	Fast and smooth transaction.
Compliment	Keep it up goodwork!
Compliment	Good service, and easy to communciate. Suggestion: Provide wifi.
Compliment	Mababait ang mga staff.
Compliment	Staffs are very responsive and helpful.
Compliment	Mabilis na proseso.
Compliment	Good.
Compliment	Staff are atentive to inquiries and they respond politely and with sense of urgency!
Compliment	Very helpful & accommodating.
Compliment	Good service!
Compliment	Fast transaction.
Compliment	Fast transaction.
Compliment	Good service.
Compliment	The service was very responsive and assuring.
Compliment	Attentive staff and they helped me very nuch.
Compliment	Good service.
Compliment	Fast process.
Compliment	Good service.
Compliment	Nice service.
Compliment	Advance announcement is good.
Compliment	Thanks for the service!
Compliment	Mabilis at maayos na proseso.
Compliment	Excellent service.
Compliment	Accommodated us quickly.
Compliment	Chill lang po si kuya, nice!
Compliment	Fast and reliable parang si handy manny.
Compliment	The steps were easy and simple, the process of my transaction went smooth.
Compliment	Good service and fast transaction.
Compliment	Mabilis at mahusay ang mga tumulong sa akin.
Compliment	Great.
Compliment	Good accommdation.
Compliment	Fast, efficient service.
Compliment	Service is good!
Compliment	Thank you, good job po!!!
Compliment	Good job!!!
Compliment	Great!
Compliment	Good.
Compliment	Fast service.
Compliment	Quick service.
Compliment	They are approachable.
Compliment	Good.

Compliment	Fast and easy transaction!
Compliment	Very good!
Compliment	Mabilis lang ang transaction.
Compliment	Magaling.
Compliment	Mabilis na processing time.
Compliment	Very good staff, fast transaction.
Compliment	Responsive and quick transaction. Thanks!
Compliment	Much faster kudos!!!
Compliment	Good.
Compliment	No necessary comments.
Compliment	Great service.
Compliment	Well accommodated.
Compliment	Great at providing information to what process should be done. Especially Kyla Soriano.
Compliment	Good service.
Complaint	Too much waiting time, waited for 2 and half hours.
Suggestion	Sana po po-nost muna yung list na makakakuha agad ng docs.
Compliment	Fast transaction.
Compliment	Super thanks sa fast transaction of your offices. Thank you so much po OSA!
Compliment	Good reception
Compliment	Good and detailed explanation.
Compliment	I am satisfied with the service and the persons in charge are very polite.
Compliment	Fast transaction.
Compliment	Good!
Compliment	Fast and easy transaction.
Compliment	Nice! The service was quick and the process was easy.
Compliment	Very accommodating and fast transaction.
Compliment	Responsiveness.
Compliment	Well explained procedure for request.
Compliment	Mabilis ang transaction.
Compliment	Mabilis nailabas ang kailangan ko.
Compliment	They are responsible and reliable.
Compliment	They are good and fast.
Complaint	SOBRANG BAGAL NG TRANSACTION, LAGPAS ISANG ORAS LAGI ANG WAITING TIME, HINDI ACCOMMODATING YUNG MGA INTERNS MADALAS NAKASIMANGOT AT HINDI MAAYOS PUSTURA PAG HUMAHARAP SA TAO.
Compliment	Very organize.
Compliment	Easy and smooth transaction.
Compliment	fast and easy to understand but IQMS can be better.
Compliment	Fast and organized transaction.
Compliment	Mabilis & responsive sa needs.
Compliment	Good sevice.
Compliment	Good service.
Compliment	Madali masundan ang proseso.
Compliment	Mabilis at madaling sundan ang proseso.
Compliment	Fast and informative process.
Compliment	Fast transaction.

Compliment	Ayos siya, mabilis.
Compliment	Accommodating, guide release of documents requested.
Compliment	Good job.
Compliment	Very fast service.
Compliment	Good service.
Compliment	The people landling are well coordinated and very accommodating.
Compliment	Good service.
Compliment	Their service is good specially Ms. Kyla Soriano.
Compliment	The staff has good service. Specially Miss Kyla Soriano.
Compliment	Good service!
Compliment	Good transaction/service.
Compliment	Good transaction/service.
Compliment	Thank you po for your good service.
Compliment	Good service. Thank you!!!
Compliment	I am satisfied with the service that I availed.
Suggestion	Make clear instruction on processing CGMC.
Compliment	Thank you for fast transaction of my request.
Compliment	Good service.
Compliment	Kind.
Compliment	The personnel are kind & helpful.
Compliment	I was treat kindly and fairly.
Compliment	The personnel are very accommodating.
Compliment	Yung mga nag guide samin ay kalmado.
Compliment	Very accessibel, good service.
Compliment	Good work!
Compliment	Fast response, great handling students.
Compliment	Fast service.
Compliment	Good job!
Compliment	Approachable.
Compliment	Thank you for smooth transaction.
Compliment	Very responsive.
Compliment	Mabilis ang transaksyon.
Compliment	They are very responsive.
Compliment	TY.
Compliment	Good job!
Complaint	Even though the file is on top my certificate was not regard.
Complaint	Sobrang bagal ng transaction. Lagpas isang oras lagi ang waiting time. Hindi accommodating yung interns, madalas nakasimangot at hindi maayos pustura pag humaharap sa tao.
Compliment	Fast and reliable. Well informed with the procedures.
Compliment	I am satisfied with the service.
Compliment	Good service and fast transaction.
Compliment	Thanks.
Compliment	Thank you for the nice service.
Compliment	Maasikaso, approachable.
Compliment	Fast transaction.
Compliment	Thank you so much TUPC, until then...

Compliment	Very good at handling client/student.
Compliment	Fast transaction, polite service.
Compliment	Very accommodating.
Compliment	Mabilis, maasahan.
Compliment	Fast processing of good moral certificate.
Compliment	Good services.
Compliment	Responsive.
Compliment	Good service procedure and friendly staff.
Compliment	Okay.
Compliment	Thank you po.
Compliment	Good service. Thank you po, ma'am.
Compliment	Good.
Compliment	Very fast transaction and accommodating.
Compliment	Fast service.
Compliment	Good service.
Compliment	Goods talaga ang services.
Compliment	Goods naman.
Compliment	Super good job! Godbless.
Compliment	Very responsive & easy access.
Compliment	Complimentary.
Compliment	No problems encountered.
Compliment	Magandang serbisyo.
Compliment	Goods naman po!
Compliment	Staff is accommodating and have a pleasant personality. Thank you.
Compliment	Very good.
Compliment	Good.
Compliment	Good service.
Compliment	Maayos po.
Compliment	Ease of transaction due to online application.
Compliment	Polite Assistant
Compliment	Efficient system / online forms.
Compliment	Receiving documents I need in instant. Thank you.
Compliment	Fast process of releasing of good moral.
Compliment	Service satisfactory.
Compliment	Mabilis ang process.
Compliment	Very fast.
Compliment	Satisfied.
Compliment	Smooth transaction.
Compliment	Fast transaction.
Compliment	The process run smoothly. Super bilis po.
Compliment	Fast transaction. Good job!
Compliment	The facility improves very well after 4 years of my experience.Keep up the good work.
Compliment	Fast transaction, easy accommodation.
Compliment	Great.
Compliment	Great.

Compliment	Mabilis at maayos ang proseso.
Compliment	Maganda ang service.
Compliment	Great sevice.
Compliment	Mabilis ang proseso at madali.
Compliment	Maayos ang proseso sa pagkuha ko ng good moral.
Compliment	Very accommodating and super bait kausap ng staffs.
Compliment	No problem transacting.
Compliment	Organized process.
Compliment	Good and reliable service.
Compliment	Nice services.
Compliment	The process is smooth and reliable.
Compliment	Very good.
Compliment	Good service, good job.
Compliment	The process was easy and fair.
Compliment	Good.
Compliment	Good service.
Compliment	Mabilis.
Compliment	Mabilis ang proseso.
Compliment	Fast transaction.
Compliment	Making forms available online, nice!!
Compliment	Good service.
Compliment	Nice staff.
Compliment	Nice staff.

