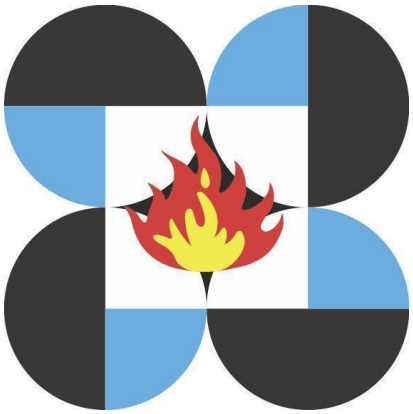


Republic of the Philippines
DEPARTMENT OF SCIENCE AND TECHNOLOGY
PHILIPPINE SCIENCE HIGH SCHOOL SYSTEM

Harmonized Client Satisfaction Measurement Report

Consolidated
2024 (1st Edition)

TABLE OF CONTENTS

I. **Overview 3**

II. **Scope 4**
- A. Geographic and Office Coverage
- B. Data Coverage
- C. List of surveyed services
- D. Services with No Clients

III. **Methodology 8**
- A. Mode of Survey and Sampling
- B. Feedback and Collection Mechanism
- C. Scoring and Rating Interpretation

IV. **Data and Interpretation 12**
- A. Client Demographic
- B. Citizen's Charter Results
- C. Service Quality Dimension (SQD) Results
- D. Overall Rating per Service
- E. Free Responses

V. **Results of the Agency Action Plan reported in FY 2024 ..... 25**

VI. **Continuous Agency Improvement Plan for FY 2025 ..... 26**

VII. **Appendices 28**
- A. Client Satisfaction Survey Form
- B. List of Office and Regional Campuses
- C. CSM Results of Office and Campuses
- D. Free Responses
- E. Hotline #888 and Contact Center ng Bayan (CCB) Resolution and Compliance Rates

I. OVERVIEW

The Department of Science and Technology - Philippine Science High School System (DOST-PSHSS), the country's premier secondary institution for science education, provides a specialized and holistic curriculum designed to prepare students for future careers in Science, Technology, Engineering, and Mathematics (STEM). Anchored in its core values of integrity, passion for excellence, and service to the nation, the PSHSS nurtures learners through an education that is humanistic in spirit, nationalistic in orientation, and global in perspective. It aspires to contribute significantly to the nation's development by cultivating a critical mass of future scientists, innovators, and leaders in science and technology.

A vital component of delivering high-quality STEM education and enhancing program effectiveness is integrating client feedback into strategic and operational decision-making. In 2024, the DOST-PSHSS implemented the Client Satisfaction Measurement (CSM) initiative to assess the customer experience and expectations across both frontline and support services. Client satisfaction remains a cornerstone of the PSHS System's commitment to delivering efficient, transparent, and responsive service that upholds its brand of excellence in STEM education for the Filipino people.

Accordingly, the PSHS System is pleased to present its 2024 Client Satisfaction Measurement Report, covering transactions from January to December 2024. During this period, the System achieved an overall satisfaction score of 93.90%, based on responses from 21,294 clients across internal and external service touchpoints. This rating is classified as Very Satisfactory. In addition, Citizen's Charter (CC) awareness among clients reached 73.01%, suggesting that approximately 7 in 10 respondents are familiar with the CC. Among those aware, 85.24% affirmed the visibility of the CC, while 90.58% found it helpful in guiding service interactions (see Table 1).

Table 1: Summary of Client Satisfaction Measurement (CSM) Scores

CSM Area	Score
CC Awareness	73.01%
CC Visibility	85.24%
CC Helpfulness	90.58%
Response Rate	32.99%
Overall Score	93.90%

The succeeding sections of this report provide comprehensive details on the implementation of the client surveys, consolidated results, key findings, and proposed action plans. These efforts align with the guidelines outlined in the Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2022-02 and its succeeding issuances, as well as the quality standards set under ISO 9001:2015 for the Quality Management System (QMS).

II. SCOPE

II.A. Geographic and Office Coverage

The Philippine Science High School System (PSHSS) operates through 17 Functional Delivery Units (FDUs), comprising the Office of the Executive Director (OED) and 16 PSHS campuses strategically located across the country. These units are unified under a centralized system of governance, ensuring cohesive policy implementation and standardized quality of STEM Secondary Education across all sites.

The PSHSS's expansive geographic reach allows it to deliver high-quality STEM education and public service efficiently and equitably, extending its impact to diverse communities nationwide.

Table 2: PSHSS functional delivery units and regional location

Office/Campus	**Regional Location**
Office of the Executive Director (OED)	Agency Central Office Diliman, Quezon City, Metro Manila
Ilocos Region Campus (IRC)	Brgy. Poblacion East, San Ildefonso, Ilocos Sur (Region I)
Cagayan Valley Campus (CVC)	Brgy. Masoc, Bayombong, Nueva Vizcaya (Region II)
Cordillera Administrative Region Campus (CARC)	Brgy. Irisan, Baguio CIty, Benguet (Cordillera Administrative Region)
Central Luzon Campus (CLC)	Lily Hill, Clark Freeport Zone, Pampanga (Region III)
Main Campus (MC)	Diliman, Quezon City, Metro Manila (National Capital Region)
CALABARZON Region Campus (CBZRC)	Brgy. Sampaga, Batangas City, (Region IV A)
MIMAROPA Region Campus (MRC)	Rizal, Odiongan, Romblon (Region IV B)
Bicol Region Campus (BRC)	Tagongtong, Goa, Camarines Sur (Region V)
Western Visayas Campus (WVC)	Bito-on, Jaro, Iloilo City (Region VI)
Central Visayas Campus (CVisC)	Talaytay, Argao, Cebu (Region VII)
Eastern Visayas Campus (EVC)	Pawing, Palo, Leyte (Region VIII)
Zamboanga Peninsula Region Campus (ZRC)	Brgy. Cogon, Dipolog City (Region IX)
Central Mindanao Campus (CMC)	Nangka, Balo-i, Lanao del Norte (Region X)

Office/Campus	Regional Location
Southern Mindanao Campus (SMC)	Brgy. Sto. Niño, Tugbok District, Davao City (Region XI)
Soccsksargen Region Campus (SRC)	Brgy. paraisa, Koronadal City, South Cotabato (Region XII)
Caraga Region Campus (CRC)	Ampayon, Butuan City (Region XIII)

To ensure a comprehensive and representative assessment of client satisfaction, all 17 FDUs conducted localized and online surveys. The Office of the Executive Director, acting as the central coordinating body, consolidated the results and findings from all campuses into a unified Client Satisfaction Measurement (CSM) Report.

II.B. Data Coverage

This report consolidates the Client Satisfaction Measurement (CSM) results from all 17 Functional Delivery Units (FDUs) of the Philippine Science High School System. The data spans transactions conducted from January to December 2024, capturing client feedback across various service areas throughout the calendar year.

II.C. List of Services Surveyed

In line with its mission to deliver premier STEM education, the Philippine Science High School System provides a range of frontline and support services. For the purposes of the 2024 Client Satisfaction Measurement, a total of seven (7) key services were surveyed—four (4) categorized as External Services and three (3) as Internal Services, as outlined in the PSHSS Citizen's Charter.
Each service was evaluated based on responses from its respective target customer group, as detailed below:

Table 3: Target Customer/Respondent per PSHSS Service

Service Type	Service	Target Customer/Respondent	Office/Campus who offer the service
External Services	Application Procedure for Incoming Grade 7 Students	Parent and/or their representative, School's representative	OED, PSHS Campuses
	Application for Incoming Grade 8 and Grade 9 Transfer Students	Parent and/or their representative, School's representative	PSHS Campuses
	Freshmen Enrollment	Parent and/or their representative	PSHS Campuses
	Processing of Requests for School Credentials (alumni)	Alumni or legal guardians, or parents, or authorized representatives	PSHS Campuses
Internal Services	Availment of School Facilities	Scholars and personnel	PSHS Campuses

Service Type	Service	Target Customer/Respondent	Office/Campus who offer the service
	Processing of Requests for Personnel Documents	Incumbent Employees	OED, PSHS Campuses
	Processing of Requests for School Credentials (students of the current school year)	Scholars or their legal guardians, or parents, or authorized representative	PSHS Campuses

In 2024, the Philippine Science High School System (PSHSS) completed a total of 64,536 transactions across its seven chartered services and other service areas. Of these, 64% or 41,380 were classified as external services, while 36% or 23,161 were categorized as internal services (see Table 4). A total of 21,294 clients participated in the Client Satisfaction Survey, resulting in an overall response rate of 32.99% (21,294 out of 64,541 transactions).In 2024, the Philippine Science High School System (PSHSS) facilitated a total of 64,536 transactions across its chartered and non-chartered services. Of these, 64% (41,375 transactions) were categorized as external services, while 36% (23,161 transactions) were internal services (see Table 4). The Client Satisfaction Survey (CSS) recorded 21,294 responses, resulting in an overall response rate of 32.99%.

Among external services, the Application Procedure for Incoming Grade 7 Students constituted the bulk of transactions, with 32,195 applications processed—reflecting the PSHSS's core function of student admission. Despite its volume, the response rate for this service was relatively modest at 14.88%, with 4,791 clients providing feedback.

Other external services such as Freshmen Enrollment and Processing of Requests for Alumni Credentials posted response rates of 45.47% and 22.60%, respectively, indicating varied levels of client engagement across service types.

For internal services, the Availment of School Facilities emerged as the most utilized, with 4,634 transactions and a response rate of 33.96% (1,574 responses). This was followed by services like the Processing of Requests for School Credentials for Current Students and Personnel Documents, with response rates of 38.44% and 69.70%, respectively—demonstrating generally high levels of engagement from internal stakeholders. Non-chartered services grouped under "Others" also made up a significant portion of both transactions and responses.

For non-chartered services:

- External services under "Others" accounted for 5,190 transactions, with 1,991 responses, yielding a response rate of 38.37%.External non-chartered services recorded 5,185 transactions and 1,991 responses, resulting in a 38.37% response rate.
- Internal non-chartered services posted the highest engagement, with 8,902 responses out of 13,016 transactions, achieving a 68.37% response rate—the highest across all service categories.

Table 4: Survey Responses and Total Transactions per PSHSS Services

Service Type	Service	Responses	Total Transactions
External Service	Application Procedure for Incoming Grade 7 Students	4791	32195
	Application for Incoming Grade 8 and Grade 9 Transfer Students	222	518
	Freshmen Enrollment	911	2003
	Processing of Requests for School Credentials (alumni)	333	1474
	Others	1991	5185
	External Service Overall	8248	41375
Internal Service	Availment of School Facilities	1574	4634
	Processing of Requests for Personnel Documents	1007	1445
	Processing of Requests for School Credentials (students of the current school year)	1563	4066
	Others	8902	13016
	Internal Service Overall	13046	23161
OVERALL TOTAL (External + Internal)		21294	64536

II.D. Services with No Clients

[Not Applicable for FY 2024 CSMR]

III. METHODOLOGY

To assess the quality of service delivery and institutional performance, the Philippine Science High School System (PSHSS) utilizes client perception as a critical input. Through the Client Satisfaction Measurement (CSM), the PSHSS gathers quantitative ratings and qualitative feedback—such as narrative comments and suggestions—from clients who have availed of its services. These insights are instrumental in shaping continuous service improvements and aligning operations with customer expectations.

III.A. Mode of Survey and Sampling

In accordance with the PSHS System Quality Manual, client feedback is collected through standardized Client Satisfaction Survey (CSS) Forms designed for both external and internal clients. Feedback is solicited immediately after the completion of a transaction, as defined by the final step of the service process outlined in the PSHSS Citizen's Charter.

*Survey Instruments Used**:***

- External Services: *Citizen/Client Satisfaction Survey – External Clients (Form No. PSHS-00-F-QMS-23-Ver02-Rev1)*
- Internal Services: *Citizen/Client Satisfaction Survey – Internal Clients (Form No. PSHS-00-F-QMS-24-Ver02-Rev1)*

Clients who availed of multiple services were given the opportunity to provide individual feedback for each transaction, ensuring that all service interactions were independently evaluated. The surveys were administered through both onsite and online platforms, promoting accessibility and convenience for a diverse set of clients.

The survey instruments are structured into several sections, collecting data on:

- Client demographics
- Service availed
- Ratings across key service quality dimensions
- Open-ended suggestions and feedback

To comprehensively assess client satisfaction, the PSHS System adopted the eight (8) Service Quality Dimensions (SQDs) outlined in the Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2023-05. These dimensions serve as performance benchmarks and are defined in the survey forms to help guide respondents:

1. Responsiveness – Willingness to assist and provide prompt service to clients.
2. Reliability (Quality) – Delivery of promised services accurately and consistently, with minimal or zero errors.
3. Access and Facilities – Availability of convenient locations, comfortable facilities, and effective signages or digital access tools.
4. Communication – Clarity and timeliness of information provided to clients, including effective listening to client feedback.
5. Costs – Reasonableness of fees, billing processes, payment methods, and overall value for money.

6. Integrity – Presence of honesty, fairness, and trustworthiness in interactions with clients.
7. Assurance – Competence and professionalism of service providers, including knowledge, courtesy, and ability to inspire trust and confidence.
8. Outcome – Degree to which the service delivered meets its intended results or benefits for the client.

These quality indicators enable the PSHS System to align its public service delivery with national quality standards and to enhance client trust and satisfaction.

III.B. Feedback and Collection Mechanism

The Philippine Science High School System (PSHSS) implements a systematic and responsive approach to monitoring client satisfaction through the consistent administration of Client Satisfaction Surveys (CSS) and the tracking of client complaints. These mechanisms form an integral part of the PSHSS Client Satisfaction Measurement (CSM) framework, which supports the organization's commitment to continuous quality improvement and customer-centric service delivery.

1. Survey Distribution Methods:

- Onsite Transactions: Clients who complete their transactions in person are provided with printed CSS forms. These forms are filled out manually and deposited into secure, tamper-proof drop boxes strategically placed near service counters and other high-traffic, visible areas within each campus.
- Online Transactions: For services processed through the New Freshmen Admissions Processing System (NFAPS), clients are automatically prompted to complete the PSHSS Online Client Satisfaction Survey upon conclusion of their transaction. For all other online service engagements, clients receive a survey link via email, typically through a Google Form, ensuring broad accessibility and convenience.

2. Data Consolidation and Reporting:

The results from both onsite and online surveys are consolidated on a semester basis, aligning with the mid-year and annual performance reviews conducted by each functional delivery unit (FDU). This timeline ensures that feedback is timely, relevant, and actionable. The confidentiality of client data is strictly maintained throughout the feedback collection and reporting process. Survey responses are aggregated and analyzed to generate comprehensive insights into service quality and client experience.

3. Management Review and Continuous Improvement:

The summary of consolidated survey results is formally presented to the PSHSS Management Committee during regular Management Review meetings. This presentation includes key findings, trend analysis, and identification of service areas requiring improvement.

These findings inform the Corrective Action System, providing evidence-based direction for the development and implementation of targeted improvement plans. These actions aim to resolve identified gaps, enhance service quality, and ensure a higher level of client satisfaction. Additionally, the impact and effectiveness of these improvements are subsequently evaluated in succeeding review cycles to foster a culture of accountability and service excellence across the PSHS System.

III.C. Scoring and Rating Interpretation

The Client Satisfaction Measurement (CSM) serves as a vital performance measurement tool for the Philippine Science High School System (PSHSS), enabling the institution to gauge client perceptions across key areas of service quality. To ensure consistency with national standards, the PSHSS adopted the 5-point Likert scale, as prescribed in the Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2023-05.

This standardized scale is used to assess client responses across the eight (8) Service Quality Dimensions (SQDs). A rating of 5 indicates the highest level of satisfaction, while 1 represents the lowest. Clients also have the option to select “N/A” (Not Applicable) for dimensions that do not pertain to the service they availed.

Table 5: 5-point Likert scale

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

To compute the overall score, the following formula is used:

$$\textbf{Overall Score} = \frac{Number\ of\ 'Strongly\ Agree'\ answers + Number\ of\ 'Agree'\ answers}{Total\ Number\ of\ Respondents - Number\ 'NA'\ answers}$$

This formula ensures that only applicable valid responses are considered in the final evaluation of satisfaction levels (See Table 6).

To uphold a culture of service excellence, the PSHSS sets a benchmark target of achieving an overall satisfaction score of at least 80%, which corresponds to an adjectival score of Satisfactory or higher. This threshold reflects the institution’s ongoing commitment to delivering high quality, citizen-focused services across all campuses and offices.

Table 6: Overall Score 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

IV.A. Client Demographic

In 2024, the Philippine Science High School System (PSHSS) collected a total **of** 21,456 responses from both external and internal clients through the Client Satisfaction Survey. This marked a significant expansion in client engagement and feedback compared to the previous year, enabling more comprehensive analysis and insight into the demographics of those served.

1. Client Type

Based on the 2024 survey data, the majority of respondents (16,420 or 77.10%) identified as citizens, including students, parents, alumni, and other individual stakeholders. Government employees made up 2,691 responses (12.63%), while those affiliated with the business sector accounted for 308 responses (1.45%). Additionally, 1,875 respondents (8.81%) did not specify their client type. These figures reflect PSHSS's extensive reach among individual stakeholders, with consistent engagement across sectors (see Table 7).

Table 7: PSHSS Client Type Distribution

CLIENT TYPE	EXTERNAL	INTERNAL	OVERALL
1. Citizen	6373	10047	16420
2. Business	215	93	308
3. Government	442	2249	2691
4. Did not specify	692	1183	1875
Total	7722	13572	21294

2. Sex Distribution

From the total responses, 12,330 respondents (57.91%) identified as female, while 7,363 (34.58%) identified as male. A notable 1,601 clients (7.51%) did not specify their sex, indicating an area for potential improvement in data collection completeness for gender-based analysis (see Table 8).

Table 8: PSHSS Client Sex Distribution

SEX	EXTERNAL	INTERNAL	OVERALL
1. Male	2767	4596	7363
2. Female	4378	7952	12330
3. Did not specify	578	1023	1601
Total	7723	13571	21294

3. Age Distribution

A large segment of the client base, 14,250 respondents (66.91%), were 19 years old and below, consistent with the PSHS System's core clientele of students. This was followed by respondents aged 35–49 years (2,177 or 10.22%), 20–34 years (2,095 or 9.84%), and 50 years and above (524 or 2.46%). A total of 2,248 respondents (10.55%) did not declare their age (see Table 9). These figures affirm the youth-centric nature of PSHSS's services, while highlighting opportunities to increase age disclosure rates.

Table 9: PSHSS Client Age Demographic

SEX	EXTERNAL	INTERNAL	OVERALL
19 years old and below	4806	9444	14250
20 – 34 years old	667	1428	2095
35 – 49 years old	1001	1176	2177
50 – 64 years old	197	255	452
65 years old and above	24	48	72
Did not specify	1027	1221	2248
Total	7722	13572	21294

4. Regional Demographics

Regionally, the Cordillera Administrative Region (CAR) had the highest representation with 6,991 respondents (32.84%), driven by the significant internal client base from the PSHS-CAR campus. This was followed by Region XII (SOCCSKSARGEN) with 1,982 respondents (9.31%), and Region IV-B (MIMAROPA) with 1,686 (7.92%).

In contrast, lower participation was noted in BARMM (352 or 1.65%), Region IX (390 or 1.83%), and Region II (497 or 2.34%). These disparities highlight geographic variances in survey reach and service access (see Table 10).

Table 10: Region of Residence of PSHSS Clients

REGION	EXTERNAL	INTERNAL	OVERALL
Region I	311	155	466
Region II	225	272	497
Cordillera Administrative Region (CAR)	357	6634	6991
Region III	496	121	617
National Capital Region (NCR)	438	324	762
Region IV A	423	629	1052
Region IV B	777	909	1686
Region V	490	316	806
Region VI	388	20	408

REGION	EXTERNAL	INTERNAL	OVERALL
Region VII	345	301	646
Region VIII	398	364	762
Region IX	315	75	390
Region X	894	692	1586
Region XI	195	10	205
Region XII	403	1579	1982
Region XIII	728	511	1239
BARMM	210	142	352
Did not specify	324	523	847
Total	7717	13577	21294

5. Key Findings:

- The gender distribution shows a higher representation of female clients (57.91%), suggesting a slight gender tilt that may warrant gender-responsive analysis of services.
- CAR emerged as the top contributing region (32.84%) due to high internal respondent rates, shifting previous assumptions of NCR-dominant engagement.
- Luzon regions collectively contributed 59.27% of responses, Mindanao 31.49%, and Visayas 9.24%, underlining regional inequalities in access and participation.
- Private citizens comprised the bulk of respondents, reaffirming the direct public service orientation of PSHSS programs.

IV.B. Citizen's Charter Results

In 2024, the Philippine Science High School System (PSHSS) implemented the Citizen's Charter (CC) survey across all its operations, sampling a total of 15,364 clients served from January to December 2024. The results provide a valuable assessment of client awareness, accessibility, and usefulness of the Citizen's Charter within the system.

Table 11: Citizen's Charter Result

Citizens Charter Responses	Responses	Percentage
CC1: Are you aware of a Citizen's Charter (CC)?		
I know what a CC is and I saw this office's CC.	11125	63.92%
I know what a CC but I did NOT see this office's CC.	464	2.67%
I learned of the CC only when I saw this office's CC.	1118	6.42%
I do not know what a CC is and I did not see one in this office.	2657	15.27
No response.	2040	11.72%

Citizens Charter Responses	Responses	Percentage
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	10237	85.24%
Somewhat easy to see.	810	6.74%
Difficult to see	708	5.90%
Not visible at all	255	2.12%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	10521	90.58%
Somewhat helped	876	7.54%
Did not help	218	1.88%

1. Citizen's Charter Awareness (CC1)
According to the survey:

- 63.92% of respondents knew what a Citizen's Charter is and had seen it in the PSHS office.
- An additional 2.67% were aware of the CC but had not seen it in the office.
- 6.42% became aware of the CC only upon seeing it at the office.
- 15.27% had no knowledge of the CC and did not see one in the office.
- 11.72% did not provide a response.

This shows that a total of 73.01% of respondents (combining all those with at least some awareness of the CC) are aware of the Citizen's Charter, either prior to or upon visiting the office. This contradicts the earlier statement that awareness is only at 30.67%—a possible miscalculation. In fact, approximately 7 out of 10 clients have some level of awareness of the CC.

2. Visibility of the Citizen's Charter (CC2)
Among those who indicated awareness:

- 85.24% reported that the Citizen's Charter was easy to see.
- 6.74% found it somewhat easy to see.
- 5.90% found it difficult to see.
- Only 2.12% said it was not visible at all.

This reflects positively on the PSHS System's efforts to prominently display the Citizen's Charter in its offices.

3. Helpfulness of the Citizen's Charter (CC3)
When asked whether the Citizen's Charter helped guide them during their transaction:

- 90.58% said it helped very much.
- 7.54% indicated it somewhat helped.
- Only 1.88% said it did not help.

These figures highlight that the CC is not only accessible but also a useful reference tool for clients transacting with PSHS offices.

4. Key Findings:

- Approximately 7 out of 10 clients surveyed are aware of the Citizen's Charter, with most having seen it displayed in PSHS offices.
- Among aware clients, a combined 91.98% found the CC either easy or somewhat easy to see.
- The overall usefulness of the CC is evident, with over 98% of those who used it saying it was helpful in their transaction.

IV.C. Service Quality Dimension (SQD) Results

As part of its commitment to deliver quality public service, the Philippine Science High School System (PSHSS) utilizes the Service Quality Dimensions (SQDs) framework to assess client perceptions of its service delivery. In 2024, this comprehensive measurement approach yielded highly favorable results, reinforcing the institution's continuous quality improvement efforts.