Service number	48
Service name	Clearance
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Thank you for assisting me.
Compliment	Good accommdation for customer.
Compliment	Very good. Fast transaction.
Compliment	Approachable ang staffs and very easy to take to.
Compliment	God bless
Compliment	Good service!
Compliment	Mabilis ang process.
Compliment	Good service.
Compliment	Fast process of documents needed.
Compliment	Panatilihin ang mabuting trabaho.
Compliment	The process is quick.
Compliment	Thank you.
Compliment	Thanks.
Compliment	Good service.
Compliment	Fast and reliable.
Compliment	Good service.

Compliment	Good service.
Compliment	Great accommodation.
Compliment	Fast and smooth transaction.
Compliment	Good, thank you.
Compliment	Good ang facility and maayos ang flow.
Compliment	No hassle, quick and clear instructions.
Compliment	Very reliable, helpful.
Compliment	Thank you.
Compliment	They accommodate us properly.
Compliment	GG well played.
Compliment	Well organized.
Compliment	mabilis ang prosesong.
Compliment	mabilis ang prosesong at mababait ang mga staff.
Compliment	Good services. Thank you!
Compliment	Good service thank you.
Compliment	Quick to process forms and application.
Compliment	Very good and nice accommodation.
Compliment	Nice.
Compliment	Maganda at mabilis na serbisyo.
Compliment	Very accommodating and helpful.
Compliment	Magandang serbisyo.
Compliment	Nice accommodation of staff.
Compliment	Excellent for responsiveness.
Compliment	mabilis ang prosesong.
Compliment	Good.
Compliment	Very good.
Compliment	Very good.
Compliment	Mabilis maasikaso ang mga requirement.
Compliment	Organized staffs.
Compliment	Everything was fast and clear.
Compliment	Keep up the good work.
Compliment	Good job.
Suggestion	Magkaroon ng morning session di lang sa hapon.
Suggestion	Suggesting to have a better and more convenient way to accommodate students when taking such requirements.
Compliment	Smooth and fast transaction.
Compliment	Organized.
Compliment	Nice service.
Compliment	Fast service and responsiveness.
Compliment	Very good.
Compliment	Good service.
Compliment	Very good service.
Compliment	Very good.
Compliment	Maayos at mabilis.
Compliment	Well-behaved staff.
Compliment	Fast process for clearance.

Compliment	Fast rprocessing procedure, accommodating staff.
Compliment	Warm approach, keep it up!
Compliment	Attentive & accommodating. The workers are responsive and fast.
Compliment	Good service.
Compliment	Great.
Compliment	Excellent.
Compliment	Fast transaction.
Compliment	Great implementation of technology.
Compliment	Fast process.
Compliment	Good and fast service, comfortable accommodation.
Compliment	Good process and nice staff.
Compliment	Very helpful and accommodating!
Compliment	Organized service.
Compliment	Mabilis. Galing nung site kapag ready na yung document.
Compliment	Very fast and goof.
Compliment	Good at services and very approachable.
Compliment	Doing fine.
Compliment	I compliment them for assisting me immediately.
Compliment	Good service, very accommodating.
Compliment	Fast transaction.
Compliment	Nice good work.
Compliment	The services are good.
Compliment	maintain the good service.
Compliment	Good!
Compliment	Good service.
Compliment	Good service.
Complaint	The facility doesn't smell nice or accommodating.
Suggestion	Pagkibilisan naman sana ang pagaasikaso.
Suggestion	More instruction.
Compliment	Service are good.
Compliment	Good service.
Compliment	Mahusay na serbisyo.
Compliment	Thank you for the service.
Compliment	Very good.
Compliment	Good service. Fast transaction.
Compliment	Mabilis lang ang process and attentive.
Compliment	Staff are easy to approach.
Compliment	Good job.
Compliment	Excellent service.
Compliment	Good service.
Compliment	Good!
Compliment	They are accommodating.
Compliment	The transaction was fast.
Compliment	Smooth process and very organized.
Compliment	Maayos ang serbisyo.
Compliment	Good services.

Compliment	Fast service.
Compliment	Fast service.
Compliment	The transaction with the office was quick.
Compliment	Mabilis at maasahan ang mga staff.
Compliment	They provide good service.
Compliment	Very accommodating.
Compliment	Maayos na system or pamamalakad.
Compliment	Very satisfied with the service.
Compliment	Well-accommodating.
Suggestion	Better method of announcement of schedule.
Compliment	Accommodating.
Compliment	Great job, keep up the good work.
Compliment	Excellent service, approachable.
Compliment	Thank you for your responsive and easily to communicate regards for our concerns.
Complaint	Unclear instructions. Power tripping by female staff.
Compliment	Malamig yung kuartero saka malawak naman.
Compliment	Good service.
Compliment	Very fast transaction. Great for school office.
Compliment	Fast transaction.
Compliment	Clear, organized guidance and willingness to accommodate the needs of the students.
Compliment	Very fast transactions.
Compliment	I am really happy for the progress of student affairs these past few years, the service was fast and easy, thank you <3.
Compliment	fast and good.
Compliment	Organize how the queue is being held.
Compliment	Nice job.
Compliment	Thank you.
Compliment	The transaction and communication were easy and simple I am satisfied with the service.
Compliment	Mabilis at mabisa ang serbisyo at mabait ang mga nagseserbisyo.
Compliment	Fast transaction.
Compliment	Very accommodating.
Compliment	Satisfied.
Compliment	I got what I needed.
Compliment	Very good service.
Suggestion	improvement.
Compliment	Good service.
Compliment	Mabilis lang hue hue hue.
Compliment	Patas ang pakikitungo ng bawat kawani, walang kinikilingan.
Compliment	Mabilis sila ma'am/sir.
Compliment	Just keep up doing the good work, but also consider all kinds of options.
Compliment	Service was good.
Compliment	Mabilis na proseso.
Compliment	Accommodating staff.
Compliment	Organize and understandable.
Compliment	Good service, accommodating.

Compliment	Good service.
Compliment	They have online announcement so that not to crowded in OSA.
Compliment	The office and staff was fair to everyone.
Compliment	Napaka galing!!
Compliment	Good.
Compliment	Satisfied with your service thank you!
Compliment	Nice service!
Compliment	Services are good.
Compliment	Nice.
Compliment	Very good.
Compliment	Mabilis ang transaction.
Compliment	Maayos lagi ang proseso sa OSA.
Compliment	Very accommodated.
Compliment	Good.
Compliment	Very accommdoated with the students.
Compliment	The process is getting faster, which is good.
Compliment	All goods.
Compliment	Approachable and easy to communicate.
Compliment	The new system is good.
Compliment	Very good service.
Compliment	Fast transaction.
Compliment	Good service.
Compliment	Good.
Compliment	I am satisfied with the service.
Compliment	I am very satisfied.
Compliment	Fast and easy operation great job.
Compliment	Very assistive.
Compliment	Considerate.
Compliment	Mabilis na proseso.
Compliment	Good service.
Compliment	Good and fast transaction.
Compliment	Mabilis na proseso.
Compliment	Fast.
Compliment	Smooth & fast transactions.
Compliment	Accommodating.
Compliment	Mabilis ang transaksyon.
Compliment	Very approachable.
Compliment	Good job.
Compliment	mabilis ang naging transaksyon, nakakamangha at sana ay tumagal.
Compliment	Fast transactions.
Compliment	Very good accommodations.
Compliment	Mabilis ang process pagdating sa clearance.
Suggestion	Flexible time.
Compliment	Very good service.
Compliment	Fast and easier method comapre to past process.
Compliment	salute for the developer.