1. Service Quality Dimension (SQD) 0

The preliminary question (SQD0) measures general client satisfaction with the service received, providing an immediate impression of the overall experience. Out of 21,294 valid responses, 14,316 respondents (67.2%) rated the service as "Strongly Agree", while 2,484 (11.7%) selected "Agree". The combined positive response rate resulted in an outstanding satisfaction score of 97.84% for this dimension.

This indicator sets the tone for further in-depth evaluation using the remaining eight SQDs.

Table 12: Consolidated SQD 0 Results

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	148	35	188	2484	14316	4123	21294	97.84%

2. Consolidated Results (SQD 1-8)

Clients were asked to rate PSHSS services across eight core Service Quality Dimensions (SQDs), consistent with ARTA guidelines. These dimensions included: Responsiveness, Reliability, Access & Facilities, Communication, Costs, Integrity, Assurance, and Outcome.

Table 12: Consolidated Service Quality Dimension (SQD) 1-8 Results

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	162	130	894	2931	16575	602	21294	94.27%
Reliability	145	65	899	2669	16556	960	21294	94.55%
Access and facilities	122	83	927	2316	14101	3745	21294	93.55%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Communication	128	96	1105	2646	13903	3416	21294	92.57%
Costs	101	119	874	1417	8713	10070	21294	90.25%
Integrity	134	73	769	2463	16820	1035	21294	95.18%
Assurance	135	84	881	2367	17001	826	21294	94.63%
Outcome	142	85	916	2454	16665	1032	21294	94.36%
Overall	1069	735	7265	19263	120334	21686	170352	93.90%

From the combined responses, PSHSS achieved an overall satisfaction rating of 93.90%, which translates to an adjectival rating of Very Satisfactory.

Among the dimensions:

- Integrity received the highest score at 95.18%, demonstrating strong trust and confidence in the PSHSS's ethical practices, fairness, and transparency.
- Assurance followed closely at 94.63%, reflecting the institution's professionalism in the delivery of high-quality service.
- The dimension with the lowest rating was Cost, which, despite being relatively high at 90.25%, suggests opportunities for improvement in terms of client perception of test fees, receipts and transparency.
- Communication was also among the lower-rated at 92.57%, potentially indicating areas for improvement on the manner of conveying information to the clients.

3. Key Findings

- PSHSS achieved a high overall CSM score of 93.90% with an adjectival rating of Very Satisfactory
- PSHSS scored highest on Integrity at 95.18% while lowest on the Cost of Services at 90.25%.

IV.D. Overall Rating per Service

This section presents the consolidated satisfaction ratings for both External and Internal Services rendered across the 17 Functional Delivery Units (FDUs) of the Philippine Science High School System (PSHSS), as derived from the Client Satisfaction Measurement Surveys.

1. Summary Results

For External Services, the PSHSS achieved an overall satisfaction score of 87.72%, with the highest rating of 98.55% recorded for the Processing of Requests for School Credentials for PSHS Alumni. This indicates strong appreciation from alumni for the responsiveness and efficiency of this particular service. Close behind is the Application for Incoming Grade 8 and Grade 9 Transfer Students, which received a commendable

score of 97.23%. However, the Application Procedure for Incoming Grade 7 Students received the lowest score among external services at 84.72%, suggesting areas for improvement, particularly in managing application-related client expectations and the overall experience.

For Internal Services, the system registered a higher overall satisfaction rating of 97.29%, reflecting a consistently positive perception from internal clients such as scholars and personnel. The Processing of Requests for School Credentials for students currently enrolled achieved the highest individual score at 99.12%, highlighting excellent service delivery and process efficiency. This was followed by the Processing of Requests for Personnel Documents, which garnered a strong 97.79% satisfaction rating. Among internal services, the Availment of School Facilities had the lowest score at 96.28%, still well within the "Outstanding" range but indicative of opportunities to enhance facility access and usage protocols.

Collectively, the Overall Rating for all PSHSS services—both external and internal—is 93.90%, earning an adjectival rating of "Very Satisfactory" and affirming PSHSS's strong commitment to public service excellence.

Table 13: Overall score per service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	**84.72%**	Availment of School Facilities	**96.28%**
Application for Incoming Grade 8 and Grade 9 Transfer Students	**97.23%**	Processing of Requests for Personnel Documents	**97.79%**
Freshmen Enrollment	**96.09%**	Processing of Requests for School Credentials (students of the current school year)	**95.91%**
Processing of Requests for School Credentials (alumni)	**98.55%**	Others	**97.69%**
Others	**95.43%**		
External Service Overall	**87.72%**	**Internal Service Overall**	**97.29%**
OVERALL RATING (External + Internal Service) : 93.90%			

Key Findings:

- The overall satisfaction rating for External Services is 87.72%, with the highest-rated service being the Processing of Requests for School Credentials (PSHS Alumni) at 98.55%. The Application Procedure for Incoming Grade 7 Students had the lowest satisfaction rating at 82.29%, indicating a need to improve the application experience for new applicants.
- The Internal Services scored a higher overall satisfaction rating of 97.29%, with the Processing of Requests for School Credentials for currently enrolled students

leading at 99.12%, followed closely by Processing of Requests for Personnel Documents at 97.79%.

- The combined overall satisfaction rating across all services is 93.28%, placing PSHSS in the "Very Satisfactory" category, with strong potential to reach "Outstanding" through targeted service enhancements.
- The results affirm that PSHSS continues to deliver highly satisfactory services to both its external and internal clients, with opportunities for strategic improvements in key entry-point services like admissions.

2. Per Service Results

The following table (Table 14-22) reports the breakdown of the Client Satisfaction Measurement Survey Scores of the External and Internal Services in the eight (8) Service Quality Dimensions.

Table 14: Application Procedure for Incoming Grade 7 - SQD Results

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	14	48	624	294	3778	33	4791	85.58%
Reliability	12	46	719	251	3743	20	4791	83.71%
Access and facilities	10	54	702	330	3607	88	4791	83.71%
Communication	14	41	605	259	3777	95	4791	85.95%
Costs	13	89	680	268	3413	328	4791	82.48%
Integrity	7	41	592	253	3865	33	4791	86.55%
Assurance	8	49	648	242	3825	19	4791	85.23%
Outcome	10	48	680	249	3743	61	4791	84.40%
Overall	88	416	5250	2146	29751	677	38328	84.72%

Key Findings (Table 14):

- The Application Procedure for Incoming Grade 7, an External Service of the PSHSS, received an overall rating of 84.72% from its 4791 survey respondents.
- This service scored highest at 86.55% on Integrity while lowest on the Cost of Services at 82.48%.

Table 15: Application Procedure for Incoming Grade 8 and Grade 9 Transfer Students - SQD Results

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	4	5	50	162	1	222	95.93%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Reliability	0	0	1	48	170	3	222	99.54%
Access and facilities	0	1	2	40	165	14	222	98.56%
Communication	0	0	9	39	157	17	222	95.61%
Costs	0	1	10	44	135	32	222	94.21%
Integrity	0	0	3	36	178	5	222	98.62%
Assurance	0	0	5	37	177	3	222	97.72%
Outcome	0	2	4	44	168	4	222	97.25%
Overall	0	8	39	338	1312	79	1776	97.23%

Key Findings (Table 15):

- The Application Procedure for Incoming Grade 8 and Grade 9 Transfer Students, an External Service of the PSHSS, received an overall rating of 97.23% from its 222 survey respondents.
- This service scored highest at 99.54% on Reliability while lowest on the Cost of Services at 94.21%.

Table 16: Freshmen Enrolment - SQD Results

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	6	3	31	179	675	17	911	95.53%
Reliability	6	0	22	158	712	13	911	96.88%
Access and facilities	6	1	25	173	655	51	911	96.28%
Communication	8	8	44	196	574	81	911	92.77%
Costs	6	2	13	114	409	367	911	96.14%
Integrity	6	1	18	155	713	18	911	97.20%
Assurance	6	2	20	143	723	17	911	96.87%
Outcome	6	1	21	160	694	29	911	96.83%
Overall	50	18	194	1278	5155	593	7288	96.09%

Key Findings (Table 16):

- The Freshmen Enrolment, an External Service of the PSHSS, received an overall rating of 96.09% from its 911 survey respondents.
- This service scored highest at 97.20% on Integrity while lowest on the Communication at 92.77%.

Table 17: Processing of Requests for School Credentials (Alumni) - SQD Results

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	3	2	4	52	266	6	333	97.25%
Reliability	2	1	0	42	287	1	333	99.10%
Access and facilities	2	0	0	38	274	19	333	99.36%
Communication	3	3	4	47	248	28	333	96.72%
Costs	1	1	2	30	180	119	333	98.13%
Integrity	2	0	1	40	288	2	333	99.09%
Assurance	2	0	1	38	291	1	333	99.10%
Outcome	2	0	0	42	282	7	333	99.39%
Overall	17	7	12	329	2116	183	2664	98.55%

Key Findings (Table 17):

- The Processing of Requests for School Credentials (Alumni), an External Service of the PSHSS, received an overall rating of 98.55% from its 333 survey respondents.
- This service scored highest at 99.39% on Outcome while lowest on Communication at 96.72%.

Table 18: Others (External) - SQD Results

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	39	22	42	373	1427	88	1991	94.59%
Reliability	36	3	26	306	1517	103	1991	96.56%
Access and facilities	30	4	22	307	1300	328	1991	96.63%
Communication	29	7	55	347	1239	314	1991	94.57%
Costs	23	10	46	128	688	1096	1991	91.17%
Integrity	33	7	19	367	1455	110	1991	96.86%
Assurance	34	5	24	286	1559	83	1991	96.70%
Outcome	36	5	68	304	1450	128	1991	94.15%
Overall	260	63	302	2418	10635	2250	15928	95.43%

Key Findings (Table 18):

- The aggregated non-chartered external services, reported under “Others”, received an overall rating of 95.43% from its 1991 survey respondents.
- This service scored highest at 98.86% on Integrity while lowest on the Cost of Services at 91.17%.

Table 19: Availment of School Facilities - SQD Results

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	5	11	42	276	1182	58	1574	96.17%
Reliability	5	4	29	269	1227	40	1574	97.52%
Access and facilities	4	5	25	260	981	299	1574	97.33%
Communication	6	9	107	245	869	338	1574	90.13%
Costs	5	1	24	101	552	891	1574	95.61%
Integrity	5	3	29	196	1253	88	1574	97.51%
Assurance	5	4	31	233	1249	52	1574	97.37%
Outcome	4	3	34	303	1165	65	1574	97.28%
Overall	39	40	321	1883	8478	1831	12592	96.28%

Key Findings (Table 19):

- The Availment of School Facilities, an Internal Service of the PSHSS, received an overall rating of 96.28% from its 1574 survey respondents.
- This service scored highest at 97.52% on Reliability while lowest on the Communication at 90.13%.

Table 20: Processing of Requests of Personnel Documents - SQD Results

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	10	8	12	230	703	44	1007	96.88%
Reliability	7	1	5	158	772	64	1007	98.62%
Access and facilities	7	3	9	120	653	215	1007	97.60%
Communication	6	3	19	208	632	139	1007	96.77%
Costs	8	2	8	77	277	635	1007	95.16%
Integrity	7	3	4	125	856	12	1007	98.59%
Assurance	7	3	5	148	831	13	1007	98.49%
Outcome	8	3	5	149	821	21	1007	98.38%
Overall	60	26	67	1215	5545	1143	8056	97.79%

Key Findings (Table 20):

- The Processing of Requests of Personnel Documents, an Internal Service of the PSHSS, received an overall rating of 97.79% from its 1007 survey respondents.
- This service scored highest at 98.62% on Reliability while lowest on the Cost of Services at 95.16%.

Table 21: Processing of Requests of School Credentials (Students of Current School Year) - SQD Results

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	15	9	43	248	1200	48	1563	95.58%
Reliability	11	0	34	229	1267	22	1563	97.08%
Access and facilities	10	1	38	162	1216	136	1563	96.57%
Communication	9	5	78	225	1016	230	1563	93.10%
Costs	8	2	51	166	678	658	1563	93.26%
Integrity	12	2	37	194	1277	41	1563	96.65%
Assurance	12	3	34	225	1274	15	1563	96.83%
Outcome	11	6	32	178	1308	28	1563	96.81%
Overall	88	28	347	1627	9236	1178	12504	95.91%

Key Findings (Table 21):

- The Processing of Requests of School Credentials (Students of Current School Year), an Internal Service of the PSHSS, received an overall rating of 95.91% from its 1563 survey respondents.
- This service scored highest at 97.08% on Reliability while lowest on the Communication at 93.10%.

Table 22: Others (Internal) - SQD Results

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	70	23	91	1229	7182	307	8902	97.86%
Reliability	66	10	63	1208	6861	694	8902	98.31%
Access and facilities	53	14	104	886	5250	2595	8902	97.29%
Communication	53	20	184	1080	5391	2174	8902	96.18%
Costs	37	11	40	489	2381	5944	8902	97.03%
Integrity	62	16	66	1097	6935	726	8902	98.24%
Assurance	61	18	113	1015	7072	623	8902	97.68%
Outcome	65	17	72	1025	7034	689	8902	98.12%
Overall	467	129	733	8029	48106	13752	71216	97.69%

Key Findings (Table 21):

- The aggregated non-chartered internal services, reported under “Others”, received an overall rating of 97.69% from its 89.2 survey respondents.

- This service scored highest at 98.12% on the Outcome of service delivered while lowest on Communication at 96.18%.

IV.E. Free Responses

For Fiscal Year 2024, the Philippine Science High School System (PSHSS) received a total of 1,817 free-response entries through its Client Satisfaction Measurement (CSM) Surveys. These narrative inputs provided valuable qualitative insights to complement the quantitative ratings captured through the Service Quality Dimensions (SQDs).

Of the total free responses, 59% were submitted by external clients, such as students, parents, alumni, and other members of the public, while 41% originated from internal clients, including current scholars, faculty, and administrative personnel. This distribution indicates an active engagement from both client groups in providing feedback to improve public service delivery.

A significant portion of the responses expressed commendations and appreciation for the professionalism, efficiency, and courtesy of PSHSS personnel.
All narrative feedback has been compiled and categorized to identify recurring themes and areas for potential enhancements. These insights serve as a critical input in the continuous improvement efforts of the PSHSS, reinforcing its commitment to responsive, client-centered public service.

The complete list and analysis of the free responses can be found in Appendix D.

V. RESULTS OF THE AGENCY ACTION PLAN REPORTED IN FY 2023

The management conducted a review of its external and internal environment to identify and address issues that affect the PSHSS operations. The following were the items acted upon in 2024:

Table 23: Changes in External and Internal Issues that are relevant to the seamless delivery of PSHSS Services

ACTION ITEMS	RESPONSIBILITY	STATUS
Full scale implementation of the Harmonized Client Satisfaction Measurement	PSHS Campuses / OED	100% FDUs implemented the New CSM Tool (See Annex A)
Review and Reengineering of PSHSS Chartered Services	PSHS System EXECOM	Citizen's Charter was Updated
Release of the PSHSS Quality Management System Manual Version 3.0	Sub-Committee on Quality Management System	PSHS System Special Order No. 397 s2024 created the Subcommittees for the Review and Updating of Manuals to Align with ISO 21001:2018 (EOMS) Requirements. PSHS System is ready to transition to ISO 21001:2018. The Agency is waiting for a DTI-PAB accredited certification body for ISO 21001:2018.
Mid-year Performance Assessment / Review	PSHS Campuses / OED	Series of Mid-year performance assessment /review was conducted: ● FDU level – June-July ● PSHS System level – July 29 ● Parent agency level – August 30
Conduct of Internal Quality Audit of the 17 FDUs	PSHS Campuses / OED	All 17 FDUs successfully conducted their IQA within the period from August - December 2024.
Re-certification of ISO 9001:2015 of the 17 FDUs	PSHS Campuses / OED	All 17 FDUs obtained recertification from a DTI-PAB accredited certification body for ISO 9001:2015.
Year-end Performance Review and Operational Planning	PSHS Campuses / OED	Joint OPLAN and YEPA was conducted coincident to the celebration of the National Science and Technology Week in Cagayan de Oro City on November 26-27, 2024.

VI. CONTINUOUS AGENCY IMPROVEMENT PLAN FOR FY 2025

The PSHS System is committed to advance leadership in science, technology, engineering and mathematics (STEM) education through comprehensive education strategies aligned to its WAY FORWARD Framework in response to the socioeconomic needs and demands of the country. Moving forward, the PSHSS Improvement Plan for FY 2025 is mapped out as follows:

Table 24: PSHSS Improvement Plan FY 2025

ACTION ITEMS	RESPONSIBILITY	TARGET DATE
Review and Reengineering of PSHSS Chartered Services	PSHS System EXECOM	May 2025
Mid-year Performance Assessment / Review	PSHS Campuses / OED	July 2025
Conduct of Internal Quality Audit and Management Review of the 17 FDUs	PSHS Campuses / OED	August - October 2025
Surveillance Audit of ISO 9001:2015 of the 17 FDUs	PSHS Campuses / OED	October - December 2025
Year-end Performance Review and Operational Planning	PSHS Campuses / OED	November - December 2025

CERTIFICATION

This is to certify that the contents and information presented in the Harmonized Client Satisfaction Measurement Report for Fiscal Year 2024 of the Philippine Science High School System are true, correct, and based on verified data.

This certification is issued this 24th day of April 2025 in compliance with Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2022-02, and its subsequent issuances.

Prepared and Consolidated by:

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Chairperson, Committee on Anti-Red Tape
Executive Director, DOST-PSHSS

APPENDIX A: CITIZEN/CLIENT SATISFACTION SURVEY FORM

CSM Form - External Clients

Republic of the Philippines
Department of Science and Technology
PHILIPPINE SCIENCE HIGH SCHOOL SYSTEM
Campus/Office: _____

CLIENT SATISFACTION SURVEY
(External Clients)

This Client Satisfaction Measurement (CSM) tracks the customer experience of Philippine Science High School. Your feedback on your recently concluded transaction will help us provide better services. Personal information shared will be kept confidential and you always have the option not to answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)
Sex: ☐ Male ☐ Female Age: _____ Region of residence: _____

Date of Transaction: _____ Office where the service was availed: _____

Service Availed (please check)
☐ Application for Incoming Grade 7 Students ☐ Application for Incoming Grade 8 and Grade 9 Transfer Student
☐ Freshmen Enrollment ☐ Processing of request for School credentials (alumni)
☐ Others (Please specify): _____

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

CC1: Which of the following best describes your awareness of a CC?
☐ 1. I know what a CC is and I saw this office's CC.
☐ 2. I know what a CC but I did NOT see this office's CC.
☐ 3. I learned of the CC only when I saw this office's CC.
☐ 4. I do not know what a CC is and I did not see one in this office. (Answer "NA" on CC2 and CC3)

CC2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was…?
☐ 1. Easy to see ☐ 2. Somewhat easy to see ☐ 3. Difficult to see ☐ 4. Not visible at all ☐ 5. N/A

CC3: If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
☐ 1. Helped very much ☐ 2. Somewhat helped ☐ 3. Did not help ☐ 4. N/A

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

Service Quality Dimension (SQD)	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the services that I availed.	☐	☐	☐	☐	☐	☐
SQD1. I spent reasonable amount of time for my transaction.	☐	☐	☐	☐	☐	☐
SQD2. The office followed the transaction's requirements and steps based on the information provided.	☐	☐	☐	☐	☐	☐
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.	☐	☐	☐	☐	☐	☐
SQD4. I easily found information about my transaction from the office's website.	☐	☐	☐	☐	☐	☐
SQD5. I paid a reasonable amount of fees for my transaction. *(If service was free, mark the 'N/A' column)*	☐	☐	☐	☐	☐	☐
SQD6. I am confident my transaction was secure.	☐	☐	☐	☐	☐	☐
SQD7. The office's support was available, and (if asked questions) support was quick to respond.	☐	☐	☐	☐	☐	☐
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.	☐	☐	☐	☐	☐	☐

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

PSHS-00-F-QMS-23-Ver02-Rev1-02/01/24

CSM Form – Internal Clients

Republic of the Philippines
Department of Science and Technology
PHILIPPINE SCIENCE HIGH SCHOOL SYSTEM
Campus/Office: _____

CLIENT SATISFACTION SURVEY
(Internal Clients)

This Client Satisfaction Measurement (CSM) tracks the customer experience of Philippine Science High School. Your feedback on your recently concluded transaction will help us provide better services. Personal information shared will be kept confidential and you always have the option not to answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)
Sex: ☐ Male ☐ Female Age: _____ Region of residence: _____

Date of Transaction: _____ Office where the service was availed: _____

Service Availed (please check)
☐ Availment of school facilities
☐ Processing of requests for school credentials (Students of the current school year)
☐ Processing of requests for personnel documents
☐ Others (Please specify): _____

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

CC1: Which of the following best describes your awareness of a CC?
☐ 1. I know what a CC is and I saw this office's CC.
☐ 2. I know what a CC but I did NOT see this office's CC.
☐ 3. I learned of the CC only when I saw this office's CC.
☐ 4. I do not know what a CC is and I did not see one in this office. (Answer "NA" on CC2 and CC3)

CC2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was…?
☐ 1. Easy to see ☐ 2. Somewhat easy to see ☐ 3. Difficult to see ☐ 4. Not visible at all ☐ 5. N/A

CC3: If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
☐ 1. Helped very much ☐ 2. Somewhat helped ☐ 3. Did not help ☐ 4. N/A

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

Service Quality Dimension (SQD)	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the services that I availed.	☐	☐	☐	☐	☐	☐
SQD1. I spent reasonable amount of time for my transaction.	☐	☐	☐	☐	☐	☐
SQD2. The office followed the transaction's requirements and steps based on the information provided.	☐	☐	☐	☐	☐	☐
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.	☐	☐	☐	☐	☐	☐
SQD4. I easily found information about my transaction from the office's website.	☐	☐	☐	☐	☐	☐
SQD5. I paid a reasonable amount of fees for my transaction. *(If service was free, mark the 'N/A' column)*	☐	☐	☐	☐	☐	☐
SQD6. I am confident my transaction was secure.	☐	☐	☐	☐	☐	☐
SQD7. The office's support was available, and (if asked questions) support was quick to respond.	☐	☐	☐	☐	☐	☐
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.	☐	☐	☐	☐	☐	☐

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

PSHS-00-F-QMS-24-Ver02-Rev1-02/01/24

APPENDIX B: LIST OF PSHS OFFICE AND REGIONAL CAMPUSES

Name of Office/Campus	Responses	Total Transaction	Response rate
Office of the Executive Director (OED)	4143	12659	33%
Ilocos Region Campus (IRC)	6844	9845	70%
Cagayan Valley Campus (CVC)	318	2290	14%
Cordillera Administrative Region Campus (CARC)	354	2598	14%
Central Luzon Campus (CLC)	900	3489	26%
Main Campus (MC)	135	3138	4%
CALABARZON Region Campus (CBZRC)	905	3137	29%
MIMAROPA Region Campus (MRC)	1281	2848	45%
Bicol Region Campus (BRC)	500	1912	26%
Western Visayas Campus (WVC)	433	2098	21%
Central Visayas Campus (CVisC)	398	398	100%
Eastern Visayas Campus (EVC)	553	592	93%
Zamboanga Peninsula Region Campus (ZRC)	221	1327	17%
Central Mindanao Campus (CMC)	962	1291	75%
Southern Mindanao Campus (SMC)	357	2703	13%
Soccsksargen Region Campus (SRC)	2025	10400	19%
Caraga Region Campus (CRC)	965	3811	25%
Total	**21294**	**64536**	**33%**

In 2024, the PSHSS recorded a total of 21,294 survey responses out of the 64,536 total transactions across its campuses and offices, yielding a response rate of 33%. While this provides substantial dataset for analysis, it also indicates that two-thirds of client interactions did not did not result in survey participation.