Compliment	mabilis ang proseso. Naibigay kaagad ang aming mga kailangan papeles.
Compliment	The service is great and the faculty is very approachable.
Compliment	The process os fast and the staff are cooperative.
Compliment	Fast queue.
Compliment	Nice service.
Compliment	Fast and reliable.
Compliment	Good.
Compliment	Ito lang po ang mayroong CSMF.
Compliment	Fast.
Compliment	The faculty along with the members assure a quality and great service with me as their client.
Compliment	Good service.
Compliment	Good service.
Compliment	Organized.
Compliment	Good service.
Compliment	Very fast.
Compliment	Good service & fast transaction.
Suggestion	Announcement to when can do the clearance early.
Compliment	Maayos na proseso.
Compliment	Very good.
Compliment	Fast transaction.
Compliment	Very fast and organize.
Compliment	Excellent!!!
Compliment	Good service.
Compliment	Mabilis ang pagbibigay ng aking papel.
Compliment	Great.
Compliment	Good.
Compliment	Nice.
Compliment	Everything is under control.
Compliment	Good service.
Suggestion	Dagdagan ang nasa front for fast transaction.
Compliment	Salamat.
Compliment	Salamat.
Compliment	Good service.
Compliment	Good service.
Compliment	Good.
Compliment	The personnel in charged help is and easy to approach.
Compliment	They accommdates us very well.
Compliment	Solid po ang serbisyo.
Compliment	Good as new.
Compliment	Maayos na pagtatawag ng studyante.
Compliment	Good service.
Compliment	Mabilis mag process.
Compliment	Good job!
Compliment	Very good, very nice.
Compliment	Good service and accommodating.

Compliment	Good service!!
Compliment	God bless us all!
Compliment	Nice service.
Compliment	Good.
Compliment	Good, okay.
Compliment	Thank you po.
Compliment	Fast transaction.
Compliment	Customer satisfaction.
Compliment	Great!!!
Compliment	Good service.
Compliment	Have a good service.
Compliment	Mabilis na process.
Compliment	Very good!
Compliment	Fast transaction.
Compliment	Very good.
Compliment	Very good.
Compliment	Good service.
Compliment	Excellent.
Compliment	Waited for a reasonable amount of time.
Compliment	Very fair to everyone and I got what I need.
Compliment	Very well service, keep it up!
Compliment	Very smooth and good transaction.
Compliment	Very fast transaction and very friendly staff.
Compliment	Good services, fast transaction.
Compliment	Satisfied feedback.
Compliment	Quick response.
Compliment	Thank you for good service.
Compliment	Fast transaction. Good.
Compliment	Thank you po ma'am.
Compliment	Thank you for the service po!
Compliment	Fast service!
Compliment	Very good in service because they have ma'am bevs to guide them.
Compliment	Fast transaction.
Compliment	Easy procedure.
Compliment	Smooth and fast transaction.
Compliment	Mabilis ang process.
Compliment	Mabilis yung process.
Compliment	Mabilis po. Nice.
Compliment	Mabait at mabilis.
Compliment	Fast servicesm and easy to communicate.
Compliment	OSA is always welcoming supportive, and ready to help students feel heard and guided.
Compliment	Quick service.
Compliment	Mabilis at smooth ang process.
Compliment	Super favorite.
Compliment	Fast process.

Compliment	Keep up the good work. Thank you.
Compliment	Systematic.
Compliment	The service is good.
Compliment	Very approachable!
Compliment	Maayos at maganda.
Compliment	The services were great.
Compliment	Maayos kausap.
Compliment	Good service.
Compliment	Fast transaction and kind service.
Compliment	Good.
Compliment	Reliable.
Compliment	Good job!
Compliment	Good service.
Compliment	Good service. Thank you!!!
Compliment	Quick response & organized.
Suggestion	Please always be on time.
Compliment	Ahead of time.
Compliment	Good.
Compliment	Fast transaction.
Compliment	Good service.
Compliment	Good service.
Compliment	Easy access, clear instructions, clean, presentable.
Compliment	Fast processing of needed papers.
Compliment	Good services.
Compliment	Very responsive.
Compliment	Good.
Compliment	Maayos ang serbisyo at maasahan.
Compliment	Good.
Suggestion	Much better flow.
Compliment	Staffs are reliable and attentive.
Compliment	Good, thank you.
Compliment	Organized.
Compliment	Very fast transaction.
Compliment	Easy to make transactions esp. when it is related to required docs.
Compliment	Fast transaction.
Suggestion	Remind lang ahead of time sa process.
Suggestion	Ventilation.
Compliment	Thank you for the service.
Compliment	Satisfied.
Compliment	Mabilis ang pag proseso ng mga kailangan.
Compliment	Ang bait ng nagaassists.
Compliment	Good service, maganda yung flow nila.
Compliment	Fast transaction.
Compliment	Goods.
Compliment	Mabilis ang proseso.
Compliment	Good job.

Compliment	Good job.
Compliment	Maayos.
Compliment	Good job.
Compliment	Good!
Compliment	Fast and easy transaction.
Compliment	Good job!
Compliment	Good job!
Compliment	Very fast transactions.
Compliment	Maayos pakikitungo sa akin ayon lang salamat.
Compliment	Okay.
Compliment	Good service.
Compliment	Fast transaction.

Service number	49
Service name	Processing of Application for Student Assistantship
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Fast transaction, thank you.
Compliment	Smooth transaction about printing/photocopy.
Compliment	Mabilis at maganda ang pakikitungo sa amin.
Compliment	Fast and clean of assisting.

Service number	50
Service name	Accreditation of Student Organizations
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Well planned event, well prepared.
Compliment	Well facilitated and organized.
Compliment	Approachable po and was treated courteously by the staff.

Service number	52
Service name	Review of Video Presentation for Clearance
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Reliability and fast.
Compliment	Fast.
Compliment	Fast response and easily accommodate.
Compliment	Very reachable and mababait po ang mga teachers.
Compliment	Nice.
Compliment	Fast transaction.
Compliment	Good service.

Compliment	Mahusay.
Compliment	Good transaction.
Compliment	Very responsive.
Compliment	The office is very responsive accommodating.
Compliment	Very good.
Compliment	Very good!
Compliment	Mabilis ang prosesong.
Compliment	Accommodating. Fast review of plagiarism and video demo.
Compliment	It's a good transaction and I do not have any suggestion or complaint what so ever.
Compliment	Good service.
Compliment	Easy to communicate.
Compliment	Mabilis na serbisyo.
Compliment	(Easy to approach) the people are approachable. The transaction was fast which helps us to comply easily for our thesis req.
Compliment	I like how fast and easy they are to process my plagiarism check and video review.
Compliment	Salamat.
Compliment	Very fast.
Compliment	Approachable & pleasant service.
Compliment	The process of transaction is good. Thank you!
Compliment	Good management.
Compliment	Thank you for the free service ma'am/sir.
Compliment	The staff is very kind and helpful. I got what I need without any inconvenience.
Compliment	Smooth transactions.
Compliment	Good facility. Always answering directly to the questions of the student.
Compliment	Well-accommodate.
Compliment	Mabilis ang process at napakabait ni Sir Ben, laging sumasagot sa tanong.
Compliment	Good service.
Compliment	Fast service. Kind staff.
Compliment	Good service and fair for all students.
Compliment	Responsive.

Service number	53
Service name	Materials-Lending Services
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Thank you for letting us borrow your oven to be used in our research.