Several factors noted by the FDUs:

- Clients - particularly students and parents - may not have the time or willingness to complete post-transaction surveys.
- If clients feel generally satisfied or doubt usefulness of their input, they may not see the need to participate in feedback efforts.
- Response rates varied significantly across campuses including OED, suggesting that campus-level practices in promoting and administering the survey may have influenced client participation.

APPENDIX C: CSM RESULTS OF PSHS OFFICE AND CAMPUSES

PSHSS - Office of the Executive Director (OED)

i. Responses and Transactions per Service

Service Type	Service	Responses	Total Transactions
External Service	Application Procedure for Incoming Grade 7 Students	3885	12306
	Others	109	150
	External Service Overall	3994	12461
Internal Service	Processing of Requests for Personnel Documents	13	13
	Others	136	190
	Internal Service Overall	149	203
OVERALL TOTAL (External + Internal)		4143	12659

ii. Citizen's Charter Results

Citizens Charter Responses	Responses	Percentage
CC1: Are you aware of a Citizen's Charter (CC)?		
I know what a CC is and I saw this office's CC.	271	82.62%
I know what a CC but I did NOT see this office's CC.	32	9.76%
I learned of the CC only when I saw this office's CC.	11	3.35%
I do not know what a CC is and I did not see one in this office.	14	4.27%
No response.	0	0%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	53	50%
Somewhat easy to see.	5	4.72%
Difficult to see	1	0.94%
Not visible at all	47	44.34%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	245	86.27%
Somewhat helped	36	12.68%
Did not help	3	1.06%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	7	6	4	32	270	3824	4143	94.67%

iv. Service Quality Dimension Results [SQD 1-8]

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	9	40	615	178	3261	40	4143	83.82%
Reliability	10	46	710	155	3197	25	4143	81.40%
Access and facilities	7	55	690	216	3091	84	4143	81.47%
Communication	12	38	584	153	3268	88	4143	84.36%
Costs	10	86	672	203	2954	218	4143	80.43%
Integrity	5	42	575	160	3347	14	4143	84.94%
Assurance	7	50	645	155	3277	9	4143	83.02%
Outcome	8	50	675	157	3244	9	4143	82.27%
Overall	68	407	5166	1377	25639	487	33144	82.73%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	**81.95%**	Processing of Requests for Personnel Documents	**96.51%**
Others	**98.22%**	Others	**96.89%**
External Service Overall	**79.41%**	**Internal Service Overall**	**96.86%**
OVERALL RATING (External + Internal Service) : 82.73%			

PSHS - Ilocos Region Campus (IRC)

i. Responses and Transactions per Service

Service Type	Service	Responses	Total Transactions
External Service	Application Procedure for Incoming Grade 7 Students	105	2515
	Application for Incoming Grade 8 and Grade 9 Transfer Students	54	54
	Freshmen Enrollment	115	115
	Processing of Requests for School Credentials (alumni)	10	125
	Others	276	373
	External Service Overall	560	3182
Internal Service	Availment of School Facilities	160	257
	Processing of Requests for Personnel Documents	53	71
	Processing of Requests for School Credentials (students of the current school year)	393	485
	Others	5678	5850
	Internal Service Overall	6284	6663
OVERALL TOTAL (External + Internal)		6844	9845

ii. Citizen's Charter Results

Citizens Charter Responses	Responses	Percentage
CC1: Are you aware of a Citizen's Charter (CC)?		
I know what a CC is and I saw this office's CC.	4877	71.26%
I know what a CC but I did NOT see this office's CC.	166	2.43%
I learned of the CC only when I saw this office's CC.	170	2.48%
I do not know what a CC is and I did not see one in this office.	1587	23.19%
No response.	44	0.64%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	4825	92.97%
Somewhat easy to see.	300	5.78%
Difficult to see	35	0.67%
Not visible at all	30	0.58%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	4846	93.19%
Somewhat helped	338	6.50%
Did not help	16	0.31%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	47	5	70	865	5789	68	6844	98.20%

iv. Service Quality Dimension Results [SQD 1-8]

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	49	14	95	930	5472	284	6844	97.59%
Reliability	45	4	78	882	5668	167	6844	98.10%
Access and facilities	33	8	91	671	4331	1710	6844	97.43%
Communication	34	11	116	815	4799	1069	6844	97.21%
Costs	31	8	69	399	2312	4025	6844	96.17%
Integrity	41	10	86	797	5711	199	6844	97.94%
Assurance	42	13	82	824	5771	112	6844	97.96%
Outcome	44	13	89	816	5730	152	6844	97.82%
Overall	319	81	706	6134	39794	7718	54752	97.65%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	**96.43%**	Availment of School Facilities	**93.19%**
Application for Incoming Grade 8 and Grade 9 Transfer Students	**98.60%**	Processing of Requests for Personnel Documents	**86.34%**
Freshmen Enrollment	**99.76%**	Processing of Requests for School Credentials (students of the current school year)	**92.46%**
Processing of Requests for School Credentials (alumni)	**98.70%**	Others	**98.44%**
Others	**93.21%**		
External Service Overall	**95.86%**	**Internal Service Overall**	**97.82%**
OVERALL RATING (External + Internal Service) : 97.65%			

PSHS - Cagayan Valley Campus (CVC)

i. Responses and Transactions per Service

Service Type	Service	Responses	Total Transactions
External Service	Application Procedure for Incoming Grade 7 Students	62	1726
	Application for Incoming Grade 8 and Grade 9 Transfer Students	12	30
	Freshmen Enrollment	28	120
	Processing of Requests for School Credentials (alumni)	10	20
	Others	137	145
	External Service Overall	249	2041
Internal Service	Availment of School Facilities	4	90
	Processing of Requests for Personnel Documents	54	68
	Processing of Requests for School Credentials (students of the current school year)	6	61
	Others	5	30
	Internal Service Overall	69	249
OVERALL TOTAL (External + Internal)		318	2290

ii. Citizen's Charter Results

Citizens Charter Responses	Responses	Percentage
CC1: Are you aware of a Citizen's Charter (CC)?		
I know what a CC is and I saw this office's CC.	215	67.61%
I know what a CC but I did NOT see this office's CC.	0	0%
I learned of the CC only when I saw this office's CC.	28	8.81%
I do not know what a CC is and I did not see one in this office.	27	8.49%
No response.	48	15.09%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	207	93.24%
Somewhat easy to see.	0	0%
Difficult to see	7	3.15%
Not visible at all	8	3.60%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	202	94.39%
Somewhat helped	0	0%
Did not help	12	5.61%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	7	1	1	65	234	10	318	97.08%

iv. Service Quality Dimension Results [SQD 1-8]

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	8	1	2	70	212	25	318	96.25%
Reliability	6	0	3	59	228	22	318	96.96%
Access and facilities	5	0	2	56	215	40	318	97.48%
Communication	4	0	5	69	187	53	318	96.60%
Costs	4	2	7	45	130	130	318	93.09%
Integrity	5	2	1	54	236	20	318	97.32%
Assurance	5	1	4	54	238	16	318	96.69%
Outcome	6	0	2	58	231	21	318	97.31%
Overall	43	6	26	465	1677	327	2544	96.62%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	**97.42%**	Availment of School Facilities	**78.57%**
Application for Incoming Grade 8 and Grade 9 Transfer Students	**98.86%**	Processing of Requests for Personnel Documents	**99.45%**
Freshmen Enrollment	**95.79%**	Processing of Requests for School Credentials (students of the current school year)	**100%**
Processing of Requests for School Credentials (alumni)	**92.21%**	Others	**87.10%**
Others	**96.12%**		
External Service Overall	**96.39%**	**Internal Service Overall**	**97.45%**
OVERALL RATING (External + Internal Service) : 96.62%			

Cordillera Administrative Region Campus (CARC)

i. Responses and Transactions per Service

Service Type	Service	Responses	Total Transactions
External Service	Application Procedure for Incoming Grade 7 Students	21	1367
	Application for Incoming Grade 8 and Grade 9 Transfer Students	4	35
	Freshmen Enrollment	5	90
	Processing of Requests for School Credentials (alumni)	1	87
	Others	30	82
	External Service Overall	61	1661
Internal Service	Availment of School Facilities	34	346
	Processing of Requests for Personnel Documents	39	105
	Processing of Requests for School Credentials (students of the current school year)	41	160
	Others	179	326
	Internal Service Overall	293	937
OVERALL TOTAL (External + Internal)		354	2598

ii. Citizen's Charter Results

Citizens Charter Responses	Responses	Percentage
CC1: Are you aware of a Citizen's Charter (CC)?		
I know what a CC is and I saw this office's CC.	176	49.72%
I know what a CC but I did NOT see this office's CC.	0	0.00%
I learned of the CC only when I saw this office's CC.	49	13.84%
I do not know what a CC is and I did not see one in this office.	99	27.97%
No response.	30	8.47%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	155	74.16%
Somewhat easy to see.	0	0.00%
Difficult to see	26	12.44%
Not visible at all	28	13.40%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	83	74.77%

Somewhat helped	0	0.00%
Did not help	28	25.23%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	5	1	9	86	239	14	354	95.59%

iv. Service Quality Dimension Results [SQD 1-8]

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	8	12	15	102	202	15	354	89.68%
Reliability	5	2	7	99	219	22	354	95.78%
Access and facilities	6	1	7	82	208	50	354	95.39%
Communication	5	7	18	84	174	66	354	89.58%
Costs	2	2	11	32	68	239	354	86.96%
Integrity	5	3	7	88	219	32	354	95.34%
Assurance	4	2	11	75	234	28	354	94.79%
Outcome	6	2	11	80	226	29	354	94.15%
Overall	41	31	87	642	1550	481	2832	93.24%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	**91.61%**	Availment of School Facilities	**98.56%**
Application for Incoming Grade 8 and Grade 9 Transfer Students	**83.87%**	Processing of Requests for Personnel Documents	**95.94%**
Freshmen Enrollment	**87.18%**	Processing of Requests for School Credentials (students of the current school year)	**95.08%**
Processing of Requests for School Credentials (alumni)	**100.00%**	Others	**90.87%**
Others	**97.26%**		
External Service Overall	**93.57%**	**Internal Service Overall**	**93.16%**
OVERALL RATING (External + Internal Service) : 93.24%			

PSHS - Central Luzon Campus

i. Responses and Transactions per Service

Service Type	Service	Responses	Total Transactions
External Service	Application Procedure for Incoming Grade 7 Students	133	1139
	Application for Incoming Grade 8 and Grade 9 Transfer Students	35	55
	Freshmen Enrollment	14	120
	Processing of Requests for School Credentials (alumni)	23	95
	Others	275	1100
	External Service Overall	480	2509
Internal Service	Availment of School Facilities	22	323
	Processing of Requests for Personnel Documents	70	187
	Processing of Requests for School Credentials (students of the current school year)	82	146
	Others	246	324
	Internal Service Overall	420	980
OVERALL TOTAL (External + Internal)		900	3489

ii. Citizen's Charter Results

Citizens Charter Responses	Responses	Percentage
CC1: Are you aware of a Citizen's Charter (CC)?		
I know what a CC is and I saw this office's CC.	374	41.56%
I know what a CC but I did NOT see this office's CC.	75	8.33%
I learned of the CC only when I saw this office's CC.	85	9.44%
I do not know what a CC is and I did not see one in this office.	173	19.22%
No response.	193	21.44%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	343	66.73%
Somewhat easy to see.	127	24.71%
Difficult to see	30	5.84%
Not visible at all	14	2.72%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		

Helped very much	372	72.09%
Somewhat helped	118	22.87%
Did not help	26	5.04%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	13	4	6	59	803	15	900	97.40%

iv. Service Quality Dimension Results [SQD 1-8]

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	14	3	8	83	756	36	900	97.11%
Reliability	11	3	5	75	718	88	900	97.66%
Access and facilities	10	5	7	59	615	204	900	96.84%
Communication	11	3	11	71	551	253	900	96.14%
Costs	11	2	7	33	399	448	900	95.58%
Integrity	11	3	8	48	763	67	900	97.36%
Assurance	12	3	6	50	784	45	900	97.54%
Outcome	13	4	5	49	761	68	900	97.36%
Overall	93	26	57	468	5347	1209	7200	97.06%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	**100.00%**	Availment of School Facilities	**99.33%**
Application for Incoming Grade 8 and Grade 9 Transfer Students	**96.24%**	Processing of Requests for Personnel Documents	**90.73%**
Freshmen Enrollment	**90.12%**	Processing of Requests for School Credentials (students of the current school year)	**97.32%**
Processing of Requests for School Credentials (alumni)	**99.44%**	Others	**97.63%**
Others	**96.59%**		
External Service Overall	**97.55%**	**Internal Service Overall**	**96.46%**
OVERALL RATING (External + Internal Service) : 97.05%			

PSHS - Main Campus (MC)

i. Responses and Transactions per Service

Service Type	Service	Responses	Total Transactions
External Service	Application Procedure for Incoming Grade 7 Students	13	2194
	Application for Incoming Grade 8 and Grade 9 Transfer Students	5	105
	Freshmen Enrollment	6	240
	Processing of Requests for School Credentials (alumni)	8	300
	Others	40	79
	External Service Overall	72	2918
Internal Service	Availment of School Facilities	4	50
	Processing of Requests for Personnel Documents	44	50
	Processing of Requests for School Credentials (students of the current school year)	4	25
	Others	11	95
	Internal Service Overall	63	220
OVERALL TOTAL (External + Internal)		135	3138

ii. Citizen's Charter Results

Citizens Charter Responses	Responses	Percentage
CC1: Are you aware of a Citizen's Charter (CC)?		
I know what a CC is and I saw this office's CC.	48	35.56%
I know what a CC but I did NOT see this office's CC.	4	2.96%
I learned of the CC only when I saw this office's CC.	13	9.63%
I do not know what a CC is and I did not see one in this office.	17	12.59%
No response.	53	39.26%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	49	75.38%
Somewhat easy to see.	11	16.92%
Difficult to see	5	7.69%
Not visible at all	0	0.00%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		

Helped very much	44	74.58%
Somewhat helped	14	23.73%
Did not help	1	1.69%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	0	0	0	10	88	37	135	100.00%

iv. Service Quality Dimension Results [SQD 1-8]

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	1	3	0	11	118	2	135	96.99%
Reliability	0	0	0	14	119	2	135	100.00%
Access and facilities	0	1	0	12	107	15	135	99.17%
Communication	0	1	1	10	93	30	135	98.10%
Costs	1	0	0	11	67	56	135	98.73%
Integrity	0	0	0	10	123	2	135	100.00%
Assurance	0	0	1	11	122	1	135	99.25%
Outcome	0	2	0	12	201	11	226	99.07%
Overall	2	7	2	91	950	119	1171	98.95%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	**97.96%**	Availment of School Facilities	**100.00%**
Application for Incoming Grade 8 and Grade 9 Transfer Students	**100.00%**	Processing of Requests for Personnel Documents	**98.70%**
Freshmen Enrollment	**97.73%**	Processing of Requests for School Credentials (students of the current school year)	**100.00%**
Processing of Requests for School Credentials (alumni)	**96.55%**	Others	**100.00%**
Others	**100.00%**		
External Service Overall	**98.87%**	**Internal Service Overall**	**99.07%**
OVERALL RATING (External + Internal Service) : 98.95%			

PSHS - CALABARZON Region Campus (CALABARZONRC)

i. Responses and Transactions per Service

Service Type	Service	Responses	Total Transactions
External Service	Application Procedure for Incoming Grade 7 Students	31	1534
	Application for Incoming Grade 8 and Grade 9 Transfer Students	5	25
	Freshmen Enrollment	22	120
	Processing of Requests for School Credentials (alumni)	13	110
	Others	171	172
	External Service Overall	242	1961
Internal Service	Availment of School Facilities	83	449
	Processing of Requests for Personnel Documents	17	91
	Processing of Requests for School Credentials (students of the current school year)	31	104
	Others	532	532
	Internal Service Overall	663	1176
OVERALL TOTAL (External + Internal)		905	3137

ii. Citizen's Charter Results

Citizens Charter Responses	Responses	Percentage
CC1: Are you aware of a Citizen's Charter (CC)?		
I know what a CC is and I saw this office's CC.	618	68.29%
I know what a CC but I did NOT see this office's CC.	42	4.64%
I learned of the CC only when I saw this office's CC.	60	6.63%
I do not know what a CC is and I did not see one in this office.	91	10.06%
No response.	94	10.39%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	605	85.09%
Somewhat easy to see.	84	11.81%
Difficult to see	17	2.39%
Not visible at all	5	0.70%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		

Helped very much	604	86.29%
Somewhat helped	85	12.14%
Did not help	11	1.57%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	29	5	10	100	756	5	905	95.11%

iv. Service Quality Dimension Results [SQD 1-8]

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	28	10	13	119	728	7	905	94.32%
Reliability	26	2	10	93	744	30	905	95.66%
Access and facilities	26	3	9	80	554	233	905	94.35%
Communication	22	4	32	68	387	392	905	88.69%
Costs	24	10	14	35	109	713	905	75.00%
Integrity	28	4	6	94	732	41	905	95.60%
Assurance	27	1	10	89	756	22	905	95.70%
Outcome	24	6	11	98	730	36	905	95.28%
Overall	205	40	105	676	4740	1474	7240	93.93%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	**87.50%**	Availment of School Facilities	**97.34%**
Application for Incoming Grade 8 and Grade 9 Transfer Students	**83.78%**	Processing of Requests for Personnel Documents	**100.00%**
Freshmen Enrollment	**99.36%**	Processing of Requests for School Credentials (students of the current school year)	**92.44%**
Processing of Requests for School Credentials (alumni)	**100.00%**	Others	**94.68%**
Others	**90.51%**		
External Service Overall	**91.30%**	**Internal Service Overall**	**95.02%**
OVERALL RATING (External + Internal Service) : 93.93%			

PSHS - MIMAROPA Region Campus (MRC)

i. Responses and Transactions per Service

Service Type	Service	Responses	Total Transactions
External Service	Application Procedure for Incoming Grade 7 Students	44	1501
	Application for Incoming Grade 8 and Grade 9 Transfer Students	17	30
	Freshmen Enrollment	58	58
	Processing of Requests for School Credentials (alumni)	11	16
	Others	243	243
	External Service Overall	373	1848
Internal Service	Availment of School Facilities	252	252
	Processing of Requests for Personnel Documents	246	246
	Processing of Requests for School Credentials (students of the current school year)	115	207
	Others	295	295
	Internal Service Overall	908	1000
OVERALL TOTAL (External + Internal)		1281	2848

ii. Citizen's Charter Results

Citizens Charter Responses	Responses	Percentage
CC1: Are you aware of a Citizen's Charter (CC)?		
I know what a CC is and I saw this office's CC.	577	45.04%
I know what a CC but I did NOT see this office's CC.	45	3.51%
I learned of the CC only when I saw this office's CC.	156	12.18%
I do not know what a CC is and I did not see one in this office.	0	0.00%
No response.	503	39.27%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	443	67.63%
Somewhat easy to see.	156	23.82%
Difficult to see	56	8.55%
Not visible at all	0	0.00%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		

Helped very much	472	75.16%
Somewhat helped	156	24.84%
Did not help	0	0.00%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	0	0	39	376	854	12	1281	96.93%

iv. Service Quality Dimension Results [SQD 1-8]

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	20	438	823	0	1281	98.44%
Reliability	0	0	23	401	855	2	1281	98.20%
Access and facilities	0	0	27	312	709	233	1281	97.42%
Communication	0	0	99	517	557	108	1281	91.56%
Costs	0	0	25	140	414	702	1281	95.68%
Integrity	0	0	12	432	837	0	1281	99.06%
Assurance	0	0	54	327	900	0	1281	95.78%
Outcome	0	0	44	427	810	0	1281	96.57%
Overall	0	0	304	2994	5905	1045	10248	96.70%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	**93.97%**	Availment of School Facilities	**98.24%**
Application for Incoming Grade 8 and Grade 9 Transfer Students	**95.54%**	Processing of Requests for Personnel Documents	**100.00%**
Freshmen Enrollment	**96.48%**	Processing of Requests for School Credentials (students of the current school year)	**99.03%**
Processing of Requests for School Credentials (alumni)	**100.00%**	Others	**93.99%**
Others	**94.58%**		
External Service Overall	**95.00%**	**Internal Service Overall**	**97.39%**
OVERALL RATING (External + Internal Service) : 96.70%			

PSHS - Bicol Region Campus (BRC)

i. Responses and Transactions per Service

Service Type	Service	Responses	Total Transactions
External Service	Application Procedure for Incoming Grade 7 Students	36	1198
	Application for Incoming Grade 8 and Grade 9 Transfer Students	13	24
	Freshmen Enrollment	73	120
	Processing of Requests for School Credentials (alumni)	26	26
	Others	38	38
	External Service Overall	186	1406
Internal Service	Availment of School Facilities	89	122
	Processing of Requests for Personnel Documents	26	150
	Processing of Requests for School Credentials (students of the current school year)	57	92
	Others	142	142
	Internal Service Overall	314	506
OVERALL TOTAL (External + Internal)		500	1912

ii. Citizen's Charter Results

Citizens Charter Responses	Responses	Percentage
CC1: Are you aware of a Citizen's Charter (CC)?		
I know what a CC is and I saw this office's CC.	-	-
I know what a CC but I did NOT see this office's CC.	-	-
I learned of the CC only when I saw this office's CC.	-	-
I do not know what a CC is and I did not see one in this office.	-	-
No response.	-	-
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	-	-
Somewhat easy to see.	-	-
Difficult to see	-	-
Not visible at all	-	-
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	-	-
Somewhat helped	-	-
Did not help	-	-

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	2	0	0	43	394	61	500	99.54%

iv. Service Quality Dimension Results [SQD 1-8]

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	3	4	9	51	415	18	500	96.68%
Reliability	3	0	5	30	450	12	500	98.36%
Access and facilities	3	1	9	42	323	122	500	96.56%
Communication	3	4	22	44	363	64	500	93.35%
Costs	2	0	3	16	167	312	500	97.34%
Integrity	3	0	6	30	442	19	500	98.13%
Assurance	2	0	7	38	445	8	500	98.17%
Outcome	3	1	7	37	432	20	500	97.71%
Overall	22	10	68	288	3037	575	4000	97.08%

v. Overall Score per Service

External		Internal	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	**99.22%**	Availment of School Facilities	**89.78%**
Application for Incoming Grade 8 and Grade 9 Transfer Students	**100.00%**	Processing of Requests for Personnel Documents	**100.00%**
Freshmen Enrollment	**99.63%**	Processing of Requests for School Credentials (students of the current school year)	**97.29%**
Processing of Requests for School Credentials (alumni)	**100.00%**	Others	**98.15%**
Others	**96.95%**		
External Service Overall	**99.11%**	**Internal Service Overall**	**95.76%**
OVERALL RATING (External + Internal Service) : 97.08%			