Service number	54
Service name	Plagiarism Checking Services
Type	External Services
Free response	
Customer Feedback	Details
Compliment	The services/staffs are friendly & fast. Thank you po, ORS!!!
Compliment	Very accommodating and reliable.

Compliment	Sobrang bilis na serbisyo at nakuha agad.
Compliment	The staff were very helpful and approachable!
Compliment	Fast transaction.
Compliment	Nice.
Compliment	Fast transaction.
Compliment	Maganda ang service.
Compliment	Very good.
Compliment	Mabilis.
Compliment	Quality service.
Compliment	Service is fast and efficient.
Compliment	Very responsive.
Compliment	Accommodating.
Compliment	Mahusay at mabilis akong nakapag-request. Mabait sila.
Compliment	Panatilihin ang mabuting trabaho. Maraming salamat!
Compliment	Satisfied.
Compliment	Very approachable, accommodating and good service.
Suggestion	Put signage.
Compliment	Satisfied.
Compliment	Good service.
Compliment	Mabilis magprocess ng document. Thank you po.
Compliment	Mabait, madaling tulong.
Compliment	Very accommodating and responsive emails.
Compliment	Fast accommodation.
Compliment	Great and friendly transaction.
Compliment	Pagpupuri.
Compliment	Easy to communicate.
Compliment	Organized and easy to access the office.
Compliment	Fast transaction.
Compliment	Mahusay, mabilis.
Compliment	The person-in-charge are all approachable and respectful in answering queries and information.
Compliment	Mahusay.
Compliment	Smooth process and transaction.
Compliment	Easy transaction.
Compliment	Well accommodating.
Compliment	Very excellent, fast transaction.
Compliment	Good service. Thank you!
Compliment	Super bilis nung service.
Compliment	Thank you for the service.
Compliment	Fast service, within one day release.
Compliment	A very informative information.
Compliment	Salamat po sa inyong serbisyo.
Compliment	Fast service.
Compliment	Good service.
Compliment	Fast, reliable & smooth transaction.
Compliment	Fast transaction and staffs are nice.

Compliment	Very responsive, and mabilis!
Compliment	Great services for office.
Compliment	Very fast and instructive.
Compliment	The request was successfully guaranteed and complied.
Compliment	Good service.
Compliment	Good service & approachable.
Compliment	Very good in service.
Compliment	Provided easy service to student.
Compliment	Amazing.
Compliment	Very fast.
Compliment	Nasasagot lahat ng tanong.

Service number	55
Service name	Request for NON-DISCLOSURE AGREEMENT (NDA)
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Mabilis ang pagtugon.
Compliment	Panatilihin ang mabuting trabaho.
Compliment	Maganda/mabilis/friendly service.
Compliment	All of the transaction are good and nice.
Compliment	The information given are detailed and good service.
Compliment	Approachable staff.
Compliment	Very satisfactory service.
Compliment	Very good service.
Compliment	Good service.
Compliment	We are satisfied to the assistance.
Compliment	Clear and convenient ang process.
Compliment	Fast service, understandable instructions.
Compliment	Every question is answered and fast transaction.
Compliment	The process was fast and easy.
Compliment	Provided the necessary service with high professionalism.
Compliment	Nice po si sir!
Compliment	Fast and efficient.
Compliment	Tells everything (instructions) need to know.
Compliment	Good service.
Compliment	Good service.
Compliment	Very approachable, helps us in every way he can.
Compliment	Very fast and smooth transaction.
Compliment	Mabilisang transaksyon.
Compliment	Mahusay.
Compliment	Smooth and fast transaction.
Compliment	Mabilis ang serbisyo at mabait ang staff.

Service number	56
Service name	Assessment of Tuition and Miscellaneous Fees for Special/Tutorial Classes
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Mabait kausap at mabilis.
Compliment	Mabilis at responsive ang service.
Compliment	Good job, nice one.
Compliment	Was accommodated fast and without problem.
Compliment	Please add more seats!!!
Compliment	Mabilis at maayos na komunikasyon sa bawat mag-aaral.

Service number	57
Service name	Application for Clearance
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Madali Maka-usap.
Compliment	Fast Transaction
Compliment	Thank you for giving wonderful experiences and memories.
Compliment	Thank you!
Compliment	Fast transaction.

Service number	58
Service name	Request for Use of Campus Facilities (Auditorium, Audiovisual Room, Conference Room and Hostel)
Type	External Services
Free response	
Customer Feedback	Details
Compliment	The transaction was fast and simple.

Service number	59
Service name	Request for Use of Campus Vehicle
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Thank you Ma'am Ana for your prompt action on my request.

Service number	61
Service name	Issuance of Certification of Availability of Funds (CAF)
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Quick Response.
Compliment	Accommodating & very helpful.
Compliment	Napakabilis ng serbisyo ng makabayan.

Service number	62
Service name	Collection of Tuition and Miscellaneous Fees
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Thank you for smooth transaction.
Compliment	Thanks for fast transaction.
Compliment	The service is good quick and reliable.
Compliment	Very accommdoating.

Service number	63
Service name	Collection of Fees for Student Credentials
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Maganda ang serbisyo, kaso mahal haha.
Compliment	I am satisfied.
Compliment	Thank you so much!!
Compliment	Fast transaction.
Compliment	Mabilis naman ang trasaction.
Compliment	Great service.
Compliment	Good service.
Compliment	Fast service.
Compliment	Great service.
Compliment	Mahusay.
Compliment	Commendable.
Compliment	Okay lang po.
Compliment	Mabilis naman.
Compliment	Mabilis po ang transaction.
Compliment	mabait, nakangiti at mabilis ang transaksyon.
Compliment	Mabilis ang proseso.
Suggestion	Signages from gate guard to office building.
Compliment	Nice!
Compliment	Very good!

Compliment	Mabilis ang process.
Compliment	Mabilis na serbisyo.
Compliment	Fast transaction.
Compliment	Very accommodating & helpful!
Compliment	Very good!
Compliment	Easy transaction/good service.
Compliment	The person at the desk is very accommodating.
Compliment	Good services.
Compliment	Good job!
Compliment	Friendly and madaling kausap.
Compliment	Very approachable. Easy transaction.
Compliment	Fast transaction.
Compliment	Fast transaction.
Compliment	Fast transaction.
Compliment	Good transaction & good service.
Compliment	A very good service.
Compliment	Good service.
Compliment	Good service.
Compliment	Good service.
Compliment	Maayos ang pakikitungo.
Compliment	Maayos ang pakikitungo.
Compliment	Good services.
Compliment	Very accommodating.
Compliment	Fast and easy transaction!
Suggestion	Medyo malayo/di tanaw/liblib.
Compliment	Nice.
Compliment	Quick service.
Compliment	Good.
Compliment	The transaction is fast and the teacher assigned is very accommodating.
Compliment	Fast service.
Compliment	Good accommodation.
Compliment	Good service.
Compliment	Alright.
Compliment	Remarkable.
Compliment	Mabilis process.
Compliment	Fast transaction.
Compliment	Good job.
Compliment	Thank you po sa service.
Compliment	Fast service. Kind staff.
Compliment	Easy to communciate with.
Compliment	Fast transaction & accommodating staff.
Compliment	My transaction is smooth sailing.
Compliment	The staffs are nice and attentive.
Compliment	The staffs are very accommodating.
Compliment	Responsive.
Compliment	Fast transaction.