PSHS - Western Visayas Campus (WVC)

i. Responses and Transactions per Service

Service Type	Service	Responses	Total Transactions
External Service	Application Procedure for Incoming Grade 7 Students	176	1690
	Application for Incoming Grade 8 and Grade 9 Transfer Students	1	4
	Freshmen Enrollment	149	240
	Processing of Requests for School Credentials (alumni)	7	5
	Others	19	19
	External Service Overall	352	1958
Internal Service	Availment of School Facilities	31	50
	Processing of Requests for Personnel Documents	31	50
	Processing of Requests for School Credentials (students of the current school year)	2	23
	Others	17	17
	Internal Service Overall	81	140
OVERALL TOTAL (External + Internal)		433	2098

ii. Citizen's Charter Results

Citizens Charter Responses	Responses	Percentage
CC1: Are you aware of a Citizen's Charter (CC)?		
I know what a CC is and I saw this office's CC.	309	71.53%
I know what a CC but I did NOT see this office's CC.	0	0.00%
I learned of the CC only when I saw this office's CC.	41	9.49%
I do not know what a CC is and I did not see one in this office.	49	11.34%
No response.	33	7.64%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	251	75.60%
Somewhat easy to see.		0.00%
Difficult to see	48	14.46%
Not visible at all	33	9.94%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		

Helped very much	299	98.68%
Somewhat helped	0	0.00%
Did not help	4	1.32%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	2	0	0	52	376	3	433	99.53%

iv. Service Quality Dimension Results [SQD 1-8]

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	4	3	9	60	341	16	433	96.16%
Reliability	3	0	1	49	343	37	433	98.99%
Access and facilities	2	0	3	55	339	34	433	98.75%
Communication	2	2	10	59	313	47	433	96.37%
Costs	2	2	2	31	259	137	433	97.97%
Integrity	2	0	1	41	377	12	433	99.29%
Assurance	2	0	2	41	378	10	433	99.05%
Outcome	2	0	3	49	364	15	433	98.80%
Overall	19	7	31	385	2714	308	3464	98.19%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	**98.94%**	Availment of School Facilities	**98.59%**
Application for Incoming Grade 8 and Grade 9 Transfer Students	**100.00%**	Processing of Requests for Personnel Documents	**98.90%**
Freshmen Enrollment	**97.15%**	Processing of Requests for School Credentials (students of the current school year)	**100.00%**
Processing of Requests for School Credentials (alumni)	**100.00%**	Others	**99.08%**
Others	**96.24%**		
External Service Overall	**98.07%**	**Internal Service Overall**	**98.84%**
OVERALL RATING (External + Internal Service) : 98.19%			

PSHS - Central Visayas Campus (CVisC)

i. Responses and Transactions per Service

Service Type	Service	Responses	Total Transactions
External Service	Application Procedure for Incoming Grade 7 Students	8	8
	Application for Incoming Grade 8 and Grade 9 Transfer Students	8	8
	Freshmen Enrollment	19	19
	Processing of Requests for School Credentials (alumni)	11	11
	Others	53	53
	External Service Overall	99	99
Internal Service	Availment of School Facilities	129	129
	Processing of Requests for Personnel Documents	6	6
	Processing of Requests for School Credentials (students of the current school year)	91	91
	Others	73	73
	Internal Service Overall	299	299
OVERALL TOTAL (External + Internal)		398	398

ii. Citizen's Charter Results

Citizens Charter Responses	Responses	Percentage
CC1: Are you aware of a Citizen's Charter (CC)?		
I know what a CC is and I saw this office's CC.	228	57.29%
I know what a CC but I did NOT see this office's CC.	18	4.52%
I learned of the CC only when I saw this office's CC.	44	11.06%
I do not know what a CC is and I did not see one in this office.	52	13.07%
No response.	56	14.07%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	216	78.55%
Somewhat easy to see.	49	17.82%
Difficult to see	10	3.64%
Not visible at all	0	0.00%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		

Helped very much	240	87.91%
Somewhat helped	28	10.26%
Did not help	5	1.83%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	0	2	4	68	310	14	398	98.44%

iv. Service Quality Dimension Results [SQD 1-8]

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	1	2	12	70	289	24	398	95.99%
Reliability	0	2	5	69	300	22	398	98.14%
Access and facilities	0	1	5	62	272	58	398	98.24%
Communication	0	1	29	68	202	98	398	90.00%
Costs	0	0	6	42	140	210	398	96.81%
Integrity	0	0	7	57	295	39	398	98.05%
Assurance	0	1	5	51	325	16	398	98.43%
Outcome	1	1	4	55	310	27	398	98.38%
Overall	2	8	73	474	2133	494	3184	96.91%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	**98.08%**	Availment of School Facilities	**95.01%**
Application for Incoming Grade 8 and Grade 9 Transfer Students	**98.44%**	Processing of Requests for Personnel Documents	**100.00%**
Freshmen Enrollment	**90.44%**	Processing of Requests for School Credentials (students of the current school year)	**98.36%**
Processing of Requests for School Credentials (alumni)	**98.53%**	Others	**97.97%**
Others	**98.70%**		
External Service Overall	**97.02%**	**Internal Service Overall**	**96.88%**
OVERALL RATING (External + Internal Service) : 96.91%			

PSHS - Eastern Visayas Campus (EVC)

i. Responses and Transactions per Service

Service Type	Service	Responses	Total Transactions
External Service	Application Procedure for Incoming Grade 7 Students	39	39
	Application for Incoming Grade 8 and Grade 9 Transfer Students	3	10
	Freshmen Enrollment	58	90
	Processing of Requests for School Credentials (alumni)	11	11
	Others	80	80
	External Service Overall	191	230
Internal Service	Availment of School Facilities	149	149
	Processing of Requests for Personnel Documents	63	63
	Processing of Requests for School Credentials (students of the current school year)	10	10
	Others	140	140
	Internal Service Overall	362	362
OVERALL TOTAL (External + Internal)		553	592

ii. Citizen's Charter Results

Citizens Charter Responses	Responses	Percentage
CC1: Are you aware of a Citizen's Charter (CC)?		
I know what a CC is and I saw this office's CC.	346	62.57%
I know what a CC but I did NOT see this office's CC.	120	21.70%
I learned of the CC only when I saw this office's CC.	62	11.21%
I do not know what a CC is and I did not see one in this office.	5	0.90%
No response.	20	3.62%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	352	66.79%
Somewhat easy to see.	125	23.72%
Difficult to see	29	5.50%
Not visible at all	21	3.98%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		

Helped very much	325	62.50%
Somewhat helped	145	27.88%
Did not help	50	9.62%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	0	0	0	20	528	5	553	100.00%

iv. Service Quality Dimension Results [SQD 1-8]

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	1	39	513	0	553	99.82%
Reliability	0	0	4	36	513	0	553	99.28%
Access and facilities	0	0	0	22	510	21	553	100.00%
Communication	0	0	4	29	514	6	553	99.27%
Costs	0	0	0	31	326	196	553	100.00%
Integrity	0	0	0	33	507	13	553	100.00%
Assurance	0	0	1	30	521	1	553	99.82%
Outcome	0	0	0	30	523	0	553	100.00%
Overall	0	0	10	250	3927	237	4424	99.76%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	**100.00%**	Availment of School Facilities	**99.56%**
Application for Incoming Grade 8 and Grade 9 Transfer Students	**100.00%**	Processing of Requests for Personnel Documents	**100.00%**
Freshmen Enrollment	**99.77%**	Processing of Requests for School Credentials (students of the current school year)	**100.00%**
Processing of Requests for School Credentials (alumni)	**100.00%**	Others	**99.63%**
Others	**100.00%**		
External Service Overall	**99.93%**	**Internal Service Overall**	**99.67%**
OVERALL RATING (External + Internal Service) : 99.76%			

PSHS - Zamboanga Peninsula Region Campus (ZRC)

i. Responses and Transactions per Service

Service Type	Service	Responses	Total Transactions
External Service	Application Procedure for Incoming Grade 7 Students	46	989
	Application for Incoming Grade 8 and Grade 9 Transfer Students	5	30
	Freshmen Enrollment	102	102
	Processing of Requests for School Credentials (alumni)	0	60
	Others	0	0
	External Service Overall	153	1181
Internal Service	Availment of School Facilities	44	44
	Processing of Requests for Personnel Documents	14	17
	Processing of Requests for School Credentials (students of the current school year)	10	85
	Others	0	0
	Internal Service Overall	68	146
OVERALL TOTAL (External + Internal)		221	1327

ii. Citizen's Charter Results

Citizens Charter Responses	Responses	Percentage
CC1: Are you aware of a Citizen's Charter (CC)?		
I know what a CC is and I saw this office's CC.	131	64.53%
I know what a CC but I did NOT see this office's CC.	10	4.93%
I learned of the CC only when I saw this office's CC.	30	14.78%
I do not know what a CC is and I did not see one in this office.	0	0.00%
No response.	32	15.76%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	134	80.24%
Somewhat easy to see.	31	18.56%
Difficult to see	2	1.20%
Not visible at all	0	0.00%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		

Helped very much	132	78.57%
Somewhat helped	30	17.86%
Did not help	6	3.57%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	0	0	11	80	127	3	221	94.95%

iv. Service Quality Dimension Results [SQD 1-8]

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	2	31	62	120	6	221	84.65%
Reliability	0	0	8	79	127	7	221	96.26%
Access and facilities	0	2	19	69	107	24	221	89.34%
Communication	2	6	36	58	86	33	221	76.60%
Costs	0	0	6	18	45	152	221	91.30%
Integrity	0	1	15	69	132	4	221	92.63%
Assurance	0	2	20	58	135	6	221	89.77%
Outcome	0	1	25	62	127	6	221	87.91%
Overall	2	14	160	475	879	238	1768	88.50%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	**99.12%**	Availment of School Facilities	**90.48%**
Application for Incoming Grade 8 and Grade 9 Transfer Students	**76.92%**	Processing of Requests for Personnel Documents	**98.96%**
Freshmen Enrollment	**80.85%**	Processing of Requests for School Credentials (students of the current school year)	**100.00%**
Processing of Requests for School Credentials (alumni)	**0.00%**	Others	**0.00%**
Others	**0.00%**		
External Service Overall	**86.46%**	**Internal Service Overall**	**93.47%**
OVERALL RATING (External + Internal Service) : 88.50%			

PSHS - Central Mindanao Campus (CMC)

i. Responses and Transactions per Service

Service Type	Service	Responses	Total Transactions
External Service	Application Procedure for Incoming Grade 7 Students	76	77
	Application for Incoming Grade 8 and Grade 9 Transfer Students	18	18
	Freshmen Enrollment	136	137
	Processing of Requests for School Credentials (alumni)	135	181
	Others	-	-
	External Service Overall	365	413
Internal Service	Availment of School Facilities	160	262
	Processing of Requests for Personnel Documents	87	108
	Processing of Requests for School Credentials (students of the current school year)	350	508
	Others		
	Internal Service Overall	597	878
OVERALL TOTAL (External + Internal)		962	1291

ii. Citizen's Charter Results

Citizens Charter Responses	Responses	Percentage
CC1: Are you aware of a Citizen's Charter (CC)?		
I know what a CC is and I saw this office's CC.	678	70.48%
I know what a CC but I did NOT see this office's CC.	0	0.00%
I learned of the CC only when I saw this office's CC.	121	12.58%
I do not know what a CC is and I did not see one in this office.	50	5.20%
No response.	113	11.75%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	638	83.40%
Somewhat easy to see.		0.00%
Difficult to see	121	15.82%
Not visible at all	6	0.78%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		

Helped very much	174	17.88%
Somewhat helped	0	0.00%
Did not help	799	82.12%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	4	4	5	135	813	1	962	98.65%

iv. Service Quality Dimension Results [SQD 1-8]

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	4	6	14	176	741	21	962	97.45%
Reliability	2	2	7	139	810	2	962	98.85%
Access and facilities	2	0	9	140	771	40	962	98.81%
Communication	3	2	26	151	692	88	962	96.45%
Costs	2	1	12	116	475	356	962	97.52%
Integrity	2	1	5	115	830	9	962	99.16%
Assurance	2	1	5	136	815	3	962	99.17%
Outcome	2	1	2	132	805	20	962	99.47%
Overall	19	14	80	1105	5939	539	7696	98.42%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	**99.12%**	Availment of School Facilities	**99.46%**
Application for Incoming Grade 8 and Grade 9 Transfer Students	**99.29%**	Processing of Requests for Personnel Documents	**98.70%**
Freshmen Enrollment	**98.90%**	Processing of Requests for School Credentials (students of the current school year)	**97.74%**
Processing of Requests for School Credentials (alumni)	**97.93%**	Others	**0.00%**
Others	**0.00%**		
External Service Overall	**98.59%**	**Internal Service Overall**	**98.31%**
OVERALL RATING (External + Internal Service) : 98.42%			

PSHS - Southern Mindanao Campus (SMC)

i. Responses and Transactions per Service

Service Type	Service	Responses	Total Transactions
External Service	Application Procedure for Incoming Grade 7 Students	73	1505
	Application for Incoming Grade 8 and Grade 9 Transfer Students	34	40
	Freshmen Enrollment	107	120
	Processing of Requests for School Credentials (alumni)	17	129
	Others	-	-
	External Service Overall	231	1794
Internal Service	Availment of School Facilities	70	478
	Processing of Requests for Personnel Documents	19	115
	Processing of Requests for School Credentials (students of the current school year)	37	316
	Others		
	Internal Service Overall	126	909
OVERALL TOTAL (External + Internal)		357	2703

ii. Citizen's Charter Results

Citizens Charter Responses	Responses	Percentage
CC1: Are you aware of a Citizen's Charter (CC)?		
I know what a CC is and I saw this office's CC.	144	40.34%
I know what a CC but I did NOT see this office's CC.	27	7.56%
I learned of the CC only when I saw this office's CC.	42	11.76%
I do not know what a CC is and I did not see one in this office.	56	15.69%
No response.	88	24.65%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	146	68.22%
Somewhat easy to see.	49	22.90%
Difficult to see	4	1.87%
Not visible at all	15	7.01%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		

Helped very much	159	77.18%
Somewhat helped	44	21.36%
Did not help	3	1.46%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	2	2	7	56	288	2	357	96.90%

iv. Service Quality Dimension Results [SQD 1-8]

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	2	7	13	76	251	8	357	93.70%
Reliability	4	0	7	59	284	3	357	96.89%
Access and facilities	2	0	6	52	244	53	357	97.37%
Communication	4	6	18	60	202	67	357	90.34%
Costs	2	0	14	52	171	118	357	93.31%
Integrity	2	2	7	67	275	4	357	96.88%
Assurance	2	2	4	62	284	3	357	97.74%
Outcome	2	0	12	59	262	22	357	95.82%
Overall	20	17	81	487	1973	278	2856	95.42%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	**94.94%**	Availment of School Facilities	**89.77%**
Application for Incoming Grade 8 and Grade 9 Transfer Students	**98.86%**	Processing of Requests for Personnel Documents	**98.36%**
Freshmen Enrollment	**96.70%**	Processing of Requests for School Credentials (students of the current school year)	**95.68%**
Processing of Requests for School Credentials (alumni)	**98.35%**	Others	**0.00%**
Others	**0.00%**		
External Service Overall	**96.61%**	**Internal Service Overall**	**92.98%**
OVERALL RATING (External + Internal Service) : 95.42%			

PSHS - SOCCSKSARGEN Region Campus (SRC)

i. Responses and Transactions per Service

Service Type	Service	Responses	Total Transactions
External Service	Application Procedure for Incoming Grade 7 Students	11	2185
	Application for Incoming Grade 8 and Grade 9 Transfer Students	2	15
	Freshmen Enrollment	7	120
	Processing of Requests for School Credentials (alumni)	4	29
	Others	164	1324
	External Service Overall	188	3673
Internal Service	Availment of School Facilities	319	1335
	Processing of Requests for Personnel Documents	221	92
	Processing of Requests for School Credentials (students of the current school year)	332	1318
	Others	965	3982
	Internal Service Overall	1837	6727
OVERALL TOTAL (External + Internal)		2025	10400

ii. Citizen's Charter Results

Citizens Charter Responses	Responses	Percentage
CC1: Are you aware of a Citizen's Charter (CC)?		
I know what a CC is and I saw this office's CC.	1020	56.82%
I know what a CC but I did NOT see this office's CC.	0	0.00%
I learned of the CC only when I saw this office's CC.	115	6.41%
I do not know what a CC is and I did not see one in this office.	196	10.92%
No response.	464	25.85%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	948	74.47%
Somewhat easy to see.	0	0.00%
Difficult to see	289	22.70%
Not visible at all	36	2.83%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		

Helped very much	1032	98.10%
Somewhat helped	0	0.00%
Did not help	20	1.90%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	21	5	21	369	1595	14	2025	97.66%

iv. Service Quality Dimension Results [SQD 1-8]

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	22	11	36	366	1511	79	2025	96.45%
Reliability	19	4	26	373	1577	26	2025	97.55%
Access and facilities	18	7	42	319	1332	307	2025	96.10%
Communication	16	10	86	320	1184	409	2025	93.07%
Costs	9	6	26	198	641	1145	2025	95.34%
Integrity	20	5	31	318	1615	36	2025	97.18%
Assurance	20	8	23	314	1629	31	2025	97.44%
Outcome	21	6	26	292	1606	74	2025	97.28%
Overall	145	57	296	2500	11095	2107	16200	96.47%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	**98.68%**	Availment of School Facilities	**96.25%**
Application for Incoming Grade 8 and Grade 9 Transfer Students	**100.00%**	Processing of Requests for Personnel Documents	**98.27%**
Freshmen Enrollment	**100.00%**	Processing of Requests for School Credentials (students of the current school year)	**95.75%**
Processing of Requests for School Credentials (alumni)	**100.00%**	Others	**96.62%**
Others	**94.58%**		
External Service Overall	**95.18%**	**Internal Service Overall**	**96.60%**
OVERALL RATING (External + Internal Service) : 96.47%			

PSHS - Caraga Region Campus (CRC)

i. Responses and Transactions per Service

Service Type	Service	Responses	Total Transactions
External Service	Application Procedure for Incoming Grade 7 Students	32	222
	Application for Incoming Grade 8 and Grade 9 Transfer Students	6	35
	Freshmen Enrollment	12	192
	Processing of Requests for School Credentials (alumni)	46	269
	Others	356	1327
	External Service Overall	452	2045
Internal Service	Availment of School Facilities	24	298
	Processing of Requests for Personnel Documents	4	13
	Processing of Requests for School Credentials (students of the current school year)	2	435
	Others	483	1,020
	Internal Service Overall	513	1766
OVERALL TOTAL (External + Internal)		965	3811

ii. Citizen's Charter Results

Citizens Charter Responses	Responses	Percentage
CC1: Are you aware of a Citizen's Charter (CC)?		
I know what a CC is and I saw this office's CC.	738	76.48%
I know what a CC but I did NOT see this office's CC.		0.00%
I learned of the CC only when I saw this office's CC.	86	8.91%
I do not know what a CC is and I did not see one in this office.	141	14.61%
No response.		0.00%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	745	94.90%
Somewhat easy to see.	0	0.00%
Difficult to see	28	3.57%
Not visible at all	12	1.53%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		

Helped very much	747	98.81%
Somewhat helped	0	0.00%
Did not help	9	1.09%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	9	0	1	68	852	35	965	98.92%

iv. Service Quality Dimension Results [SQD 1-8]

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	9	12	1	100	822	21	965	97.67%
Reliability	11	0	0	57	404	493	965	97.67%
Access and facilities	8	0	1	69	369	518	965	97.99%
Communication	10	0	8	68	331	548	965	95.68%
Costs	1	0	0	16	38	910	965	98.18%
Integrity	10	0	2	49	381	523	965	97.29%
Assurance	10	0	1	52	387	515	965	97.56%
Outcome	10	0	0	44	383	528	965	97.71%
Overall	69	12	13	455	3115	4056	7720	97.43%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	**99.51%**	Availment of School Facilities	**100.00%**
Application for Incoming Grade 8 and Grade 9 Transfer Students	**100.00%**	Processing of Requests for Personnel Documents	**100.00%**
Freshmen Enrollment	**100.00%**	Processing of Requests for School Credentials (students of the current school year)	**100.00%**
Processing of Requests for School Credentials (alumni)	**99.68%**	Others	**100.00%**
Others	**96.17%**		
External Service Overall	**96.92%**	**Internal Service Overall**	**100.00%**
OVERALL RATING (External + Internal Service) : 97.43%			

APPENDIX D: FREE RESPONSES

Service Type	Service Availed	Free Response
External	Application for Grade 8 and Grade 9 Transfer Students	Application for Grade 8 and Grade 9 Transfer Students
External	Application for Grade 8 and Grade 9 Transfer Students	Application for Grade 8 and Grade 9 Transfer Students
External	Application for Incoming Grade 7 Students	Application for Incoming Grade 7 Students
External	Application for incoming Grade 8 and Grade 9 Transfer Students	The Cashier/Accounting is too far from the registrar ESP w/ the ongoing construction
External	Application for incoming Grade 8 and Grade 9 Transfer Students	The Cashier/Accounting is too far from the registrar ESP w/ the ongoing construction
External	Application for Invoming Grade 8 and Grade 9 Transfer Students	I am very satisfied and accomodating.'
External	Application for Invoming Grade 8 and Grade 9 Transfer Students	10/10, however, medyo strict and inconsiderate
External	Application Procedure for Incoming Grade 7 Students	keep the good practice
External	Application Procedure for Incoming Grade 7 Students	If the transaction is going to be ONLINE, the internet should be strong in that office. If not, then a manual mode should be made available especially if the client is already there physically. Do not send home the client to do the transaction online instead
External	Application Procedure for Incoming Grade 7 Students	Thank you for the timely response and keep it up !
External	Application Procedure for Incoming Grade 7 Students	I hope they will still allow walk in submission of gr 7 requirements including onsite payment of fees. Both were not allowed today to our surprise.
External	Application Procedure for Incoming Grade 7 Students	Continue to deliver the good services.More power to PISAY!
External	Application Procedure for Incoming Grade 7 Students	Thank you for your assistance.
External	Application Procedure for Incoming Grade 7 Students	Well done! Highly commended for speedy response.
External	Application Procedure for Incoming Grade 7 Students	If possible, the admin/office should reply on a much earlier date so that applicants can comply on any given deaadline by the administration.
External	Application Procedure for Incoming Grade 7 Students	Just reply to our communication..
External	Application Procedure for Incoming Grade 7 Students	None, thank you
External	Application Procedure for Incoming Grade 7 Students	Keep the good communication with the clients on.
External	Application Procedure for Incoming Grade 7 Students	Kindly resend the printable test permit at avdelacruz@dswd.gov.ph or avdelacruz.fo2@gmail.com
External	Application Procedure for Incoming Grade 7 Students	none, thank you
External	Application Procedure for Incoming Grade 7 Students	Nothing more to say... i am much contented of your service.
External	Application Procedure for Incoming Grade 7 Students	The assigned personnel is very accommodating and was able to deliver beyond expectations. Thank you.
External	Application Procedure for Incoming Grade 7 Students	Congratulations, keep up the good work!
External	Application Procedure for Incoming Grade 7 Students	None so far im satisfied
External	Application Procedure for Incoming Grade 7 Students	Nothing to suggest since we are very satisfied with how PhiSciHi assist us during the application process. Thank you.
External	Application Procedure for Incoming Grade 7 Students	Thank you very much for your nice accommodation thru online application.
External	Application Procedure for Incoming Grade 7 Students	I really appreciate the staff who is in charge of the PISAY-Central Visayas FB Page. He/She was very accommodating in answering all my concerns.
External	Application Procedure for Incoming Grade 7 Students	Thank you for making the submission easy. The online application is convenient.
External	Application Procedure for Incoming Grade 7 Students	It's a good opportunities for students . We are hoping that you can always give a chance to all the students who aim to achieve their dreams.
External	Application Procedure for Incoming Grade 7 Students	I am satisfied
External	Application Procedure for Incoming Grade 7 Students	Very good service na po.
External	Application Procedure for Incoming Grade 7 Students	Keep it up po .Thank you for assisting us...
External	Application Procedure for Incoming Grade 7 Students	As I observed the quality of your service is good.
External	Application Procedure for Incoming Grade 7 Students	keep up the good work
External	Application Procedure for Incoming Grade 7 Students	None, we are very satisfied with the services offered to us during our walk-in process. The staff who entertain us is very accommodating and the instructions given are easy to understand.
External	Application Procedure for Incoming Grade 7 Students	Always updated☺
External	Application Procedure for Incoming Grade 7 Students	Continues support the program
External	Application Procedure for Incoming Grade 7 Students	Caravan campaign
External	Application Procedure for Incoming Grade 7 Students	Please note for online application: Don't use special characters in the information requested like "Ñ", as it will result in an error during payment.
External	Application Procedure for Incoming Grade 7 Students	May I suggest shuttle bus for students who live outside school promises?
External	Application Procedure for Incoming Grade 7 Students	Thank you for the swift response to our email inquiry. The transactions and process was smooth. The personnel in the registrar's office was very helpful and accommodating. We are looking forward to be part of this community.

Service Type	Service Availed	Free Response
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work of being responsive to your client
External	Application Procedure for Incoming Grade 7 Students	I think it's already good enough.
External	Application Procedure for Incoming Grade 7 Students	Thank you for everything , big help
External	Application Procedure for Incoming Grade 7 Students	I have other sibling studying at PSHS CVC . Very satisfied with the services as a whole.
External	Application Procedure for Incoming Grade 7 Students	Im satisfied with the services.
External	Application Procedure for Incoming Grade 7 Students	Thank you so much for this opportunity.
External	Application Procedure for Incoming Grade 7 Students	Excellent service.
External	Application Procedure for Incoming Grade 7 Students	PSHS personnel at registrar's office are accommodating at all times.
External	Application Procedure for Incoming Grade 7 Students	Satisfied
External	Application Procedure for Incoming Grade 7 Students	Thank you, God bless :)
External	Application Procedure for Incoming Grade 7 Students	Please provide and email address in the online NCE form where parents can message in case of errors encountered.
External	Application Procedure for Incoming Grade 7 Students	thank you
External	Application Procedure for Incoming Grade 7 Students	We had a hiccup with the Gcash payment method. It didn't proceed promptly. We hope there is a wait time notice for eg. school name to be added & application from for evaluation to processed. All in all, steps to application were ok and very convenient.
External	Application Procedure for Incoming Grade 7 Students	None, thank you for your prompt response on our application. God bless us
External	Application Procedure for Incoming Grade 7 Students	We will wait our final feedback as soon as our student will be listed in the list of examinees soon.
External	Application Procedure for Incoming Grade 7 Students	I don't have much comments or suggestion because i know that Phi say is one of the best School in the Philippines.
External	Application Procedure for Incoming Grade 7 Students	I am satisfied.. staffs are very accommodating and well mannered
External	Application Procedure for Incoming Grade 7 Students	None, I believe that the PSHS services are quite great.
External	Application Procedure for Incoming Grade 7 Students	All is well.
External	Application Procedure for Incoming Grade 7 Students	Nothing to add ,satisfied with your service.
External	Application Procedure for Incoming Grade 7 Students	continue the good quality of your service
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work!
External	Application Procedure for Incoming Grade 7 Students	Convenient and easy to register online.
External	Application Procedure for Incoming Grade 7 Students	All is systematic .
External	Application Procedure for Incoming Grade 7 Students	I cant think of comments as of now because I am satisfied with the experience.
External	Application Procedure for Incoming Grade 7 Students	Good education and wide opportunity of the students
External	Application Procedure for Incoming Grade 7 Students	Excellent
External	Application Procedure for Incoming Grade 7 Students	Continue the excellent service
External	Application Procedure for Incoming Grade 7 Students	To increase the recipients' awareness, the school must also send text messages to the official contact numbers provided by the parents.
External	Application Procedure for Incoming Grade 7 Students	None, so far application processing of NCE application was fast.
External	Application Procedure for Incoming Grade 7 Students	okay
External	Application Procedure for Incoming Grade 7 Students	Thank you very much for your efficient service in helping the young students to have the best training and education.
External	Application Procedure for Incoming Grade 7 Students	There were times I struggled accessing the link given due to server error, but soon enough it was solved even before I knew it.
External	Application Procedure for Incoming Grade 7 Students	Best School for my child future.
External	Application Procedure for Incoming Grade 7 Students	Please inform all the elem.schools about tje entrance exam.
External	Application Procedure for Incoming Grade 7 Students	So far so good.
External	Application Procedure for Incoming Grade 7 Students	None very satisfied
External	Application Procedure for Incoming Grade 7 Students	None-very satisfied
External	Application Procedure for Incoming Grade 7 Students	Early notification
External	Application Procedure for Incoming Grade 7 Students	We acknowledge and appreciate your good service.
External	Application Procedure for Incoming Grade 7 Students	Guidance and safety for the kids/students
External	Application Procedure for Incoming Grade 7 Students	Toilet
External	Application Procedure for Incoming Grade 7 Students	keep it up!especially in online platform
External	Application Procedure for Incoming Grade 7 Students	None so far because the services are fast and accessible. I am very satisfied.
External	Application Procedure for Incoming Grade 7 Students	Everything is good and well organize.

Service Type	Service Availed	Free Response
External	Application Procedure for Incoming Grade 7 Students	None, just continue to have a quality service. Thank you.
External	Application Procedure for Incoming Grade 7 Students	Exam reviewer any suggestion?
External	Application Procedure for Incoming Grade 7 Students	We are very satisfied with this online application. Thank you so much
External	Application Procedure for Incoming Grade 7 Students	We are satisfied with your services
External	Application Procedure for Incoming Grade 7 Students	Very responsive to all queries.
External	Application Procedure for Incoming Grade 7 Students	Awesome
External	Application Procedure for Incoming Grade 7 Students	A chatbox (in messenger/viber) where we can easily ask question.
External	Application Procedure for Incoming Grade 7 Students	I wish to thank the Admin staff that helped me when I called iam not very techy and we have no advance gadget to apply (laptop) but the Admin from the main campus where I called helped me to provide me information so I can finish my son s application thank u so much
External	Application Procedure for Incoming Grade 7 Students	I hope that the registration for examination must be process by the school not an individual application. Thanks.
External	Application Procedure for Incoming Grade 7 Students	no comments and suggestions. I'm satisfied with the services.
External	Application Procedure for Incoming Grade 7 Students	Ovel all Good
External	Application Procedure for Incoming Grade 7 Students	I hope the registration will be fine as one in school. Thank you.
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work,
External	Application Procedure for Incoming Grade 7 Students	I'm satisfied to your Services
External	Application Procedure for Incoming Grade 7 Students	Very satisfied.
External	Application Procedure for Incoming Grade 7 Students	I hope the registration will be done as one in school.Thank you
External	Application Procedure for Incoming Grade 7 Students	I already satisfied with the service.
External	Application Procedure for Incoming Grade 7 Students	None all information was very clear.
External	Application Procedure for Incoming Grade 7 Students	Thank you for the prompt service. God bless always.
External	Application Procedure for Incoming Grade 7 Students	I am satisfied with your service.
External	Application Procedure for Incoming Grade 7 Students	The NCE Campaign in PSHS-CMC need to be look into. It is suggested to improve the system of getting the NCE accomplished forms, since it is included in employees IPCR, there is a need to improve the system being employed in getting the NCE accomplished forms, because it has an impact on the image of the institution. There are many instances, wherein employees are having conflict in getting the forms, there has been a tug-of war between employees, and then the elementary teachers were confused, on where they are supposed to submit the NCE accomplished forms, given the fact that they are all pisay employees. Just suggesting. Thank you.
External	Application Procedure for Incoming Grade 7 Students	Well done.
External	Application Procedure for Incoming Grade 7 Students	As of this time I have no any comment, I am satisfied with the quality and services
External	Application Procedure for Incoming Grade 7 Students	fully satisfied
External	Application Procedure for Incoming Grade 7 Students	No more suggestion everything is in order .
External	Application Procedure for Incoming Grade 7 Students	Satisfied
External	Application Procedure for Incoming Grade 7 Students	Having satellite school in cavite
External	Application Procedure for Incoming Grade 7 Students	I wish the school campus will have a certain area where the parents especially pregnant parents or elderly guardian or pwd guardian of the students can do all the needed transactions in one place.
External	Application Procedure for Incoming Grade 7 Students	All informations are well detailed.
External	Application Procedure for Incoming Grade 7 Students	The services was very good so far.
External	Application Procedure for Incoming Grade 7 Students	The quality of the service is already good.
External	Application Procedure for Incoming Grade 7 Students	Job well done
External	Application Procedure for Incoming Grade 7 Students	No questions because already satisfied with the service
External	Application Procedure for Incoming Grade 7 Students	Would you like to hold a career orientation in some of elementary school's.
External	Application Procedure for Incoming Grade 7 Students	Maybe build more campuses if posible.
External	Application Procedure for Incoming Grade 7 Students	Please keep it up! You are providing excellent services!
External	Application Procedure for Incoming Grade 7 Students	I'm satisfied with my experience when I submitted the NCE application for my daughter. The staff were really helpful and made the process smooth. I don't have any additional comments or suggestions at this time, as the service was excellent.
External	Application Procedure for Incoming Grade 7 Students	you are perfect
External	Application Procedure for Incoming Grade 7 Students	Thank you for your service. Godbless and continue your easy and friendly service on us!
External	Application Procedure for Incoming Grade 7 Students	I hope you can provide review materials for the students.
External	Application Procedure for Incoming Grade 7 Students	Just continue the good service that you've provided

Service Type	Service Availed	Free Response
External	Application Procedure for Incoming Grade 7 Students	Please give a chance to the students who most needed the quality education. Students who cannot afford the private school.
External	Application Procedure for Incoming Grade 7 Students	There must be correction for errors in the application forms
External	Application Procedure for Incoming Grade 7 Students	School bus
External	Application Procedure for Incoming Grade 7 Students	As of now I can't see anything to change
External	Application Procedure for Incoming Grade 7 Students	Thank you for being responsive and approachable
External	Application Procedure for Incoming Grade 7 Students	Thank you for the easy access to register
External	Application Procedure for Incoming Grade 7 Students	Im happy with the promptness of the application. Thank you
External	Application Procedure for Incoming Grade 7 Students	No further suggestion as of now since your services is accurate and responsive
External	Application Procedure for Incoming Grade 7 Students	maitain good quality of service
External	Application Procedure for Incoming Grade 7 Students	When I tried to apply online, I experienced an error when I submitted the application. I think it was a system error. That is why I decided to go to the Phil Science High campus instead and submit my son's application. The Registrar was very helpful.
External	Application Procedure for Incoming Grade 7 Students	In the post for announcement i suggest to include which browser can be used or user friendly (firefox,chrome,safari etc) as it took us a long time to submit our application.
External	Application Procedure for Incoming Grade 7 Students	the application process was fast and smooth
External	Application Procedure for Incoming Grade 7 Students	good job to the pshs admin
External	Application Procedure for Incoming Grade 7 Students	If you may have school here in Pagadian city. Many students from here willing to join your school
External	Application Procedure for Incoming Grade 7 Students	Just keep doing great job.
External	Application Procedure for Incoming Grade 7 Students	So far accomodating ra ang staff sa PHILSCI
External	Application Procedure for Incoming Grade 7 Students	Thank you for fast response of my sons application for NCE.. yet we are waiting for the masterlist to be posted soon.. thank you
External	Application Procedure for Incoming Grade 7 Students	It will be helpful that the instructions clearly say that all files to be attached, and not just the ID pic, should be less than 1MB each.
External	Application Procedure for Incoming Grade 7 Students	Not so far, very saturated.
External	Application Procedure for Incoming Grade 7 Students	Understand customer needs
External	Application Procedure for Incoming Grade 7 Students	Very convenient and user friendly
External	Application Procedure for Incoming Grade 7 Students	So far I am very satisfied with the services. Thank you!
External	Application Procedure for Incoming Grade 7 Students	Satisfied
External	Application Procedure for Incoming Grade 7 Students	We parents are well informed about this. Thank you so much.
External	Application Procedure for Incoming Grade 7 Students	Just want to thank you for giving my child opportunity...
External	Application Procedure for Incoming Grade 7 Students	The Application process-encountered error when online application was submitted
External	Application Procedure for Incoming Grade 7 Students	Satisfied so far.
External	Application Procedure for Incoming Grade 7 Students	Thank you.
External	Application Procedure for Incoming Grade 7 Students	SOMETIMES PORTAL LAG
External	Application Procedure for Incoming Grade 7 Students	user friendly
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work
External	Application Procedure for Incoming Grade 7 Students	None so far...you're doing great!
External	Application Procedure for Incoming Grade 7 Students	Masaya po ako na makapag aral ang anak ko sa PSHS
External	Application Procedure for Incoming Grade 7 Students	Your services is good enough for me as a mother.. you are responsive one. Thank you
External	Application Procedure for Incoming Grade 7 Students	So far so good.
External	Application Procedure for Incoming Grade 7 Students	Just continue being approachable and helpful at all times.
External	Application Procedure for Incoming Grade 7 Students	No comments po because we trust PSHS.
External	Application Procedure for Incoming Grade 7 Students	Godbless And More power
External	Application Procedure for Incoming Grade 7 Students	Godbless and more power
External	Application Procedure for Incoming Grade 7 Students	More information dissemination on the requirements and schedule of submissions as well as other pertinent information. The online application process is laudable.
External	Application Procedure for Incoming Grade 7 Students	This survey form needs be mobile responsive.
External	Application Procedure for Incoming Grade 7 Students	Please consider those Filipino citizens clients/applicants outside the Philippines to conduct all transactions including entrance examinations online.
External	Application Procedure for Incoming Grade 7 Students	Thank you and congratulations
External	Application Procedure for Incoming Grade 7 Students	Issue receipts when paying for registration
External	Application Procedure for Incoming Grade 7 Students	So far, none thank you.

Service Type	Service Availed	Free Response
External	Application Procedure for Incoming Grade 7 Students	I use the online application for my daughter's application and I'm so happy that it's a user friendly and easy to use the online application. thank you for not making so difficult for the applicant to apply.
External	Application Procedure for Incoming Grade 7 Students	None so far. I am very satisfied with your service.
External	Application Procedure for Incoming Grade 7 Students	Thanks for your quick response to my email. I've just replied as well.
External	Application Procedure for Incoming Grade 7 Students	Shows a strong work ethic & consistently go above and beyond your goals
External	Application Procedure for Incoming Grade 7 Students	I have nothing to say, cause I am very satisfied :)
External	Application Procedure for Incoming Grade 7 Students	THE SCORE OF EXAMINEES CAN BE CHECK IN INTERNET. WE HOPE SO.
External	Application Procedure for Incoming Grade 7 Students	Continue the good service
External	Application Procedure for Incoming Grade 7 Students	Your service for our kids is already commendable. Thank you so much.
External	Application Procedure for Incoming Grade 7 Students	Just Be clear and direct in addressing in terms of Children's performance both academic and Values.
External	Application Procedure for Incoming Grade 7 Students	Im satisfied with the help that we receive thank you!
External	Application Procedure for Incoming Grade 7 Students	Just keep it up
External	Application Procedure for Incoming Grade 7 Students	Reviewer Materials if applicable to have online copies
External	Application Procedure for Incoming Grade 7 Students	We had an easy application process. We are impressed with the reliability of the site.
External	Application Procedure for Incoming Grade 7 Students	The dropdown option for all schools was a surprise - even homeschools are part of it.
External	Application Procedure for Incoming Grade 7 Students	keep it up
External	Application Procedure for Incoming Grade 7 Students	Stay responsive to every concern
External	Application Procedure for Incoming Grade 7 Students	None so far. Accommodations and receiving of documents are very approachable
External	Application Procedure for Incoming Grade 7 Students	Very responsive.
External	Application Procedure for Incoming Grade 7 Students	Actually I want to thank the admin for providing us a accessible reviewer, A easy to follow instructions in signing up and for making the application fast and convenient for us.
External	Application Procedure for Incoming Grade 7 Students	accomodating all personel
External	Application Procedure for Incoming Grade 7 Students	Pamplets
External	Application Procedure for Incoming Grade 7 Students	If ever my child will pass, sana meron pong school service from town tilo school vice versa. Thankyou.
External	Application Procedure for Incoming Grade 7 Students	Satisfied with your services
External	Application Procedure for Incoming Grade 7 Students	Thank you
External	Application Procedure for Incoming Grade 7 Students	Prompt answers on telephones
External	Application Procedure for Incoming Grade 7 Students	No improvements needed, everything is already great.
External	Application Procedure for Incoming Grade 7 Students	Information always updated in any social media flat form.
External	Application Procedure for Incoming Grade 7 Students	There should be an indication where the a certain answer/inputted data in registration form is not acceptable because when I submit my filled up form it seems that some of my inputted data is not acceptable, I just have to guess what part, then I change the data and when I submit it again luckily it's already ok and registered, thank you & Godbless😊🙌
External	Application Procedure for Incoming Grade 7 Students	None. PSHS NCE goes beyond expectations.
External	Application Procedure for Incoming Grade 7 Students	Able to edit application profile
External	Application Procedure for Incoming Grade 7 Students	I am very satisfied of the quality of your services.
External	Application Procedure for Incoming Grade 7 Students	Pshs has a goog feedbacks. And a competitive school. God bless. Thank you.
External	Application Procedure for Incoming Grade 7 Students	Keep updating informations.
External	Application Procedure for Incoming Grade 7 Students	We hope there's an option of applying to other campus/es
External	Application Procedure for Incoming Grade 7 Students	we have the option on submitting the application whether in physical or thru online
External	Application Procedure for Incoming Grade 7 Students	Consistency.
External	Application Procedure for Incoming Grade 7 Students	Still learning about PSHS
External	Application Procedure for Incoming Grade 7 Students	My family is thankful for fast processing of documents.
External	Application Procedure for Incoming Grade 7 Students	All the services is very satisfactory.
External	Application Procedure for Incoming Grade 7 Students	Very accommodating administrative staff.
External	Application Procedure for Incoming Grade 7 Students	none at the moment. Ty
External	Application Procedure for Incoming Grade 7 Students	Provide more quality education for students
External	Application Procedure for Incoming Grade 7 Students	Great work
External	Application Procedure for Incoming Grade 7 Students	Nothing everything is good.

Service Type	Service Availed	Free Response
External	Application Procedure for Incoming Grade 7 Students	In submitting the form yesterday, technical glitch occurred. It said "error" for numerous times. May this information help your application system. Thank you very much.
External	Application Procedure for Incoming Grade 7 Students	Its all good
External	Application Procedure for Incoming Grade 7 Students	We are already satisfied with the process.
External	Application Procedure for Incoming Grade 7 Students	Wala po
External	Application Procedure for Incoming Grade 7 Students	Keep it up!
External	Application Procedure for Incoming Grade 7 Students	more power to your agency
External	Application Procedure for Incoming Grade 7 Students	I think PSHS give the best to their students. So more power and God blesa the institution.
External	Application Procedure for Incoming Grade 7 Students	Honestly, I have no comment. The quality of service was very good, thank you very much.
External	Application Procedure for Incoming Grade 7 Students	None Everything is good.
External	Application Procedure for Incoming Grade 7 Students	Keep the good standing of the PSHS.
External	Application Procedure for Incoming Grade 7 Students	N/A. For me this is a big help for every deserving student
External	Application Procedure for Incoming Grade 7 Students	All is good!
External	Application Procedure for Incoming Grade 7 Students	Keep improving and maintain the things that are excellent
External	Application Procedure for Incoming Grade 7 Students	To be honest, there's no major problems that i have encountered during the application, i just suggest to fix some pshs website bugs, thats all
External	Application Procedure for Incoming Grade 7 Students	None so far, just let us (parents) keep updated. tnx
External	Application Procedure for Incoming Grade 7 Students	services are commendable
External	Application Procedure for Incoming Grade 7 Students	Services rendered to clients are excellent
External	Application Procedure for Incoming Grade 7 Students	so far so good
External	Application Procedure for Incoming Grade 7 Students	So far the services had offered excellently
External	Application Procedure for Incoming Grade 7 Students	For me, the service is okay.. Thank you..
External	Application Procedure for Incoming Grade 7 Students	good job for the immediate response with regards to the application for Junior High School...
External	Application Procedure for Incoming Grade 7 Students	Thank you PISAY and I hope my son pass the examination
External	Application Procedure for Incoming Grade 7 Students	Frequent updates regarding the school's achievements and activities to boost the interest of others pupils to enroll in PSHS.
External	Application Procedure for Incoming Grade 7 Students	Pisay is already as great as how I imagined it to be.
External	Application Procedure for Incoming Grade 7 Students	none so far, very satisfied with your system
External	Application Procedure for Incoming Grade 7 Students	Please inform us visitors about the dress code. I wore shorts when I went there but it was just one inch below the knee and I didn't find it sexy nor revealing. I just wore shorts because it was very hot. I went there to pass my son's application form but we were not allowed to enter the campus. There was no signage at the entrance gate about the dress code. But kudos to the security guards because they let us wait at the gate and one of them submitted our application and payment to the registrar. : -)
External	Application Procedure for Incoming Grade 7 Students	Keep up the good services
External	Application Procedure for Incoming Grade 7 Students	Thank u
External	Application Procedure for Incoming Grade 7 Students	Need improvement in terms of responsiveness
External	Application Procedure for Incoming Grade 7 Students	Thank you!
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work
External	Application Procedure for Incoming Grade 7 Students	Provide excellent service consistently.
External	Application Procedure for Incoming Grade 7 Students	Keep up
External	Application Procedure for Incoming Grade 7 Students	I suggest that you should build a review center for this matter. Thank you.
External	Application Procedure for Incoming Grade 7 Students	I hava no more comments coz for me its enough infornation /services I got .
External	Application Procedure for Incoming Grade 7 Students	Very good flatform. More accessable school site
External	Application Procedure for Incoming Grade 7 Students	keep it up
External	Application Procedure for Incoming Grade 7 Students	Quick response . Good job
External	Application Procedure for Incoming Grade 7 Students	all is well
External	Application Procedure for Incoming Grade 7 Students	Your qualities are perfect
External	Application Procedure for Incoming Grade 7 Students	Your qualities are perfect
External	Application Procedure for Incoming Grade 7 Students	Keep it up.
External	Application Procedure for Incoming Grade 7 Students	just keep us updated
External	Application Procedure for Incoming Grade 7 Students	Thank you and Godbless