Compliment	Responsive.
Compliment	Fast transaction.
Compliment	Good job!
Compliment	Great service.
Compliment	Fast.
Compliment	The service was fast and didn't cost a minute of time.
Compliment	Thank you for your service.
Compliment	Maayos at maganda ang pag-assist nila sa akin at naka-smile.
Compliment	Approachable and was treated courteously by the staff.
Compliment	Fast transaction.
Compliment	Easy process.
Compliment	Fast transaction.
Compliment	Straight forward!
Compliment	Mabilis ang response at mabait ang staffs.
Compliment	Nice. Thank you.
Compliment	Sobrang bilis.
Compliment	Prompt.
Compliment	Salamat.
Compliment	Mabilis, accessible.
Compliment	Very accommodating.
Compliment	Very good service.
Compliment	Mabuti iba na hindi na masungit.
Compliment	Easy and fast.
Suggestion	Hopefully they allowed issuing TOR online for less hassle.
Compliment	Fast and reliable service.
Compliment	Good and responsive services and also easy to communicate with.
Compliment	Magaling.
Compliment	Very accommodating.
Compliment	Responsive.
Compliment	Maayos naman po ang pagbati at maayos po sila makitungo po.
Compliment	Good staff attitude, and always smile naman po. Registrar and chashier.
Compliment	Mabait at very accommodating ang mga staff.
Compliment	Mabilis ang proseso.
Compliment	Maganda ang pag assist ng staff. Thank you.
Compliment	Pure compliments.
Compliment	Fast transaction.
Compliment	Mabiils ang proseso.
Compliment	Fast & kind.
Compliment	Mabilis na serbisyo.
Compliment	Very approachable & polite.
Compliment	Fast & efficient service.
Compliment	Pagpapasalamat sa maayos na serbisyo at magandang pakikipagusap.
Compliment	Service is fast.
Compliment	Very accommodating and approachable.
Compliment	The service was good and quick.
Compliment	Mabait yung staff and accommodating, thank you po.

Compliment	Great.
Compliment	Very good.
Compliment	Very good.
Compliment	Mabilis transaction 10/10.
Compliment	Maayos po ang serbisyo.
Compliment	Maayos at magalang silang kausap.
Compliment	Polite & nice.
Compliment	Very helpful.
Compliment	Thay accommodated us courteously.
Compliment	Good service.
Compliment	Fast & easy process.
Compliment	Fast transaction.
Compliment	Very friendly and accommodating.
Compliment	Good job!
Compliment	Mabilis.
Compliment	Smooth transaction.
Compliment	All goods in the hood.
Compliment	The line moves quickly and the process is easy.
Compliment	All goods naman po!
Compliment	Ease of transaction due to online applications.
Compliment	Currently providing excellent service.
Compliment	Mabilis & approachable.
Compliment	Easy transaction, and very polite.
Compliment	Fast transaction.
Compliment	Very good.
Compliment	Very active, good job.
Compliment	Approachable and very nice.
Compliment	Responsive and easy access.
Compliment	Thank you po "MARCH".
Compliment	Very accommodating.
Compliment	Great.
Compliment	Than kyou!
Compliment	It gives smooth transaction without any concept.
Compliment	Good service.
Compliment	Fast.
Compliment	Fast transaction.
Compliment	Fsat and kind.
Compliment	Good services.
Compliment	Maganda p oang serbisyo.
Compliment	Mabilis ang proseso.
Compliment	Good.
Compliment	Good service.
Compliment	Fast service.
Compliment	Mabait mag assist si mam nakakatuwa.
Compliment	Good service.
Compliment	Great.

Compliment	The process is smooth and reliable.
Compliment	Nice.
Compliment	SSS - Solid sa serbisyo.

Service number	64
Service name	Collection of Stall Rental Fees
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Very good customer service.

Service number	65
Service name	Medical Consultation for Common Ailments
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Noice.
Compliment	I am glad I can always ask something I need without getting an uncomfortable feeling.
Compliment	Mabait ang mga staffs and si Doc.
Compliment	Approachable, kind.
Compliment	Fast transaction. Accommodating staff.
Compliment	Good service as always.
Compliment	Very approachable!!!
Compliment	Mabilis process & accommodating.
Compliment	Clinic was really reliable.
Compliment	The primary care I needed was satisfied, the staffs did their job respectively and with care.
Compliment	Active and fast action.
Compliment	Nice facilities and good – Excellent approach.
Compliment	Immediate response.
Compliment	Efficient & very accommodating.
Compliment	I'm well satisfied of the service of the clinic. And the nurse is very kind and polite.
Compliment	The office treated me well and provided me what I need.
Compliment	Very quick action.
Compliment	Reliable.
Compliment	Kind.
Compliment	The process was fast, no further delays surfaced.
Compliment	Very nice service.
Compliment	Very responsive and approachable. Everything was sanitized.
Compliment	Kind.
Compliment	Easy transaction.
Compliment	Reliable.
Compliment	Very assistive.

Compliment	It is well organized, managed by present staff members, clean, quiet/calming environment.
Compliment	Maasikaso si Nurse Jake.
Compliment	Approachable and accommodating.
Compliment	Continue to save people with kindness thank you so much for your services.
Compliment	The service it offers was given smoothly and quickly without any hassle.
Compliment	Accommodating.
Compliment	Good accommodation.
Compliment	Mabilis po ang pagtugon.
Compliment	Good service.
Compliment	Commendable.
Compliment	Good service.
Compliment	Easy to communicate with.
Compliment	The service and communication is smooth and everything I need was met.
Compliment	Maasikaso si Nurse Jake.
Compliment	Bait po Nurse Jake!!

Service number	66
Service name	Dental Consultation
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Sana po next time pwede na po magpabunot ng wisdom tooth.
Compliment	The service was good, although it took a while to be schedule.
Compliment	Good.
Compliment	The process went smoothly.
Compliment	Good service! Thank you po!
Compliment	Ang gentle, hindi masyadong masakit. PS. Bango ni Ate.
Compliment	Good assistance.
Compliment	Excellent and magaan po ang kamay.
Compliment	Very accommodating, good communication and services.
Compliment	Very kind po si Doc.
Compliment	Pagpupuri.
Compliment	Thank you doc for taking care of my teeth.
Compliment	Mabilis ang process and maganda yung outcome ng gawa ni Doc!
Compliment	Sobrang bait ni Doc. Very responsive and approachable. Kudos!
Compliment	Ang galing, naibalik kung anong ngipin ko way back before ako natalisod. Thank you very much po!!!
Compliment	Very accommodating and comfortable.
Compliment	Really recommended, the dentist was so nice!
Compliment	Accommodating doctor.
Compliment	Good service.
Compliment	Very smooth.
Compliment	Accommodating, and great service.
Compliment	Good service.
Compliment	Maganda ang pagpasta ni Doc.

Compliment	The process is very easy, the staff is very approachable.
Compliment	Easy to access and accommodating.
Compliment	Fast transaction.
Compliment	The schedule was early than last semester.
Compliment	The clinic clearly give an appointment and meet my expectation services.
Compliment	Very good service and nice dentists and nurses.
Compliment	I'm very satisfied with the outcome of teeth cleaning.
Compliment	Medj masakit pero okay na.
Compliment	Very good quality of service and very fast responses.
Compliment	Approachable and kind dentist.
Compliment	Sobrang gentle lang po ni doc at hindi po ako nakaramdam ng sakit at matinding pagdugo nung pagkabunot.
Compliment	3rd time and still good as the 1st. Best doctora!!!
Compliment	This is my first time to cleanmy teeth I want to share that it so satisfying & my nurse is good on her job.
Compliment	Thank you po for the opportunity to be able to avail this services.
Compliment	Maayos ang pagbunot ng aking ngipin.
Compliment	Very approachable.
Compliment	Maayos at mabilis ang serbisyo.
Compliment	Sana sa susunod may bunot na ng wisdom.
Compliment	I am satisfied with the service and the Dr. is approachable.
Compliment	Mabilis lang at wala po akong binayaran
Compliment	Same as before, super satisfied with the outcome!
Compliment	Ambilis lang magbunot at hindi masakit. Mabait rin at may malasakit.
Compliment	Magaan po kamay ni Doc.
Compliment	Thank you po!
Compliment	Good & fast.
Compliment	Mabalis sis Doc.
Compliment	The dentist was so nice.
Compliment	Very responsive and very nice person.
Compliment	Magaan po kamay ni Doc.
Compliment	Handle with care.
Compliment	Thank you for helping me revised the pain.
Compliment	All very good.
Compliment	Kind staff.
Compliment	The service was not a hussle, I was able to get the needed service with necessary steps without a problem.
Compliment	Maraming maraming salamat Doc Che at sa TUPC sa pag pasta muli sa aking ngipin na naging matagumpay, thank you I<3U
Compliment	The service was good.
Compliment	Good service.
Compliment	Mabilis lang at di masakit magbunot ng ngipin unlike sa nagbunot sakin last time na nakakatrauma.
Compliment	She did her job very well & without any problems.
Compliment	Good service.
Compliment	Maraming salamat po sa libreng serbisyo po. God bless you po.
Compliment	Good quality service and Doc is very professional, respectful, helpful.