Service Type	Service Availed	Free Response
External	Application Procedure for Incoming Grade 7 Students	None so Far, Im very satisfied with your service
External	Application Procedure for Incoming Grade 7 Students	Processing on Online application will also be accessible during weekends
External	Application Procedure for Incoming Grade 7 Students	No more additional comments or suggestions.
External	Application Procedure for Incoming Grade 7 Students	continue good quality service.
External	Application Procedure for Incoming Grade 7 Students	I don't have any comments I'm very satisfied for the service on how to guide it.thank you very much appreciated.
External	Application Procedure for Incoming Grade 7 Students	Great job!
External	Application Procedure for Incoming Grade 7 Students	Great job! Keep it up..
External	Application Procedure for Incoming Grade 7 Students	ok
External	Application Procedure for Incoming Grade 7 Students	If it's possible increase the number of students who passes the exam. It's only 120 students, given there's a lot of applicants all over Davao region alone. Thanks.
External	Application Procedure for Incoming Grade 7 Students	Your services are already satisfactory.Keep it up.
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work.
External	Application Procedure for Incoming Grade 7 Students	Satisfied
External	Application Procedure for Incoming Grade 7 Students	Very good service,,thank you.
External	Application Procedure for Incoming Grade 7 Students	Include text notification for the updates
External	Application Procedure for Incoming Grade 7 Students	Very excellent so far
External	Application Procedure for Incoming Grade 7 Students	Very satisfied with your service
External	Application Procedure for Incoming Grade 7 Students	No suggestions it's already excellent
External	Application Procedure for Incoming Grade 7 Students	Keep up the good with work.
External	Application Procedure for Incoming Grade 7 Students	might be to create a Facebook page for better dissemination of news and updates
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work..
External	Application Procedure for Incoming Grade 7 Students	Keep it up!
External	Application Procedure for Incoming Grade 7 Students	None because i am very satisfied to your services
External	Application Procedure for Incoming Grade 7 Students	I commend all the staff. They are very approachable.
External	Application Procedure for Incoming Grade 7 Students	You are very accommodating and helpful.
External	Application Procedure for Incoming Grade 7 Students	Excellent keep it up!
External	Application Procedure for Incoming Grade 7 Students	It is a friendly system
External	Application Procedure for Incoming Grade 7 Students	Good job po
External	Application Procedure for Incoming Grade 7 Students	Facebook page
External	Application Procedure for Incoming Grade 7 Students	It is a friendly system
External	Application Procedure for Incoming Grade 7 Students	so far so good
External	Application Procedure for Incoming Grade 7 Students	more announcements and time to post
External	Application Procedure for Incoming Grade 7 Students	More knowledgeable activities for kids
External	Application Procedure for Incoming Grade 7 Students	Thank you
External	Application Procedure for Incoming Grade 7 Students	Active info
External	Application Procedure for Incoming Grade 7 Students	Hello, not much po. The only I can see po the signage po sa labas po ay faded na po. For me as a newbie po sa place naligaw po ako even if 2nd time kuna po. Lookingnfor the signage po. Hope ma palitan po ng bago signage po to become more visible po para sa mga bago or ng hahhanap sa campus.
External	Application Procedure for Incoming Grade 7 Students	Excellent
External	Application Procedure for Incoming Grade 7 Students	Thank you so much
External	Application Procedure for Incoming Grade 7 Students	Keep up the Good Work. God Bless
External	Application Procedure for Incoming Grade 7 Students	I have nothing to add more. I commend for an excellent service.
External	Application Procedure for Incoming Grade 7 Students	The online portal for application to take the NCE is much more convenient than going to the DOST office. There was a slight glitch in processing the payment from another bank to Landbank because the Landbank site said there was an error, but about an hour later, there was feedback that the payment had been processed. Had I believed the error page of Landbank, I may have made a double payment. Good thing I waited instead.
External	Application Procedure for Incoming Grade 7 Students	Reviewers for NCE
External	Application Procedure for Incoming Grade 7 Students	for now its good
External	Application Procedure for Incoming Grade 7 Students	Satisfaction Guaranteed

Service Type	Service Availed	Free Response
External	Application Procedure for Incoming Grade 7 Students	ASs of now I am satisfied to the service , staff are very entertainer and kind
External	Application Procedure for Incoming Grade 7 Students	Very responsive and Polite
External	Application Procedure for Incoming Grade 7 Students	A little hardship in paying the examination fee thru gcash since OTP is required and I'm using same phone.
External	Application Procedure for Incoming Grade 7 Students	At first, I encountered technical glitches during the online registration of my daughter's application but due to the technical assistance provided by the PSHS, CVC Registrar, Madam Maria Rosalina Villamorel through text messages, my concern or issue was immediately addressed, hence, I was able to register to the NCE online application. With that, keep up the good work!
External	Application Procedure for Incoming Grade 7 Students	Online application is quite frustrating due to always having an error message
External	Application Procedure for Incoming Grade 7 Students	So far i was satisfied of your services
External	Application Procedure for Incoming Grade 7 Students	Thank you.
External	Application Procedure for Incoming Grade 7 Students	Thank you
External	Application Procedure for Incoming Grade 7 Students	Consistent update
External	Application Procedure for Incoming Grade 7 Students	Continue a good service to us
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work! 👆
External	Application Procedure for Incoming Grade 7 Students	1. Uploading of docs for card: please indicate waht file format it should be in . we kept on getting error alerts. another is, some report cards are not in booklet form but comes in single paged document. However the application required to upload the front and another page of the report card; that was led to several error alerts. 2. Payment process: There should be other options for posting payment other than the Landbank portal as it tends to be faulty. We had to wait one day to try again because we kept on getting error alerts also when it was time to post payment. Another is when we were eventually able to pay, Landbank posted the receipt for a few seconds and then showed another error message, leading us to assume that maybe the payment did not go through. For convenience, perhaps other mobile payment options would be appreciated.
External	Application Procedure for Incoming Grade 7 Students	Very satisfied of their services
External	Application Procedure for Incoming Grade 7 Students	You can kindly include a choice for "others, please specify _____" in the part of this questionnaire asking for "How/where did you first know about PSHS RACE?".
External	Application Procedure for Incoming Grade 7 Students	The online applications is very user-friendly.
External	Application Procedure for Incoming Grade 7 Students	I think something is wrong with the server because it really took me time before I was able to successfully submitted my daughter's application
External	Application Procedure for Incoming Grade 7 Students	All good.
External	Application Procedure for Incoming Grade 7 Students	All I can say is I am very impress and satisfied about the services
External	Application Procedure for Incoming Grade 7 Students	i think i dont any suggestion,im satisfied
External	Application Procedure for Incoming Grade 7 Students	I've heard from my family and relatives about the quality of education and benefits a student can get from Philippines Science High School. But never heard any of it from my teachers. I hope there will be more information about this scholarship because there are lots of potential students that are unaware about this opportunity. Thank you!
External	Application Procedure for Incoming Grade 7 Students	It was a smooth process, thank you for the kind service.
External	Application Procedure for Incoming Grade 7 Students	It should also to be advertised on television so that more people are aware of the PSHS.
External	Application Procedure for Incoming Grade 7 Students	Thank you that everything went smoothly.
External	Application Procedure for Incoming Grade 7 Students	Please Keep up the good work !
External	Application Procedure for Incoming Grade 7 Students	Payment providers charged more than the bank does.
External	Application Procedure for Incoming Grade 7 Students	Proper parental guidance in our absence
External	Application Procedure for Incoming Grade 7 Students	I appreciate your good communication and being responsive.
External	Application Procedure for Incoming Grade 7 Students	Hard to used the electronic application form but thanks for the fastest response.
External	Application Procedure for Incoming Grade 7 Students	None, thank you.
External	Application Procedure for Incoming Grade 7 Students	Accurate instruction
External	Application Procedure for Incoming Grade 7 Students	Satisfied
External	Application Procedure for Incoming Grade 7 Students	Online application are very helpful to examinees. It makes the process easier to accomplish.
External	Application Procedure for Incoming Grade 7 Students	Hope you have testing center in Quezon
External	Application Procedure for Incoming Grade 7 Students	Testing center in Quezon Prov
External	Application Procedure for Incoming Grade 7 Students	During online application, Error message does not have any description to know what is wrong on the application. My suggestion is to improve the online application system. To have a description on the error message which specific item went wrong.
External	Application Procedure for Incoming Grade 7 Students	Nothing more to suggest, got a very convenient having your online processing application.
External	Application Procedure for Incoming Grade 7 Students	I hope someday you will bring PISAY Branch near Surigao City.
External	Application Procedure for Incoming Grade 7 Students	Updated

Service Type	Service Availed	Free Response
External	Application Procedure for Incoming Grade 7 Students	I wish there is an online assistant that we may chat or answer the queries during office hour.
External	Application Procedure for Incoming Grade 7 Students	Very detailed
External	Application Procedure for Incoming Grade 7 Students	Nothing, Thank you so much PSHS.
External	Application Procedure for Incoming Grade 7 Students	It is good already
External	Application Procedure for Incoming Grade 7 Students	Love your students
External	Application Procedure for Incoming Grade 7 Students	Services are satistified to the user.
External	Application Procedure for Incoming Grade 7 Students	None. Im satisfied with the quality of your services
External	Application Procedure for Incoming Grade 7 Students	For now, None.
External	Application Procedure for Incoming Grade 7 Students	VERY RESPONSIVE TO INQUIRY
External	Application Procedure for Incoming Grade 7 Students	Is the Regional Science high school here in Olongapo not included in the list of possible school where we are more proximate?
External	Application Procedure for Incoming Grade 7 Students	Hoping for more students can attend ,
External	Application Procedure for Incoming Grade 7 Students	Keep posting informations
External	Application Procedure for Incoming Grade 7 Students	no more comments
External	Application Procedure for Incoming Grade 7 Students	I really liked the facilities of the school and i believe its a great place for my son to learn.
External	Application Procedure for Incoming Grade 7 Students	Very amazing
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work.
External	Application Procedure for Incoming Grade 7 Students	Excellent
External	Application Procedure for Incoming Grade 7 Students	Satisfied so far
External	Application Procedure for Incoming Grade 7 Students	Keep the good work
External	Application Procedure for Incoming Grade 7 Students	may use messenger for queries
External	Application Procedure for Incoming Grade 7 Students	None. Good job!
External	Application Procedure for Incoming Grade 7 Students	Error being prompted on “Date of birth”. Suggestion: Edit option for some supporting details.
External	Application Procedure for Incoming Grade 7 Students	Very satisfied of the service as a whole
External	Application Procedure for Incoming Grade 7 Students	Thank you very much for your swift response to our "Request to Add School".
External	Application Procedure for Incoming Grade 7 Students	make announcement through mainstream media to reach mass listeners.
External	Application Procedure for Incoming Grade 7 Students	The application process was streamlined, and the staff were responsive
External	Application Procedure for Incoming Grade 7 Students	For now it's very good
External	Application Procedure for Incoming Grade 7 Students	We would be pleasured if you will have fb page for the announcements so that we will be notified. Thank you
External	Application Procedure for Incoming Grade 7 Students	We are looking forward for the school to have fb page for announcements and notices,, thank you.
External	Application Procedure for Incoming Grade 7 Students	i hope branches in the provinces be available..
External	Application Procedure for Incoming Grade 7 Students	Please update all elementary schools on your choices button for applying NCE
External	Application Procedure for Incoming Grade 7 Students	hopefully, this opportunity will continue..
External	Application Procedure for Incoming Grade 7 Students	Thank you for your very satisfying service
External	Application Procedure for Incoming Grade 7 Students	internet connection
External	Application Procedure for Incoming Grade 7 Students	internet connection
External	Application Procedure for Incoming Grade 7 Students	Continue the policy of the rules and regulations
External	Application Procedure for Incoming Grade 7 Students	Nothing to say but thumbs up.
External	Application Procedure for Incoming Grade 7 Students	I was thinking NCE should do marketing on school or division level, happy to learn you already did. Your team have visited the school where I work in SDO San Pedro and saw marketing info in my son's school FB page in SDO Santa Rosa.
External	Application Procedure for Incoming Grade 7 Students	Be more informative if you pass the test what PSHS NCE school offer for the student.
External	Application Procedure for Incoming Grade 7 Students	Thank you for the efficient servives rendered.
External	Application Procedure for Incoming Grade 7 Students	satisfied applicant/parent
External	Application Procedure for Incoming Grade 7 Students	Hope to be one of the priorities for the slot as I am a solo parent's child. This will be a very big help to my mama. I'm very interested in Phil. Science and I am willing to learn more. Thank you and God Bless po.
External	Application Procedure for Incoming Grade 7 Students	Just keep up the good work. Kudos to all.
External	Application Procedure for Incoming Grade 7 Students	Excellent service

Service Type	Service Availed	Free Response
External	Application Procedure for Incoming Grade 7 Students	Learning is a continuous process
External	Application Procedure for Incoming Grade 7 Students	It took a while to discover why the application "error", and cannot proceed.
External	Application Procedure for Incoming Grade 7 Students	Keep it up the excellent service.
External	Application Procedure for Incoming Grade 7 Students	None. I am satisfied with your services.
External	Application Procedure for Incoming Grade 7 Students	Sustain
External	Application Procedure for Incoming Grade 7 Students	all Good
External	Application Procedure for Incoming Grade 7 Students	Improve and update the system. I experience stress during the submission of application.
External	Application Procedure for Incoming Grade 7 Students	im very satisfied
External	Application Procedure for Incoming Grade 7 Students	Responsive and approachable personnel
External	Application Procedure for Incoming Grade 7 Students	Continue your good job
External	Application Procedure for Incoming Grade 7 Students	So far, it has very good
External	Application Procedure for Incoming Grade 7 Students	No suggestion
External	Application Procedure for Incoming Grade 7 Students	so far so good
External	Application Procedure for Incoming Grade 7 Students	Keep it up
External	Application Procedure for Incoming Grade 7 Students	Keep it up
External	Application Procedure for Incoming Grade 7 Students	We are more than satisfied
External	Application Procedure for Incoming Grade 7 Students	Can I please request that my son Carl C. Aquino be included in the upcoming Review Session via Zoom? Thank you very much.
External	Application Procedure for Incoming Grade 7 Students	Perfect
External	Application Procedure for Incoming Grade 7 Students	School facilities
External	Application Procedure for Incoming Grade 7 Students	just keep us updated
External	Application Procedure for Incoming Grade 7 Students	the quality of your service is great.
External	Application Procedure for Incoming Grade 7 Students	For brighter future
External	Application Procedure for Incoming Grade 7 Students	Be responsible
External	Application Procedure for Incoming Grade 7 Students	Passed
External	Application Procedure for Incoming Grade 7 Students	Good to know that you inform us thru school based info.
External	Application Procedure for Incoming Grade 7 Students	Good job
External	Application Procedure for Incoming Grade 7 Students	Nothing more. Already satisfied.
External	Application Procedure for Incoming Grade 7 Students	More power! Thank you for the excellent service.
External	Application Procedure for Incoming Grade 7 Students	Keep up the goods works
External	Application Procedure for Incoming Grade 7 Students	Hopefully my child who will take this examination can have a good and satisfying result.
External	Application Procedure for Incoming Grade 7 Students	There should be a cell phone number.
External	Application Procedure for Incoming Grade 7 Students	I'm appreciated the staff is kind and well oriented.
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work
External	Application Procedure for Incoming Grade 7 Students	As I observed the Iam very much satisfied for being responsive.
External	Application Procedure for Incoming Grade 7 Students	It is well and good already.
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work.
External	Application Procedure for Incoming Grade 7 Students	more program like this during school year end break
External	Application Procedure for Incoming Grade 7 Students	be positive
External	Application Procedure for Incoming Grade 7 Students	All administrative offices should be on 1 building only.
External	Application Procedure for Incoming Grade 7 Students	Am I registered?
External	Application Procedure for Incoming Grade 7 Students	Am I registered?
External	Application Procedure for Incoming Grade 7 Students	A "save" button in the online platform could be a great help to others, like in our situation where internet is fluctuating.
External	Application Procedure for Incoming Grade 7 Students	Not so hard
External	Application Procedure for Incoming Grade 7 Students	None, everything is perfect
External	Application Procedure for Incoming Grade 7 Students	All is good
External	Application Procedure for Incoming Grade 7 Students	Good services

Service Type	Service Availed	Free Response
External	Application Procedure for Incoming Grade 7 Students	More advertise
External	Application Procedure for Incoming Grade 7 Students	Kindly post the active number of Philsci school registrar per branch so in case there will be some questions regarding the application, we can easily ask directly instead of going to the branch school.
External	Application Procedure for Incoming Grade 7 Students	The staff will entertained to there client
External	Application Procedure for Incoming Grade 7 Students	Is there any discounts for entrance exam fee for partial scholars? Is it for full scholars only who can avail free entrance exam fee? Thank you
External	Application Procedure for Incoming Grade 7 Students	Good
External	Application Procedure for Incoming Grade 7 Students	Every is Clear
External	Application Procedure for Incoming Grade 7 Students	None , all information are posted in the website
External	Application Procedure for Incoming Grade 7 Students	no comments so far so good
External	Application Procedure for Incoming Grade 7 Students	I think there is really nothing more to change ☺ it is all working very nicely
External	Application Procedure for Incoming Grade 7 Students	If possible we would be very happy if the passing score in the test be lowered to accommodate more students especially those who really need to be in this school.
External	Application Procedure for Incoming Grade 7 Students	As a parent, I was very thankful that you reach out for public elem school because only this year we know about how to apply for this good opportunity of our children.
External	Application Procedure for Incoming Grade 7 Students	I am satisfied with the quality of your services. Thank you!
External	Application Procedure for Incoming Grade 7 Students	Keep up the excellent service. More power to PISAY!
External	Application Procedure for Incoming Grade 7 Students	Hoping for a very successful and meaningful educational journey through efficient assistance
External	Application Procedure for Incoming Grade 7 Students	Thank you
External	Application Procedure for Incoming Grade 7 Students	None, great.
External	Application Procedure for Incoming Grade 7 Students	Maintain the helpful and cheerful approaches
External	Application Procedure for Incoming Grade 7 Students	Good services
External	Application Procedure for Incoming Grade 7 Students	Please put in your Feedback Questions N/A for Qs that are not applicable for online applicants. Thanks.
External	Application Procedure for Incoming Grade 7 Students	Please put in your Feedback Questions N/A for Qs that are not applicable for online applicants. Thanks.
External	Application Procedure for Incoming Grade 7 Students	keep up the good work, thanks for helping lower class pupils like ours
External	Application Procedure for Incoming Grade 7 Students	More information (posters) about NCE in elementary schools both private or public especially in the far-flung area please.
External	Application Procedure for Incoming Grade 7 Students	Wala na
External	Application Procedure for Incoming Grade 7 Students	Wala po... 1st time namin sa PSHS, in God willing makapasa po. Ty
External	Application Procedure for Incoming Grade 7 Students	Please put in your Feedback Questions N/A for Qs that are not applicable for online applicants or add Qs appropriate for online platform. Thanks much.
External	Application Procedure for Incoming Grade 7 Students	Please put in your Feedback Questions N/A for Qs that are not applicable for online applicants or add Qs appropriate for online platform. Thanks much.
External	Application Procedure for Incoming Grade 7 Students	I'd appreciate more supplied reviewers
External	Application Procedure for Incoming Grade 7 Students	I'd appreciate more supplied reviewers
External	Application Procedure for Incoming Grade 7 Students	continue the good work in regards with the education of our future generation
External	Application Procedure for Incoming Grade 7 Students	THANKFUL FOR BEING RESPONSIVE.MAINTAIN IT!
External	Application Procedure for Incoming Grade 7 Students	More payment options should be added, add more banks for online banking payment
External	Application Procedure for Incoming Grade 7 Students	Very good and accomodating teachers
External	Application Procedure for Incoming Grade 7 Students	More already-provided free reviewers
External	Application Procedure for Incoming Grade 7 Students	Satisfied and thankful with the quality of your services.
External	Application Procedure for Incoming Grade 7 Students	Improve system connection consistency.
External	Application Procedure for Incoming Grade 7 Students	none, satisficed with the service.
External	Application Procedure for Incoming Grade 7 Students	Thank you so much
External	Application Procedure for Incoming Grade 7 Students	Your online servives is good
External	Application Procedure for Incoming Grade 7 Students	Reviewer for NCE please
External	Application Procedure for Incoming Grade 7 Students	Thank you for reaching Balutakay ES.
External	Application Procedure for Incoming Grade 7 Students	keep it up
External	Application Procedure for Incoming Grade 7 Students	Maybe some chat support on the website 😁
External	Application Procedure for Incoming Grade 7 Students	The online submission is user friendly, very easy to navigate. Also, the Registrar is very accomodating for the questions during online application.
External	Application Procedure for Incoming Grade 7 Students	None everything is fine
External	Application Procedure for Incoming Grade 7 Students	Children nowadays are becoming robots, they only feed their brains but lacks the emotion. Coupled with the lack of GMRC taught and practiced in school, they have grown

Service Type	Service Availed	Free Response
		indifferent. Help nourish a real human neing who is appreciated in their behaviour and not just in their academics. After all, this children still believes that your words and appreciation are golden.
External	Application Procedure for Incoming Grade 7 Students	Very responsive. :)
External	Application Procedure for Incoming Grade 7 Students	When hearing the school PISAY students tends to be scared to take the entrance examination, maybe find solution to this issue so that many student will try to take the exam in the future.
External	Application Procedure for Incoming Grade 7 Students	Thank you
External	Application Procedure for Incoming Grade 7 Students	Thank you so much.
External	Application Procedure for Incoming Grade 7 Students	Will, its enough for me nothing else to improved, the quality of services you provide is very good.
External	Application Procedure for Incoming Grade 7 Students	Very nice accommodations. Thanks you
External	Application Procedure for Incoming Grade 7 Students	Thank you for your excellent service.
External	Application Procedure for Incoming Grade 7 Students	Be update through social media
External	Application Procedure for Incoming Grade 7 Students	All good
External	Application Procedure for Incoming Grade 7 Students	High quality education in Phil sci.
External	Application Procedure for Incoming Grade 7 Students	No further comments as of this time
External	Application Procedure for Incoming Grade 7 Students	Very convenient to use the link provided. However, I think the “take a photo” of the card isn’t working well but when I uploaded the photo from my phone, it worked.
External	Application Procedure for Incoming Grade 7 Students	Layout plan for psyment -proximity from one office to another office
External	Application Procedure for Incoming Grade 7 Students	Don't be hard for them to attached documents
External	Application Procedure for Incoming Grade 7 Students	Full trust to the staff and to all employe.
External	Application Procedure for Incoming Grade 7 Students	Excellent
External	Application Procedure for Incoming Grade 7 Students	All I can say PSHS is very good in all aspects no doubt about it, from what I heard to those people already knows about the PSHS..Just continue to Teach those children who got have talents and skills to improve and develop there interest in any aspect, to become more engage and competitive not only in the Philippines but also international as well..thank you all the person's or staff behind this.
External	Application Procedure for Incoming Grade 7 Students	none, jobs are well done
External	Application Procedure for Incoming Grade 7 Students	Good online service.
External	Application Procedure for Incoming Grade 7 Students	Continue support to the students
External	Application Procedure for Incoming Grade 7 Students	I'm satisfied with the quality of service provided so far.
External	Application Procedure for Incoming Grade 7 Students	continue the sensitivity and logic thinking displayed by the team towards the uneasiness of those applying online. the step of help delivered solidified the application process of a well distinguished institution.
External	Application Procedure for Incoming Grade 7 Students	nothing so far. already excellent.
External	Application Procedure for Incoming Grade 7 Students	Excellent services
External	Application Procedure for Incoming Grade 7 Students	So far no comment or suggestion service is good
External	Application Procedure for Incoming Grade 7 Students	idk what to suggest, but so far u have the best service right now.
External	Application Procedure for Incoming Grade 7 Students	Good communication
External	Application Procedure for Incoming Grade 7 Students	all is well
External	Application Procedure for Incoming Grade 7 Students	Maybe post if the online application is bugging because when I first tried applying it always said error even when everything was right.
External	Application Procedure for Incoming Grade 7 Students	The service is excellent.The in-charge was responsive ,i am satisfied so i cannot suggest but i would say keep up the good work
External	Application Procedure for Incoming Grade 7 Students	Safety and good discipline , good manners and right conduct of the students.
External	Application Procedure for Incoming Grade 7 Students	So far so good
External	Application Procedure for Incoming Grade 7 Students	Online examination
External	Application Procedure for Incoming Grade 7 Students	Very prompt response
External	Application Procedure for Incoming Grade 7 Students	Good
External	Application Procedure for Incoming Grade 7 Students	Im very satisfied with your service's.
External	Application Procedure for Incoming Grade 7 Students	Noting at all. Its totally good
External	Application Procedure for Incoming Grade 7 Students	Satisfied
External	Application Procedure for Incoming Grade 7 Students	All is well
External	Application Procedure for Incoming Grade 7 Students	give long time for registration
External	Application Procedure for Incoming Grade 7 Students	so far, in order

Service Type	Service Availed	Free Response
External	Application Procedure for Incoming Grade 7 Students	I suggest that you improve your online system application since yesterday when I have submitted it has a lot of errors just like for Sophie Labastida Walters Applicant she is a filipino citizen and its her first time applying for the school yet the online form marked her as not a filipino and not her first time
External	Application Procedure for Incoming Grade 7 Students	Very impressive already.
External	Application Procedure for Incoming Grade 7 Students	Monthly news about activities of PSHS to increase awareness of society
External	Application Procedure for Incoming Grade 7 Students	Your service is very convenient to us no need to go to your office.. Thank you so
External	Application Procedure for Incoming Grade 7 Students	We hope to be given the liberty to choose on where to take the NCE.
External	Application Procedure for Incoming Grade 7 Students	Thank you so much
External	Application Procedure for Incoming Grade 7 Students	No comments , I am very satisfied and happy
External	Application Procedure for Incoming Grade 7 Students	we just need confirmation if the application is confirmed . its just said processed . we are worried that our application was not push through cause its just online. and the child is not included in the list
External	Application Procedure for Incoming Grade 7 Students	Overall service was excellent. Thank you so much for your prompt action on online application.
External	Application Procedure for Incoming Grade 7 Students	Keep it up!
External	Application Procedure for Incoming Grade 7 Students	more information drive particularly in public schools
External	Application Procedure for Incoming Grade 7 Students	More training
External	Application Procedure for Incoming Grade 7 Students	Active telephone for inquiries
External	Application Procedure for Incoming Grade 7 Students	More info dissemination
External	Application Procedure for Incoming Grade 7 Students	Increase the number of students who can enter/study the school.
External	Application Procedure for Incoming Grade 7 Students	Keep it up
External	Application Procedure for Incoming Grade 7 Students	I'm just happy with the way they communicate, they are very accommodating, transactions and communications with PSHS is very smooth and warm.
External	Application Procedure for Incoming Grade 7 Students	Thank you so much for giving our children.
External	Application Procedure for Incoming Grade 7 Students	no comments at all/ very responsive, they called me and message as soon as I submit my application.
External	Application Procedure for Incoming Grade 7 Students	Some potential students from public school are unaware of PSHS entrance exam, maybe more information drive be facilitated
External	Application Procedure for Incoming Grade 7 Students	in the online application if error occurs there should be comments or message that will appear to notify the applicant about the error
External	Application Procedure for Incoming Grade 7 Students	None because I 'm satisfied
External	Application Procedure for Incoming Grade 7 Students	Just keep up the good work
External	Application Procedure for Incoming Grade 7 Students	You provided clear instructions and guidelines.
External	Application Procedure for Incoming Grade 7 Students	Provide us pointers to review..
External	Application Procedure for Incoming Grade 7 Students	Give us advance notice...
External	Application Procedure for Incoming Grade 7 Students	Continue promoting your school in other regions
External	Application Procedure for Incoming Grade 7 Students	none, completely satisfied.
External	Application Procedure for Incoming Grade 7 Students	Give our school updates about our pupils who pass in the entrance exams ..
External	Application Procedure for Incoming Grade 7 Students	Provide us more information about the program
External	Application Procedure for Incoming Grade 7 Students	Advance promotion of your school should be done
External	Application Procedure for Incoming Grade 7 Students	Its all good
External	Application Procedure for Incoming Grade 7 Students	Provide us more reviewers next time
External	Application Procedure for Incoming Grade 7 Students	None, services and procedures are efficient
External	Application Procedure for Incoming Grade 7 Students	So far so good
External	Application Procedure for Incoming Grade 7 Students	very satisfied with the quality of services
External	Application Procedure for Incoming Grade 7 Students	Some glitch during registration were encountered but I guess it's because I register at beyond 6pm.
External	Application Procedure for Incoming Grade 7 Students	PSHS is one of the highest standard of education.
External	Application Procedure for Incoming Grade 7 Students	Yes
External	Application Procedure for Incoming Grade 7 Students	Any review material please
External	Application Procedure for Incoming Grade 7 Students	• Positive: NCE provides a solid service, and I have had a positive experience overall. • Improvement Suggestion: Providing more customer feedback mechanisms (e.g., surveys after each service) to get more real-time suggestions from clients can help in continuous service improvement.
External	Application Procedure for Incoming Grade 7 Students	Satisfied

Service Type	Service Availed	Free Response
External	Application Procedure for Incoming Grade 7 Students	Continue the good start for the student future
External	Application Procedure for Incoming Grade 7 Students	please keep posting in facebook advertise
External	Application Procedure for Incoming Grade 7 Students	constant communications, updates
External	Application Procedure for Incoming Grade 7 Students	in downloading docs in the link. the system is not accepting our docs. and inform us after how many days pa.
External	Application Procedure for Incoming Grade 7 Students	I am very satisfied with the services.
External	Application Procedure for Incoming Grade 7 Students	Please post all the names of schools to which you send letters for the upcoming NCE
External	Application Procedure for Incoming Grade 7 Students	Your service is very nice
External	Application Procedure for Incoming Grade 7 Students	You are doing great job and satisfactorily performing your duties to our inquiries and access to your services have been so easy for us. Just wishing that my son be a part of the PSHS family as I have ben dreaming this for him knowing his capacity and seeing how the products of this institution are.
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work godbless
External	Application Procedure for Incoming Grade 7 Students	We are happy about the good assistance given to us when we visited the PSHS main campus. Our questions were answered at the registrar's office and we were given complete instructions, brochures and NCE booklet reviewer, thank you po.
External	Application Procedure for Incoming Grade 7 Students	Please make the exam easier
External	Application Procedure for Incoming Grade 7 Students	You could also send SMS regarding status of application.
External	Application Procedure for Incoming Grade 7 Students	No need to improved we are satisfied of your services
External	Application Procedure for Incoming Grade 7 Students	The application process or steps are very well defined making it easy for ordinary parents/student to accomplish.
External	Application Procedure for Incoming Grade 7 Students	If possible, increase the number of slots.
External	Application Procedure for Incoming Grade 7 Students	Very satisfied of all the information.👈
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work
External	Application Procedure for Incoming Grade 7 Students	Good service
External	Application Procedure for Incoming Grade 7 Students	Well done
External	Application Procedure for Incoming Grade 7 Students	Hope your services can help the poor who are willing to finished their studies for their future like me.
External	Application Procedure for Incoming Grade 7 Students	Provide instruction regarding minimum size of ID picture to be uploaded and allow saving of application as draft.
External	Application Procedure for Incoming Grade 7 Students	I'm glad that your school/offices is very responsive in giving us information about our application for examination. I wish to be part of your good and famous school I know.
External	Application Procedure for Incoming Grade 7 Students	None. Already satisfied.
External	Application Procedure for Incoming Grade 7 Students	It was excellent!
External	Application Procedure for Incoming Grade 7 Students	post information early....maybe around a week only....two weeks is long time
External	Application Procedure for Incoming Grade 7 Students	All good for now
External	Application Procedure for Incoming Grade 7 Students	The information campaign through the CN Pisay Parents Assn is very helpful in reaching out interested pupils to avail of the NCE
External	Application Procedure for Incoming Grade 7 Students	more online services
External	Application Procedure for Incoming Grade 7 Students	Thank you and Godbless
External	Application Procedure for Incoming Grade 7 Students	thank you
External	Application Procedure for Incoming Grade 7 Students	As of now I am very satisfied with the process.
External	Application Procedure for Incoming Grade 7 Students	Nothing I'm satisfied with your service
External	Application Procedure for Incoming Grade 7 Students	I would suggest to more advertise the school to encourage more students to take the NCE.Thank you Godbless
External	Application Procedure for Incoming Grade 7 Students	Teachers and staff must do their best to teach rhe students
External	Application Procedure for Incoming Grade 7 Students	Satisfied with the announcements/publication of information
External	Application Procedure for Incoming Grade 7 Students	They should let outside vehicle to enter the campus in terms of onli submitting the documents . The document submission will only took 10-15mins . I think it will not harm your parking space.
External	Application Procedure for Incoming Grade 7 Students	Always communicate and give updates to the students.
External	Application Procedure for Incoming Grade 7 Students	I appreciate the processed of this online application
External	Application Procedure for Incoming Grade 7 Students	Hoping for more innovative Access
External	Application Procedure for Incoming Grade 7 Students	Very much satisfied. Thank you and God bless!
External	Application Procedure for Incoming Grade 7 Students	Satisfied
External	Application Procedure for Incoming Grade 7 Students	No other comments
External	Application Procedure for Incoming Grade 7 Students	Be clear about online vs. face to face submission.

Service Type	Service Availed	Free Response
External	Application Procedure for Incoming Grade 7 Students	Nothing at all.service is very good
External	Application Procedure for Incoming Grade 7 Students	You must have responsibility each other and respect.
External	Application Procedure for Incoming Grade 7 Students	Your services so far is satisfying
External	Application Procedure for Incoming Grade 7 Students	I'd appreciate it if books and provided supplies were made more affordable
External	Application Procedure for Incoming Grade 7 Students	Continue the program of "Tulong Dunong" It's a massive help to the aspiring students and they learned a lot.
External	Application Procedure for Incoming Grade 7 Students	Online payment experience error.
External	Application Procedure for Incoming Grade 7 Students	So far, I am delighted with your services rendered to us, first timer and it is commendable.
External	Application Procedure for Incoming Grade 7 Students	More power
External	Application Procedure for Incoming Grade 7 Students	Thank you
External	Application Procedure for Incoming Grade 7 Students	Thank you so much
External	Application Procedure for Incoming Grade 7 Students	No suggestion. Thank you for giving opportunity to all the students. More power!
External	Application Procedure for Incoming Grade 7 Students	thanks
External	Application Procedure for Incoming Grade 7 Students	I Think sa WiFi or Internet in the registration area
External	Application Procedure for Incoming Grade 7 Students	Commendable
External	Application Procedure for Incoming Grade 7 Students	All walks of life (applicant) should be given a chance to have a slot in PSHS.
External	Application Procedure for Incoming Grade 7 Students	Continue your good services to people with love and care. God bless
External	Application Procedure for Incoming Grade 7 Students	PSHS gives ample time to the the applicant/student to comply the required documents.
External	Application Procedure for Incoming Grade 7 Students	All employees are very friendly and they assist you in a good manners of what you need or to ask.
External	Application Procedure for Incoming Grade 7 Students	The staff are very accommodating.
External	Application Procedure for Incoming Grade 7 Students	Good environment for the children to have the best education
External	Application Procedure for Incoming Grade 7 Students	I am very satisfied
External	Application Procedure for Incoming Grade 7 Students	Continue to have a good service! God bless you all!!
External	Application Procedure for Incoming Grade 7 Students	None so far, your school has provided the necessary information that we need.
External	Application Procedure for Incoming Grade 7 Students	I think there is no need because i am satisfied
External	Application Procedure for Incoming Grade 7 Students	Thank you and congratulations.. Your portal is easy to access
External	Application Procedure for Incoming Grade 7 Students	Continue your good services
External	Application Procedure for Incoming Grade 7 Students	No need to improve..I am very satisfied of your service... Thank you very much....
External	Application Procedure for Incoming Grade 7 Students	No comment..just keep it up
External	Application Procedure for Incoming Grade 7 Students	Your service is already great I have no other comments and suggestions.
External	Application Procedure for Incoming Grade 7 Students	very good services
External	Application Procedure for Incoming Grade 7 Students	Everything is ok
External	Application Procedure for Incoming Grade 7 Students	excellent
External	Application Procedure for Incoming Grade 7 Students	Kindly inform us for updating info to my Gmail account
External	Application Procedure for Incoming Grade 7 Students	Make respect a cornerstone Creating a corporate culture where staff members at all levels treat each other with respect is an effective way of improving performance throughout an organization. Respectful interactions at work can help to raise the overall morale within a company, which positions employees to perform to a higher capacity. Higher respect levels within an organization can also help with talent maintenance, as it makes your company more attractive to outside hires and makes it easier to retain valuable employees because they feel they receive the respect that they deserve.
External	Application Procedure for Incoming Grade 7 Students	wala napo
External	Application Procedure for Incoming Grade 7 Students	Just keep up the good works
External	Application Procedure for Incoming Grade 7 Students	all good
External	Application Procedure for Incoming Grade 7 Students	Para po matutu ang mga bata
External	Application Procedure for Incoming Grade 7 Students	Great system.
External	Application Procedure for Incoming Grade 7 Students	SATISFIED
External	Application Procedure for Incoming Grade 7 Students	As of now I don't have any comments or suggestion
External	Application Procedure for Incoming Grade 7 Students	Keep it Up.
External	Application Procedure for Incoming Grade 7 Students	more review centers for schools

Service Type	Service Availed	Free Response
External	Application Procedure for Incoming Grade 7 Students	I suggest that u can also send us through SMS the other information about the school
External	Application Procedure for Incoming Grade 7 Students	i want to be informed as early as you can
External	Application Procedure for Incoming Grade 7 Students	I wish to know the status of the applicant. It has been a while
External	Application Procedure for Incoming Grade 7 Students	Keep improving
External	Application Procedure for Incoming Grade 7 Students	Be accomodate
External	Application Procedure for Incoming Grade 7 Students	Creation of a Facebook Group Chat of all the NCE applicants to facilitate speed in communicating and feedback giving.
External	Application Procedure for Incoming Grade 7 Students	Very good
External	Application Procedure for Incoming Grade 7 Students	Everything went smoothly. The staff are very accommodating to all our inquiries.
External	Application Procedure for Incoming Grade 7 Students	Praying to be one in your campus.
External	Application Procedure for Incoming Grade 7 Students	pshs should conduct free review classes
External	Application Procedure for Incoming Grade 7 Students	pshs should conduct free review classes
External	Application Procedure for Incoming Grade 7 Students	Better and livelier dormitories.
External	Application Procedure for Incoming Grade 7 Students	none at the moment, satisfied with everything
External	Application Procedure for Incoming Grade 7 Students	This program give the next generation hope to catch their dreams and give realization on chasing their goal
External	Application Procedure for Incoming Grade 7 Students	Yes for the further learning
External	Application Procedure for Incoming Grade 7 Students	pls help my son
External	Application Procedure for Incoming Grade 7 Students	The website is friendly user
External	Application Procedure for Incoming Grade 7 Students	Your service is great
External	Application Procedure for Incoming Grade 7 Students	Everything is good and as per SOP..
External	Application Procedure for Incoming Grade 7 Students	So far the location of the school is very accessible and the employee of the said school is very accommodating.
External	Application Procedure for Incoming Grade 7 Students	Should also published in public schools
External	Application Procedure for Incoming Grade 7 Students	Nothing, your service is greatly appreciated.
External	Application Procedure for Incoming Grade 7 Students	Thank you for providing quality education for the future generation of Filipinos.
External	Application Procedure for Incoming Grade 7 Students	Very Satisfactory
External	Application Procedure for Incoming Grade 7 Students	Very Satisfactory
External	Application Procedure for Incoming Grade 7 Students	More enrichment classes
External	Application Procedure for Incoming Grade 7 Students	Better
External	Application Procedure for Incoming Grade 7 Students	no answer , the service is great
External	Application Procedure for Incoming Grade 7 Students	for now no comment and suggestion po. since ths will be our first experience in the school. if ever maka pasok thank u.
External	Application Procedure for Incoming Grade 7 Students	So far none
External	Application Procedure for Incoming Grade 7 Students	Nonenat this moment
External	Application Procedure for Incoming Grade 7 Students	Maintain the standards in accordance with organizational mandates to achieve quality service.
External	Application Procedure for Incoming Grade 7 Students	we just need that our child must be safe.
External	Application Procedure for Incoming Grade 7 Students	Pagbutihan nyo pa ginagawa nyo para makilala kayo
External	Application Procedure for Incoming Grade 7 Students	None at the moment. May you continue to mold the minds of the future generation. God bless you.
External	Application Procedure for Incoming Grade 7 Students	satisfied
External	Application Procedure for Incoming Grade 7 Students	PISAY services and Facilities are excellent
External	Application Procedure for Incoming Grade 7 Students	Continue the good program to further help each student to develop and explore their knowledge.
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work.
External	Application Procedure for Incoming Grade 7 Students	The service, information are will disseminated and clear
External	Application Procedure for Incoming Grade 7 Students	very satisfy
External	Application Procedure for Incoming Grade 7 Students	very good
External	Application Procedure for Incoming Grade 7 Students	Construct Prayer bldg for Muslims
External	Application Procedure for Incoming Grade 7 Students	None so far. Thank you
External	Application Procedure for Incoming Grade 7 Students	Wala na Po akong ma w suggest sa inyong services dahil satisfied na Po Ako .thank you Po

Service Type	Service Availed	Free Response
External	Application Procedure for Incoming Grade 7 Students	customer service oriented
External	Application Procedure for Incoming Grade 7 Students	I truly appreciate the good and prompt services of the personnel involved in this program. Thank you very much and may God bless us all.
External	Application Procedure for Incoming Grade 7 Students	Updated info
External	Application Procedure for Incoming Grade 7 Students	information through social media
External	Application Procedure for Incoming Grade 7 Students	kept up the good work faculty and staff are very approachable thank you so much for accepting my son to be part of your entrance examination hope that the Lord will guide all examinees especially my son God bless PSHS.
External	Application Procedure for Incoming Grade 7 Students	To improve the quality of services, you can focus on enhancing communication, ensuring prompt responses, providing more user-friendly technology, and continuously training staff to meet customer needs effectively. Gathering regular feedback and addressing concerns quickly can also make a significant impact.
External	Application Procedure for Incoming Grade 7 Students	Yes
External	Application Procedure for Incoming Grade 7 Students	Will you please use simple (common) words in sending messages to us so that it'll be easy for us to understand the thought of your message. Thank you so much!
External	Application Procedure for Incoming Grade 7 Students	Up date us asap
External	Application Procedure for Incoming Grade 7 Students	Better services should be given to the examinees
External	Application Procedure for Incoming Grade 7 Students	It was easy to use and very comprehensible. I just had some difficulty in paying through LBP but the overall rating for the service is very satisfactory.
External	Application Procedure for Incoming Grade 7 Students	satisfied na po
External	Application Procedure for Incoming Grade 7 Students	Good service
External	Application Procedure for Incoming Grade 7 Students	I suggest that all students in Grade School prior to High School should have a scheduled review to prepare themselves in taking the NCE. Because many students are meritorious and yet they are not aware that the Government has a program like this..
External	Application Procedure for Incoming Grade 7 Students	satisfied
External	Application Procedure for Incoming Grade 7 Students	Nothing, the quality of your services are good.
External	Application Procedure for Incoming Grade 7 Students	None so far. Everything is in order.
External	Application Procedure for Incoming Grade 7 Students	Hopefully, you can message us thru our phone number for easier access
External	Application Procedure for Incoming Grade 7 Students	Continue reaching out to areas not rechargeable like to some towns and cities
External	Application Procedure for Incoming Grade 7 Students	so much satisfy
External	Application Procedure for Incoming Grade 7 Students	So far very responsive on my queries. Thank you.
External	Application Procedure for Incoming Grade 7 Students	Highly recommended
External	Application Procedure for Incoming Grade 7 Students	Do your best job
External	Application Procedure for Incoming Grade 7 Students	Increase the participants in online review for science and mathematics
External	Application Procedure for Incoming Grade 7 Students	Your service is excellent.
External	Application Procedure for Incoming Grade 7 Students	MAY I ENTER THE examination?
External	Application Procedure for Incoming Grade 7 Students	More school of PSHS here in Davao City
External	Application Procedure for Incoming Grade 7 Students	Clear and eager signange
External	Application Procedure for Incoming Grade 7 Students	Maintain the good service and always friendly
External	Application Procedure for Incoming Grade 7 Students	Details of date not specified
External	Application Procedure for Incoming Grade 7 Students	How about transportation of the people who are far away from the school.
External	Application Procedure for Incoming Grade 7 Students	Convenient
External	Application Procedure for Incoming Grade 7 Students	The staff are very accomodating.
External	Application Procedure for Incoming Grade 7 Students	i am very satisfied your services when i am inquiring for the NCE.
External	Application Procedure for Incoming Grade 7 Students	Thank you for a very smooth transaction.
External	Application Procedure for Incoming Grade 7 Students	Maybe I can also received messages through text in my cellphone.
External	Application Procedure for Incoming Grade 7 Students	I am very satisfied. Thank you so much and god bless always.
External	Application Procedure for Incoming Grade 7 Students	None so far. The staff are doing great as well as assisting the clients. Thank you
External	Application Procedure for Incoming Grade 7 Students	We are willing for results of NCE to be used for research but not the personal information.
External	Application Procedure for Incoming Grade 7 Students	I think PSHS has already offered a good services.
External	Application Procedure for Incoming Grade 7 Students	More review activities
External	Application Procedure for Incoming Grade 7 Students	Very satisfied with the services..
External	Application Procedure for Incoming Grade 7 Students	Clarity of Instructions, Event Organization, User Experience on the NCE Website, Communication, Additional Services or Features.