Compliment	Maayos na serbisyo.
Compliment	Very reliable and approachable. Sobrang quality ang magaan ang kamay ni Doc. <3
Compliment	Very good.
Compliment	Very comfortable.
Compliment	Accommodating.
Compliment	The doctor/dentist did her job well. The results met my expectations.
Compliment	Quick service.,
Compliment	The service is very fast.
Compliment	Very responsive.
Compliment	Very nice and good hehe Thanky Doc.
Compliment	Nagbibigay rin po ng precise consultation about sa dental.
Compliment	Good service.
Compliment	Good service.
Compliment	Did not hurt, the doctor is very gentle.
Compliment	Friendly and very smooth.
Compliment	Feel like home.
Compliment	The dentist did her job well.
Compliment	Good & quality service.
Compliment	Mabilis po and ok po.
Compliment	Good job.
Compliment	Well accommodated.
Compliment	Very accommodating and ang bait ni doc.
Compliment	Doc have a great communication skill with her patient.
Compliment	Mabilis at maayos ang naging proseso. Maraming kagamitan para sa pagbubunot ng ngipin.
Compliment	The dentist was good.
Compliment	Maayos at malinis na ngipin, thank you doc!
Compliment	Very professional and accommodating. Thank you po.
Compliment	The service was okay and the staff was approachable.
Compliment	Very gentle, helped me with my tooth.
Compliment	Very reliable and fastr service & sobrang mabait si doctora. Mamimiss ko to!
Compliment	Very fast and reliable.
Compliment	Nagawa naman ang appointment ko ng libre at maayos ang pagkakagawa. Keep up the good work.
Compliment	Great experience so far.
Compliment	Great job.
Compliment	Thank you for the good service.
Compliment	Magaan kamay ni Doctora at mabait pa at sobrang professional.
Compliment	The process was smooth, no inconvenience.
Compliment	Good service.
Compliment	Very fast accommodating.
Compliment	Best Doctora! I hope next year makaulit ulit kahit alumni na ako hehe.
Compliment	Easy to have appointment and good services.
Compliment	The transaciton is convenient and ever accommodating.
Compliment	Reliable, and accommodating.
Compliment	Good.
Compliment	Fast and excellent service! Good job to Dra.



Compliment	Good service, handle with care and with information needed to know.
Compliment	All good.
Compliment	Good service.
Compliment	The staff is accommodating.
Compliment	Doctor is very accommodating.
Compliment	Very accommodating and good service.
Compliment	Very accommodating.
Compliment	Lubha akong nasiyahan sa serbisyo sapagkat very accommodated ang dentist at libre pa.
Compliment	Good dental service given by the office.
Compliment	I felt comfortable because she was very approachable. I am also satisfied with the care and service provided.
Compliment	Excellent.
Compliment	Very good outcome. The doctor is accessible to all TUP students and the service is very good also. Ty.
Compliment	Mabilis at maasikaso si Doc kaya maganda ang serbisyo na ginagawa niya. Mabait at nakikipag usap kaya madaling naging komportable ang aking sarili.
Compliment	Maganda ang kagamitan at friendly and staff.
Compliment	The dental doctor is hands on and delicate to her patients.
Compliment	Mabilis ang service, mabait po si doctora at mabilis ang response.
Compliment	As always, very satisfied too.
Compliment	Thank you for the good service.
Compliment	Super dali magpa appointment and the office was fair to everyone.
Compliment	Good.
Compliment	I am satisfied with service.
Compliment	The service is incredibly good and the doctor is friendly.
Compliment	Mabait po si doctora madaling lapitan at magaling sa kanyang propesyon.
Compliment	Maayos po ang pagasikaso pagbunot ng aking sirang ngipin at kumpleto sa gamit.
Compliment	Good service.
Compliment	Thank you for the good service,
Compliment	Very kind & considerate.
Compliment	The clinic is good and the cleaning was smooth.
Compliment	Maayos po ang ginawang pagbunot sa akin ng ngipin.
Compliment	The service (of) that I availed is binigay nang maayos at maayos, mabait , at matulungin ang mga staff/s.
Compliment	Maayos at propesyonal ang trabaho ni doctora at approachable pa po.
Compliment	The service is very good because I don't spent a lot of time from the scheudle and even in the actual service.
Compliment	I was satisfied with the services.
Compliment	Magaan po kamay ni doc and hindi ko po naramdaman yung extraction, wl assurance den po.
Compliment	The doctor was helpful and talkative which made me feel relaxed.
Compliment	Wala po ako masabi. Magaling pong dentist si Doc She.
Compliment	Very good service!
Compliment	Mabilis po ako nacheckup and sched for extraction.
Compliment	Fast and excellent work.
Compliment	Mabilis at magaling.

Compliment	Accommodating.
Compliment	The doctor is very good and when I ask something she provided a good feedback.
Compliment	I really like how doc handle me everytime I visit here I feel comfortable.
Compliment	Natulungan po ako ng staff/doctor sa aking kailangan.
Compliment	Fast appointment. Dentist is nice.
Compliment	Very accommodating.
Compliment	Informative, accommdative, friendly.
Compliment	The dental consultation wa very accommodating and Dra. Was very polite for the students and want to accommodate more. Hoping for the next appointment.
Compliment	The dentist is very good and I didn't experience pain in my tooth.
Compliment	Fast schedule & trasaction.
Compliment	Great service.
Compliment	Mabilis at mabait pa makipagusap.
Compliment	Magaan ang kamay ni doc maayos makipag usap sa lahat and approachable si doc.
Compliment	Quick and easy appointment, really nice.
Compliment	Treated courteously and the staff was helpful.
Compliment	The dentist is nice and approachable and the facility is clean and comfy.
Compliment	The checkup are good and the service well serve.
Compliment	Easy tp communicate and has fast respond.
Compliment	Very reliable and easy to deal with.
Compliment	Maayos po ang pagpagawa at serbisyo po.
Compliment	Maayos at maingat ang serbisyo.
Compliment	Mabilis at maganda ang resulta.
Compliment	Satisfying.
Compliment	The service are very good and accommodating. She has a pleasant accommodation and can also give advice before starting the procedure.
Compliment	Very kind.
Compliment	Super satisfied.
Compliment	Satisfy to my appointment. Easy to communicate and approachable.
Compliment	Good service.
Compliment	I really love it treats and I'm very satisfied with the result.
Compliment	Fast and Accurate tooth filling skilled doctor.
Compliment	Great service.
Compliment	Smooth process.
Compliment	Easy to have an appointment and student friendly.
Compliment	I am satisfied with the services I availed.
Suggestion	Will be much better if the waiting time for appointment will be early after answering the google form.
Compliment	The service is really nice and fast.
Compliment	Magaling si doc.
Compliment	Mabait po si Doc sa mga pasyente!
Compliment	Maayos ang serbisyo ni Mam halos hindi po ako nasaktan at napabilis ng kanyang pag bunot ng aking marami pong salamat.
Compliment	Mabilis, maayos ang serbisyo.
Compliment	The session was so satisfying as I'm amazed how skilled Dra is.
Compliment	Pang apat ko na to and still the best Doc si Doc.

Compliment	The dentist is very great and kind.
Compliment	Magaling at maayos.
Compliment	Good.
Compliment	Good service.
Compliment	Good service.

Service number	67
Service name	Physical Examination (For Enrollment)
Type	External Services
Free response	
Customer Feedback	Details
Compliment	May maayos na pamamalakad.
Compliment	Cvery organized.
Compliment	Maayos at organized.
Compliment	The staff is really accommodating and kind which made this medical examination quick and reliable.
Compliment	Well maintained, smooth and I am very satisfied.
Compliment	Very accommodating.
Compliment	Great service and accommodating staffs.
Compliment	Very attentive and good environment.
Compliment	They are organized, and they instructed us clearly.
Compliment	Staffs are kind and the line was in order.
Compliment	Have a good communication to organize the event.
Compliment	Galing hehe bilis ko lang.
Compliment	Very good system.
Compliment	All the staffs are profesisonal but or and they are also accommodating and jolly.
Compliment	It was all nice and well, I'm satisfied.
Compliment	Mabilis ang proseso ng bawat station.
Compliment	They good at communication and stabilization.
Compliment	Maayos ang pakikitungo, malinaw kausap. Mabait.
Compliment	Maganda ang proseso.
Compliment	I have nothing to say. All of the staffs were very helpful, only the applicants made to process slower.
Compliment	Maayos at payapa ang naging proseso.
Compliment	Ang naging proseso ay naging maayos at matiwasay.
Compliment	Good and reliable service.
Compliment	Overall experience is nice and smooth, I got everythign I needed without hazzle.
Compliment	Good service quality.
Compliment	Maayos ang proseso.
Suggestion	More personnel or assistants for the medical worker.
Compliment	Great facilities and staffs.
Compliment	Process is very fast and understandable.
Compliment	Ok sya mabilis naman yung processing. Yung sa drug test lang ang problem since isang tao lang ang nagcoconduct during physical examination.
Compliment	Very responsive.
Suggestion	Sana po may nag-guide at stick sa number para walang singit-singit.

Compliment	They are so nice and friendly. Its not hard to communicate with them.
Suggestion	Maayos na pila sana para organize.

Service number	68
Service name	Retrieval of Documents
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Mabilis ang proseso ng request, nakuha rin agad ang dokumento.
Compliment	FAST AND SMOOTH TRANSACTION

Service number	71
Service name	Drawing Request
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	The personnel are approachable and quick to respond.

Service number	72
Service name	Signing of Documents
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	The documents I sent for signature was signed on the same day due for its urgency.
Compliment	Approval of request for (OT) is fast. The staff/s are accommodating.
Compliment	Fast transaction! Thank you!
Compliment	Thank you!!!
Compliment	Very accommodating and considerate.
Compliment	Thank you!
Compliment	Good Job!
Compliment	Fast transaction.
Compliment	.
Compliment	n/a
Compliment	Fast-paced transaction
Compliment	No Comment...
Compliment	Fast transaction
Suggestion	I received all three copies of the study permit. The other two are supposed to be for OHR (for filing in 201) or in ADAA, but I'm not sure if they scanned it or photocopied then forwarded to the concerned offices. Next time, the copies can be sent directly to the proper offices for smoother processing.
Compliment	Transaction was fast.

Compliment	The transaction was quick, and was able to get my form signed immediately.
Compliment	Very good service.
Compliment	Fast and reliable.
Compliment	Perfect.
Compliment	TY po.
Compliment	Good.
Compliment	Good service.
Compliment	Good service.
Compliment	Thank you!
Compliment	Very accommodating, immediately made my request.
Compliment	Thank you.
Compliment	Thanks for the prompt action!!!
Compliment	Thank you.
Compliment	Very good in all aspect.
Compliment	Thank you.
Compliment	Thank you.
Compliment	Thanks.
Compliment	Thank you!
Compliment	Thank you!
Compliment	Thanks!
Compliment	Fast transaction.
Compliment	Thank you.
Compliment	Thank you!
Compliment	Thank you!
Complaint	Ang tagal irelease.
Compliment	Thank you!
Compliment	Thanks.
Compliment	Thanks.
Compliment	easy to transact and very accommodating
Compliment	Mabilis ang serbisyo.
Compliment	Thank you.

Service number	73
Service name	Approval of Request Letter and/or Issuance of Campus Order
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	Thank you.
Compliment	Accommodating staff / fast transactions
Compliment	Good Service
Compliment	Good Transaction
Compliment	Fast and Efficient
Compliment	Very quick and very accommodating. Thank you very much.
Compliment	Fast transaction. Thank you
Compliment	Fast action

Suggestion	I really appreciate the timely response of the OCD with my transaction, but apparently the documents were not forwarded to the concerned offices (OHR). I thought they (OHR) already had copies, but when I asked, they said they had none. Maybe it would help if the copies are directly shared with them next time.
Compliment	Fast transaction.
Compliment	Thanks po!
Compliment	Thank you for your immediate response to our endorsed letter.
Compliment	Thank you!

Service number	74
Service name	Request for Information
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	madali kausap at nabibigyan ng linaw at kasagutan ang mga katanungan
Compliment	Mas mabilis ang transaksyon kaysa sa aking inaasahan
Compliment	Mas mabilis ang transaksyon kaysa sa aking inaasahan
Compliment	Mabilis naibigay ang impormasyon

Service number	75
Service name	Repair of ICT Resources (Minor issues)
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	Very responsive, mabilis ang aksyon.
Compliment	Quality service.
Compliment	Fast transaction.
Compliment	Fast transaction.
Compliment	The OJTs did their job quickly. Ends well.
Compliment	Thank you po!
Compliment	Good job!
Compliment	Very accommodating.
Compliment	Thank you!
Compliment	Great service!
Compliment	You can depend on consistently excellent & reliable services.
Compliment	Very accommodating po!
Compliment	Very accommodating.
Compliment	Thank you for fast response.
Compliment	Thank you, Sir Daryl, for accommodating our request for minor repair & suggesting upgrades for our PC.
Compliment	Good service and very accommodating.
Compliment	Salamat sa pagaayos ng mabilis ng aming printer.

Service number	77
Service name	Repair of ICT Resources (Unserviceable equipment)
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Thank you po!

Service number	78
Service name	Repair of ICT Resources (Serviceable equipment)
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Very good service, very fast.
Compliment	Nice work.
Compliment	Magaling ang SIT students. Keep it up!
Compliment	Keep it up.
Compliment	Fast services.

Service number	83
Service name	Borrowing of DLA Equipment
Type	External Services
Free response	
Customer Feedback	Details
Compliment	Accommodating and prompt.

Service number	84
Service name	Borrowing of Laboratory Tools/Apparatus/Equipment
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	Very accommodating.
Compliment	Friendly staff.

Service number	85
Service name	Borrowing of DPE Equipment
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	Thank you!

Service number	86
Service name	Fitness Gym Facility Booking
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	Thank you!
Compliment	Thank you!

Service number	92
Service name	Request for Assistance in Initiating Extension Project
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	Thanks!
Compliment	Thanks!
Compliment	Thank you for the assistance.

Service number	95
Service name	Encoding Services
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	Received the service easily.

Service number	97
Service name	Request for Use of Campus Facilities (Auditorium, Audiovisual Room, Conference Room and Hostel)
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	Mabilis at madaling kausap.
Compliment	Madaling Kausap.
Compliment	Thank you!
Compliment	Thank you.
Compliment	May update ang opisina matapos maaprubahan ang request.

Service number	98
Service name	Request for Use of Campus Vehicle
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	Fast transactions thank you.
Compliment	Thank you!

Service number	99
Service name	Request for Meals and/or Snacks
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	Thanks!!

Service number	100
Service name	Processing Of Obligation Request and Status (ORS) and Budget Utilization Request and Status (BURS)
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	Thank you po. Very approachable.
Compliment	Accommodating & fast transaction! Thank you!
Compliment	Thank you.
Compliment	Thank you!
Compliment	Fast and smooth transaction.
Compliment	Thank you!!
Compliment	Thank you Ma'am Nikki! And Mariella.
Compliment	Ang bait daw po ni Mariella sabi niya!!!
Compliment	Mabilis pows/ Okay nato.
Compliment	Mabait parang si bubbles!!
Compliment	Very accommodating.
Compliment	The budget office immediately process our late payroll.
Compliment	Thank you.
Compliment	Thank you.

Service number	101
Service name	Issuance of Certification of Availability of Funds (CAF)
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	Very responsive.

Compliment	Thank you po! Very efficient.
Compliment	Thank you for the copy.
Compliment	Thank you so much!
Compliment	They are very accommodating.
Compliment	Very responsivev unit.
Compliment	Than kyoud for the fast transaction.
Compliment	Mabait at madaling kausap, dinadala pa sa office yung mga documents.
Compliment	Thank you, even delivered the document directly to our office.
Compliment	Malumanay kausap, considerate at mabilis kumilos na opisina.
Compliment	Salamat po sa OBD! Very accommodating po!
Compliment	Very accommodating.
Compliment	Mabilis at direct sinasabi ang kailangang ipasa kaya madali ang transaksyon sa office.
Compliment	Good service.
Compliment	Good service
Compliment	Considerate, mahinahon kausap ang mga Office Admin at malonaw ang proseso
Compliment	Fast and professional
Compliment	The office personnel are very welcoming and responsive. Thank you very much for processing our requests.
Compliment	Thank you.
Compliment	Fast and easy transaction.
Compliment	.
Compliment	Thanks for faster processing of our request.
Compliment	Thank you for the prompt action.
Compliment	Fast transaction
Compliment	very accommodating
Compliment	Accommodating

Service number	102
Service name	Application for Leave
Type	Internal Services
Free response	
Customer Feedback	Details
Complaint	Application leave was commented while others before my application with the same leave WAS NOT COMMENTED(either palakasan or namemersonal) BE CONSISTENT!!
Compliment	Keep up the good work.
Compliment	Good service.
Compliment	Very good service & accommodating.
Compliment	Good service.
Compliment	Very accommodating.
Compliment	Thank you!
Compliment	Thank you.
Suggestion	Pwede maximize ang soft copy three emails.
Compliment	Great service.
Compliment	Good service.

Compliment	Thank you!
Compliment	Very much appreciated.
Compliment	Good service.
Compliment	Very good service.
Compliment	Thank you!

Service number	103
Service name	Medical Consultation for Common Ailments
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	Thank you.
Compliment	Thankyou!
Compliment	Good service.
Compliment	Thank you!
Compliment	Thank you for the fast service.
Compliment	Thanks!
Compliment	Thank you!
Compliment	Thank you!
Compliment	Thank you!
Compliment	Thank you!
Compliment	Thank you.
Compliment	Thank you!
Compliment	Thank you!
Compliment	Thank you!
Compliment	Napakabait po ni Nurse Jake. Thanks po!
Compliment	Thank you.
Compliment	Thank you!
Compliment	Thank you!
Compliment	Thank you!
Compliment	Thank you!
Compliment	Thank you!

Service number	104
Service name	Dental Consultation
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	Thank you for your dedication and hardwork in providing good/excellent service.
Compliment	Fast transaction/professional.
Compliment	Fast and good transaction.
Compliment	Sobrang bait.
Compliment	My transaction is fulfilled.
Compliment	My request was addressed.

Compliment	Very friendly si Doctora at sobrang galing ng maglinis very professional at knowledgeable sa mga kliyente.
Compliment	Smooth transaction.
Compliment	Smooth transaction.
Compliment	Magaan ang kamay ni Doc.
Compliment	Substantial advice for the teeth condition.
Compliment	Maganda pagkagawa sa ngipin at maayos po serbisyo ni Mam Doc. Chavez.
Compliment	Magaling so dok sa pagpasta ng aking ngipin.
Compliment	Good service! Thank you Doc She!
Compliment	Sinasabi ni Doc kung ano ang kailangan gawin para sa ngipin.
Compliment	Thank you, Doc!
Compliment	Easy to get an appointment.
Compliment	Maayos, smooth ang process, hindi masakit ang bunot. Excellent service ni Doc.
Compliment	Maganda po yung paste.
Compliment	Mabilis, maasikaso at maayos po ang serbisyo at pakikipag usap ng dentist.
Compliment	Ako po ay nagpapasalamat sa magandang serbisyo na ipinagkaloob ni doktora maraming salamat po God bless.
Compliment	Mabilis ang proseso at mahusay.
Compliment	Maayos pagkagawa.
Compliment	Smooth transaction. No pain during cleaning.
Compliment	Mabait, mahusay.
Compliment	Great servicem good pasta. Thank you Dr. She!
Compliment	Thank you, Doc She!
Compliment	Thank you po.

Service number	105
Service name	Preparation of Purchase Order
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	Very accommodating staffs in the office.
Compliment	Pagpatuloy ang mabuting serbisyo para sa mamamayan.

Service number	106
Service name	Retrieval of Documents
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	Fast transaction.
Compliment	Accommodating.

Service number	107
Service name	Dissemination of Campus Order
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	Thanks for the immediate action on this matter.
Compliment	Thanks for the immediate action on this matter.
Compliment	Good job.
Compliment	Thank you for your prompt action on this request.
Compliment	Thank you
Compliment	Mabilis ang transaction and malinaw ang communication.
Compliment	thank you
Compliment	Thank you!
Compliment	Thank You
Compliment	On-time dissemination of documents
Compliment	Responsive
Compliment	Job well done
Compliment	Keep it up
Compliment	THANK YOU

Service number	108
Service name	Certified True Copy/Photocopy
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	Quick to respond, accommodating.

Service number	109
Service name	Withdrawal of Supplies
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	Very good and fast service.
Compliment	Fast transaction/release of supplies.
Compliment	Thank you po.
Compliment	Thank you po, sir!
Compliment	Good job!
Compliment	Fast transaction. Thank you!
Compliment	Very good service.
Compliment	Thank you po, very accommodating.
Compliment	Madaling lapitan si Sir. Laging maasahan. Maayos na naihatid ang mga supplies.
Compliment	Fast delivery of supplies.
Compliment	Thank you, sir!



Compliment	Thank you.
Compliment	Thank you po Sir for the fast transaction and pagbigay mismo ng requested supplies sa office.
Compliment	My request was processed immediately upon arrival.
Compliment	Thank you!
Compliment	Thank you po Sir.
Compliment	Organized.

Service number	110
Service name	Approval of New or Revised Standard Form
Type	Internal Services
Free response	
Customer Feedback	Details
Compliment	Thank you for processing our request promptly.
Compliment	Fast transaction. Ludos to the Department!
Compliment	Fast action.
Compliment	Thank you!
Compliment	Thank you for the fast and smooth transaction! I really appreciate the efficiency and professionalism.

**ANNEX D. Verification Signatures per Section 4.8.1 ARTA Memorandum Circular
No. 2022-05, Series of 2022**

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