Service Type	Service Availed	Free Response
External	Application Procedure for Incoming Grade 7 Students	Your survey is too premature. Giving you the benefit of the doubt, I have given you a perfect score. But as of October 18, 2024 I have no factual basis to assess the fairness and effectiveness of the program, it's administration, and totality of communication. Hence, your request for feedback at this juncture seems premature. Notwithstanding, I have given you the benefit of the doubt with a perfect score.
External	Application Procedure for Incoming Grade 7 Students	Excellent
External	Application Procedure for Incoming Grade 7 Students	Your survey is too premature. Giving you the benefit of the doubt, I have given you a perfect score. But as of October 18, 2024 I have no factual basis to assess the fairness and effectiveness of the program, its administration, and totality of communication. Hence, your request for feedback at this juncture seems premature. Notwithstanding, I have given you the benefit of the doubt with a perfect score.
External	Application Procedure for Incoming Grade 7 Students	flyers or caravan to all schools so that they will be informed
External	Application Procedure for Incoming Grade 7 Students	disseminations of information
External	Application Procedure for Incoming Grade 7 Students	So far the service is excellent and hope that you will continue rendering such service to others in the future..thank you
External	Application Procedure for Incoming Grade 7 Students	Congratulations ...Highly Recomended School
External	Application Procedure for Incoming Grade 7 Students	None, I found the services so convenient.
External	Application Procedure for Incoming Grade 7 Students	Accomodating
External	Application Procedure for Incoming Grade 7 Students	Took a long time to upload documents. No notification confirming that it is done already.
External	Application Procedure for Incoming Grade 7 Students	I'm glad that you cater a high quality services to the applicants
External	Application Procedure for Incoming Grade 7 Students	Im satisfied with the services
External	Application Procedure for Incoming Grade 7 Students	Im satisfied with the quality of services you offer
External	Application Procedure for Incoming Grade 7 Students	Your service is almost perfect. Keep it up..thank you☺
External	Application Procedure for Incoming Grade 7 Students	I suggest giving more time for students in passing the application forms.
External	Application Procedure for Incoming Grade 7 Students	Your service is almost perfect. Keep it up..thank you☺
External	Application Procedure for Incoming Grade 7 Students	Excellent great job
External	Application Procedure for Incoming Grade 7 Students	Good quality of services offered to the public..keep up the good work and more power.
External	Application Procedure for Incoming Grade 7 Students	Excellent! Keep up the good work!
External	Application Procedure for Incoming Grade 7 Students	Thank you so much that you extend your office at our school.good job
External	Application Procedure for Incoming Grade 7 Students	Information for Rural Schools Head especially in remote areas.
External	Application Procedure for Incoming Grade 7 Students	Nothing to comment. All personnels of PSHS are very accommodating and approachable, they willing to entertain and answer your queries.
External	Application Procedure for Incoming Grade 7 Students	More information dissemination regarding the examination.
External	Application Procedure for Incoming Grade 7 Students	Hopefully increase scholars. Always heard that quality of education and wholistic growth in your school is top tier.
External	Application Procedure for Incoming Grade 7 Students	I'm satisfied already satisfied with your services
External	Application Procedure for Incoming Grade 7 Students	Expand some branches
External	Application Procedure for Incoming Grade 7 Students	keep up the great work
External	Application Procedure for Incoming Grade 7 Students	Thank you for your prompt announcement of the schedule of the xam
External	Application Procedure for Incoming Grade 7 Students	Thank you for updating me about the incoming exam of my child
External	Application Procedure for Incoming Grade 7 Students	Its commendable
External	Application Procedure for Incoming Grade 7 Students	Kindly send the NCE result of my child thru my email thanks!
External	Application Procedure for Incoming Grade 7 Students	consider seeking feedbacks from surveys or direct in-person interactions.
External	Application Procedure for Incoming Grade 7 Students	Your service is good
External	Application Procedure for Incoming Grade 7 Students	Your product is very competent in all areas of learnings
External	Application Procedure for Incoming Grade 7 Students	no comments, very satisfied
External	Application Procedure for Incoming Grade 7 Students	Well informed
External	Application Procedure for Incoming Grade 7 Students	Efficient
External	Application Procedure for Incoming Grade 7 Students	Sana mas ma-access pa ng mas maayos ung mga information po. Thank you
External	Application Procedure for Incoming Grade 7 Students	None so far. You did your job well. Congratulations
External	Application Procedure for Incoming Grade 7 Students	Continue the quality of education you provide to every students.
External	Application Procedure for Incoming Grade 7 Students	Must be accessible to all
External	Application Procedure for Incoming Grade 7 Students	Offer after -school tutoring sessions in various, subjects led by qualified teachers or peer tutor to provide individualized support to student's struggling with specific concepts I

Service Type	Service Availed	Free Response
External	Application Procedure for Incoming Grade 7 Students	More advertisement
External	Application Procedure for Incoming Grade 7 Students	Develop more ways of convincing the children to get more on studying to have good grades to be able them to have courage to join PSHS
External	Application Procedure for Incoming Grade 7 Students	You have a very excellent quality service to your clients.
External	Application Procedure for Incoming Grade 7 Students	Aside from email, you can text the examiner on updates.
External	Application Procedure for Incoming Grade 7 Students	Aside from email, you may also contact the applicant through text.
External	Application Procedure for Incoming Grade 7 Students	I hope you will also build a branch here in Aklan..
External	Application Procedure for Incoming Grade 7 Students	Looking forward for high quality of education.
External	Application Procedure for Incoming Grade 7 Students	More accessible
External	Application Procedure for Incoming Grade 7 Students	Encourage alumni to mentor or tutor younger students preparing for the exam and to other activities. more expansion to help more youths become successful in life.
External	Application Procedure for Incoming Grade 7 Students	Give quality time for applicants to study more.
External	Application Procedure for Incoming Grade 7 Students	More advertisement of the school
External	Application Procedure for Incoming Grade 7 Students	Good quality nman Po Ang school ninyo.
External	Application Procedure for Incoming Grade 7 Students	Satisfied
External	Application Procedure for Incoming Grade 7 Students	Great job.
External	Application Procedure for Incoming Grade 7 Students	Congratulations for a job well done!
External	Application Procedure for Incoming Grade 7 Students	Congratulations to you all!
External	Application Procedure for Incoming Grade 7 Students	We appreciate you do for us.
External	Application Procedure for Incoming Grade 7 Students	Kudos! You are doing a terrific job.
External	Application Procedure for Incoming Grade 7 Students	Thank you for all you do.
External	Application Procedure for Incoming Grade 7 Students	continue to help poor students to achieve their goal
External	Application Procedure for Incoming Grade 7 Students	Kudos to the staff. Keep up the good work
External	Application Procedure for Incoming Grade 7 Students	Be client friendly
External	Application Procedure for Incoming Grade 7 Students	EXCELLENT
External	Application Procedure for Incoming Grade 7 Students	continue your good quality of service.
External	Application Procedure for Incoming Grade 7 Students	PSHS good quality of Education.
External	Application Procedure for Incoming Grade 7 Students	None. Thank you very much.
External	Application Procedure for Incoming Grade 7 Students	good job
External	Application Procedure for Incoming Grade 7 Students	More ways of connecting to students
External	Application Procedure for Incoming Grade 7 Students	No other comment fully satisfied
External	Application Procedure for Incoming Grade 7 Students	Im satisfied already.
External	Application Procedure for Incoming Grade 7 Students	I'm excited with the examination.
External	Application Procedure for Incoming Grade 7 Students	I LOVE PISAY!
External	Application Procedure for Incoming Grade 7 Students	Keep posted
External	Application Procedure for Incoming Grade 7 Students	Not yet experience and we want to
External	Application Procedure for Incoming Grade 7 Students	I'm fine your services
External	Application Procedure for Incoming Grade 7 Students	open communication as always
External	Application Procedure for Incoming Grade 7 Students	Its good nothing to change
External	Application Procedure for Incoming Grade 7 Students	Job well done
External	Application Procedure for Incoming Grade 7 Students	All is well so far, can be easily contacted and very approachable employees. Very considerate aa well.
External	Application Procedure for Incoming Grade 7 Students	Nothing because everything's perfect includong the instructions etc.
External	Application Procedure for Incoming Grade 7 Students	No more comment satisfied
External	Application Procedure for Incoming Grade 7 Students	Keep the organization free of politics and ensure that fairness is always applied.
External	Application Procedure for Incoming Grade 7 Students	Very good service to help students
External	Application Procedure for Incoming Grade 7 Students	Very satisfied
External	Application Procedure for Incoming Grade 7 Students	Very satisfied
External	Application Procedure for Incoming Grade 7 Students	Very accessible and user friendly

Service Type	Service Availed	Free Response
External	Application Procedure for Incoming Grade 7 Students	Very good and nice services
External	Application Procedure for Incoming Grade 7 Students	So far, everything is perfect. Thank you!
External	Application Procedure for Incoming Grade 7 Students	Non so far because im satisfied with your services
External	Application Procedure for Incoming Grade 7 Students	Suggestion: Pls. be keen to review details. Question may be rephrased, thus: "If your child has passed the NCE, would you be willing to allow the information and results to be used for PSHS research purposes?"
External	Application Procedure for Incoming Grade 7 Students	Keep quality of education on high.
External	Application Procedure for Incoming Grade 7 Students	Good service
External	Application Procedure for Incoming Grade 7 Students	Focus on children because some children are not able to see while you're giving review session
External	Application Procedure for Incoming Grade 7 Students	Very satisfied the services
External	Application Procedure for Incoming Grade 7 Students	If i submit the form it pops up the Result with where am i gonna exam in rooms?
External	Application Procedure for Incoming Grade 7 Students	awareness for all applicants.
External	Application Procedure for Incoming Grade 7 Students	More online portals like facebook
External	Application Procedure for Incoming Grade 7 Students	Social media publicized info tru fbpage, telegram, you tube & etc..
External	Application Procedure for Incoming Grade 7 Students	to give more information
External	Application Procedure for Incoming Grade 7 Students	The services were all accomodating.
External	Application Procedure for Incoming Grade 7 Students	Nothing much, your service is absolutely perfect and I see no mistakes visible.
External	Application Procedure for Incoming Grade 7 Students	The quality of your service is very amazing! It has been my pleasure to apply myself in the upcoming PSHS-NCE.
External	Application Procedure for Incoming Grade 7 Students	To submit
External	Application Procedure for Incoming Grade 7 Students	Please add more hours for Tulong-Dunong
External	Application Procedure for Incoming Grade 7 Students	Are we allowed to follow up in our PSHS campus- province?
External	Application Procedure for Incoming Grade 7 Students	Nothing really your service is already great
External	Application Procedure for Incoming Grade 7 Students	Updated dissiminationion of information
External	Application Procedure for Incoming Grade 7 Students	Focus on students outcomes, not inputs Effective general education instructions is key.
External	Application Procedure for Incoming Grade 7 Students	I am very satisfied with the quality of your service
External	Application Procedure for Incoming Grade 7 Students	keep up the great work
External	Application Procedure for Incoming Grade 7 Students	Excellent so far
External	Application Procedure for Incoming Grade 7 Students	It's okayy
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work.
External	Application Procedure for Incoming Grade 7 Students	advance permit release
External	Application Procedure for Incoming Grade 7 Students	Your service is good!
External	Application Procedure for Incoming Grade 7 Students	Access connection
External	Application Procedure for Incoming Grade 7 Students	more ads
External	Application Procedure for Incoming Grade 7 Students	I am satisfied with the quality of your service.
External	Application Procedure for Incoming Grade 7 Students	There should be enough review for the students so that they will have a high ratings in the examination.
External	Application Procedure for Incoming Grade 7 Students	great job
External	Application Procedure for Incoming Grade 7 Students	my daugther's dream is to pass the exam thanks very helpful website
External	Application Procedure for Incoming Grade 7 Students	previous question confusing
External	Application Procedure for Incoming Grade 7 Students	Hopefully all the deserving student will be given chances
External	Application Procedure for Incoming Grade 7 Students	KEEP UP THE GREATWORK
External	Application Procedure for Incoming Grade 7 Students	Excellent service, you went out of your way to inform to public school students about PSHS.
External	Application Procedure for Incoming Grade 7 Students	Maayos po ang pagkakabigay ng mga information na kailangan ng mga bata.
External	Application Procedure for Incoming Grade 7 Students	Continuous improvement
External	Application Procedure for Incoming Grade 7 Students	Provide better follow-up support after the application process, such as resources for successful candidates.
External	Application Procedure for Incoming Grade 7 Students	When adding the school on the list, it takes time. Maybe, next time you can have all the schools and we will just have to choose.
External	Application Procedure for Incoming Grade 7 Students	access simplified
External	Application Procedure for Incoming Grade 7 Students	Akong list sa nce master list ug number seat

Service Type	Service Availed	Free Response
External	Application Procedure for Incoming Grade 7 Students	We hope that there will be Science School in Bohol
External	Application Procedure for Incoming Grade 7 Students	Kindly convey also this kind of info through text
External	Application Procedure for Incoming Grade 7 Students	Thank you
External	Application Procedure for Incoming Grade 7 Students	Nothing in mind, your services are already excellent.
External	Application Procedure for Incoming Grade 7 Students	Always update us when theres a new announcement
External	Application Procedure for Incoming Grade 7 Students	it helps because if you understand the question you will know what is the answer
External	Application Procedure for Incoming Grade 7 Students	it help because if u understand the question you will know the answer
External	Application Procedure for Incoming Grade 7 Students	As new applicant I don't have any suggestions yet.
External	Application Procedure for Incoming Grade 7 Students	Sana marami kayong ma tulongan.
External	Application Procedure for Incoming Grade 7 Students	I just would like to know if where i can find the test permit. My daughter will be getting the NCE exam on the 16th and I don't have the idea how or where to secure the permit
External	Application Procedure for Incoming Grade 7 Students	None for now. The staff assisted me patiently even the guard that I spoke to is courteous .
External	Application Procedure for Incoming Grade 7 Students	Send the information a head of time.
External	Application Procedure for Incoming Grade 7 Students	No comment instead thank you for giving our kids the opportunity for having a scholarship program like this
External	Application Procedure for Incoming Grade 7 Students	It's ok
External	Application Procedure for Incoming Grade 7 Students	I don't have any negative comment rather than thank you for the good job.
External	Application Procedure for Incoming Grade 7 Students	Good and satisfying
External	Application Procedure for Incoming Grade 7 Students	Satisfactory service.
External	Application Procedure for Incoming Grade 7 Students	sana isend nyo na yung exam permit ng aki ko na si chesha marie consulta atos.
External	Application Procedure for Incoming Grade 7 Students	Very satisfied services
External	Application Procedure for Incoming Grade 7 Students	IM happy that everything can be processed Online but just confused why my son has to take it in Parañaque Science high school
External	Application Procedure for Incoming Grade 7 Students	good opportunity for poor but deserving students
External	Application Procedure for Incoming Grade 7 Students	Maintain cleanliness in the campus especially the canteen area. Random check on food quality and that includes the handling of food catered by the school canteen.
External	Application Procedure for Incoming Grade 7 Students	Keep up the good service
External	Application Procedure for Incoming Grade 7 Students	None. I'm satisfied with your services
External	Application Procedure for Incoming Grade 7 Students	Learning
External	Application Procedure for Incoming Grade 7 Students	Learning
External	Application Procedure for Incoming Grade 7 Students	Improve results info dissimination thru meta
External	Application Procedure for Incoming Grade 7 Students	Satisfying
External	Application Procedure for Incoming Grade 7 Students	what is my room no.?
External	Application Procedure for Incoming Grade 7 Students	None. I find it greatly improved already.
External	Application Procedure for Incoming Grade 7 Students	Your service is to willing and happy
External	Application Procedure for Incoming Grade 7 Students	Is the dormitory safe?
External	Application Procedure for Incoming Grade 7 Students	Keep it up.God bless.
External	Application Procedure for Incoming Grade 7 Students	I'm satisfied
External	Application Procedure for Incoming Grade 7 Students	Everything is straightforward and the site is very easy and accessible
External	Application Procedure for Incoming Grade 7 Students	help us to improve our studies
External	Application Procedure for Incoming Grade 7 Students	To finish sudy
External	Application Procedure for Incoming Grade 7 Students	To chalange this test
External	Application Procedure for Incoming Grade 7 Students	To finish study
External	Application Procedure for Incoming Grade 7 Students	Improve website
External	Application Procedure for Incoming Grade 7 Students	continue the good services to everyone
External	Application Procedure for Incoming Grade 7 Students	continue the good services
External	Application Procedure for Incoming Grade 7 Students	what a nice
External	Application Procedure for Incoming Grade 7 Students	The quality of your services is clear enough for your applicants
External	Application Procedure for Incoming Grade 7 Students	I want to challenge my self
External	Application Procedure for Incoming Grade 7 Students	Study well

Service Type	Service Availed	Free Response
External	Application Procedure for Incoming Grade 7 Students	Nice if you conduct review in all school
External	Application Procedure for Incoming Grade 7 Students	Very satisfied
External	Application Procedure for Incoming Grade 7 Students	The program can help the children & it must be continue.
External	Application Procedure for Incoming Grade 7 Students	more schools or students can take the opportunity to take the NCE
External	Application Procedure for Incoming Grade 7 Students	Working online 24/7
External	Application Procedure for Incoming Grade 7 Students	Online 24/7 for inquiries
External	Application Procedure for Incoming Grade 7 Students	Please update me about my child
External	Application Procedure for Incoming Grade 7 Students	Please guide my child
External	Application Procedure for Incoming Grade 7 Students	Yes
External	Application Procedure for Incoming Grade 7 Students	It is outstanding
External	Application Procedure for Incoming Grade 7 Students	What time schedule of exam?
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work!
External	Application Procedure for Incoming Grade 7 Students	N/A
External	Application Procedure for Incoming Grade 7 Students	Very accomodating and approachable personnels. Thank you
External	Application Procedure for Incoming Grade 7 Students	Personnel are friendly and approachable
External	Application Procedure for Incoming Grade 7 Students	Thank you for the smooth transaction.
External	Application Procedure for Incoming Grade 7 Students	Service satisfaction much or much appreciated
External	Application Procedure for Incoming Grade 7 Students	Just maintain your good services
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work! God bless!!!
External	Application Procedure for Incoming Grade 7 Students	Thank you for the approachable accomodation. Stay approachable
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work
External	Application Procedure for Incoming Grade 7 Students	The staff are accommodating
External	Application Procedure for Incoming Grade 7 Students	Keep up.
External	Application Procedure for Incoming Grade 7 Students	Online visibility
External	Application Procedure for Incoming Grade 7 Students	Excellent service, Keep it Up!
External	Application Procedure for Incoming Grade 7 Students	For now, everything is organized.
External	Application Procedure for Incoming Grade 7 Students	Excellent!As of now, nothing to be considered as an addendum
External	Application Procedure for Incoming Grade 7 Students	Great job! Keep it up. Dios Mabalos po
External	Application Procedure for Incoming Grade 7 Students	Keep up the great service.
External	Application Procedure for Incoming Grade 7 Students	I want to go in pisay I'm grade 6 student
External	Application Procedure for Incoming Grade 7 Students	Excellent service! Thank you!
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work.
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work!
External	Availment of use of school facilities	As of now I am satisfied for all the transaction in PSHS-CLC. Please continue your good service. thank you
External	Availment of use of school facilities	As of now I am satisfied for all the transaction in PSHS-CLC. Please continue your good service. thank you
External	Availment of use of school facilities	we hope that all aircons are functioning.
External	Card Release	Card Release
External	Cerification	Certification
External	Cerification	Certification
External	Certificate of Employment	I commend the HR Unit particularly Ms. Daisy Agraviador for her professionalism and promptness in responding to my queries. Also, thanks to Mr. Rodel Bugayong who sent me the documents I requested for even beyond the official working hours (5:04 PM). Keep up the good work!
External	Exam for the Grade 8	Exam for the Grade 8
External	Freshmen Enrollment	Excellent services. Very accommodating officers. Thank you!

Service Type	Service Availed	Free Response
External	Freshmen Enrollment	Very Satisfied
External	Freshmen Enrollment	Thank you for the organized process
External	Freshmen Enrollment	I am fully satisfied with the service. Thank you
External	Freshmen Enrollment	Good Service
External	Freshmen Enrollment	(FOR SDQ4) I did not open the website. The instructions were given to me personally.
External	Freshmen Enrollment	None so far. Everything is smooth sailing during transaction
External	Freshmen Enrollment	strongly satisfied for the transaction I have to this office.
External	Freshmen Enrollment	Keep up the good services extended to clients
External	Freshmen Enrollment	A bigger display will help
External	Freshmen Enrollment	Thank you.
External	Freshmen Enrollment	None as of this time. Thank you.
External	Freshmen Enrollment	No suggestion. Thank you
External	Freshmen Enrollment	Dios Mabalos po.
External	Freshmen Enrollment	Quality service shown by ISO certified PSHS. Good job! Diod Mabalod po.
External	Freshmen Enrollment	None. Services received were as expected.
External	Freshmen Enrollment	Thank you for the fast enrolment steps.
External	Freshmen Enrollment	Thank you.
External	Freshmen Enrollment	Staff are approachable
External	Freshmen Enrollment	Keep up the good work po! Godbless!!
External	Freshmen Enrollment	I hope you can make this form with a larger letters. It's quite difficult for me to read.
External	Freshmen Enrollment	keep up the good work
External	Freshmen Enrollment	Good Job! Keep it up, Teachers!
External	Freshmen Enrollment	Thank You!
External	Freshmen Enrollment	Thank You!
External	Others	none, its already great
External	Others	Thank you for prompt response
External	Others	children/kids should not make the office a play ground
External	Others	None, it's already great
External	Others	thank you for your prompt response
External	Others	The accounting staff is very kind
External	Others	thank you sir chris!
External	Others	security guards and PSHS staff are very friendly and approachable
External	Others	the staff is professional and kind
External	Others	excellent
External	Others	AMAZING SERVICE
External	Others	I am happy to be part of this activity. Thank you.
External	Others	I suggest that need more info or posting in the internet about the school/institution.
External	Others	Keep it up!
External	Others	keep it up.
External	Others	Keep up the good work
External	Others	Keep up the good work.
External	Others	no comment. very satisfied with the transaction
External	Others	None
External	Others	none so far
External	Others	none so far

Service Type	Service Availed	Free Response
External	Others	None. Thumbs up for quick response.
External	Others	Nothing. Everything is commendable. I appreciate the service.
External	Others	Personnel is approachable
External	Others	Provide Aircon for Guest & Employees (Ground Floor)
External	Others	Salamat po sa mga nurses.
External	Others	Thank you for inviting us on your activity.
External	Others	Thank you for taking care of my daughter.
External	Others	Thank you so much.
External	Others	Thank you.
External	Others	Thanks!
External	Others	The office is very accommodating especially the director.
External	Others	The services received was excellent. Congratulations!
External	Others	Very accommodating. Keep it up. Thank you!
External	Others	I have yet to go to the physical office, as my transaction was done online, so I can't make any suggestions. However, the response has been prompt.
External	Others	Thank you for immediate response to my email.Hoping that I am in your short listed.
External	Others	none
External	Others	Very Accommodating
External	Others	Thank you for the guide reponse and prompt service
External	Others	Keep it up!
External	Others	No suggestion for further improvement but please do continue providing satisfactory services to your visitors such as applicants like me. Thank you and God bless. ☺
External	Others	Staff are very courteous and helpful. Keep it up.
External	Others	Organized and with quality services.
External	Others	PADAYON!
External	Others	Good
External	Others	Good job
External	Others	Good service
External	Others	Observations on the boys dorm, water supply is somewhat minimal.
External	Others	Markers for directions, please. Thank you!
External	Others	Continue being a channel of providing quality education to the young. Congratulations!
External	Others	All employees show generosity. Keep the good work!
External	Others	Thank you
External	Others	Please designate at least one security guard at the parking area in front of the Girls Dormitory tp assist and facilitate smooth florw of incoming and outgoing cars during Fridays. It is too dangerous for a car who can't be accomodated at the parking area when it is full to move backward considering the slope of the road in there.
External	Others	The presentation on the performance of students was very informative.
External	Others	Entering the campus is so easy, checking or inspecting who are entering must observed.
External	Others	Excellent services
External	Others	Just do your best...
External	Others	please tell us if what it's mean a Citizen's Charter (CC)
External	Others	Excellent service
External	Others	Just continue to enhance the quality and efficiency of the school services. Thank you!!!
External	Others	None so far
External	Others	Client Survey Form is too small to fill in.
External	Others	A bigger canteen on better food service stalls that can accommodate the attendance for activities like this orientation.
External	Others	Keep Up the Goodwork!!!
External	Others	None so far

Service Type	Service Availed	Free Response
External	Others	Nothing
External	Others	None po
External	Others	I answered (4) in CC1 then NA for both CC2 and CC3 because our transaction was through email. I truly appreciate the assistance. Ma'am Navarro and Ma'am Jen were very accommodating. Thank you so much po.
External	Others	The librarian and staff are so accommodating.
External	Others	fix the attitude lessen chatting with fellow staff when with students
External	Others	No comment
External	Others	more interactive material
External	Others	Nonee
External	Others	Nothing else :D ty for ur service
External	Others	I CAN'T SUGGEST ANY WAYS ON HOW YOU IMPROVE YOUR SERVICES BECAUSE EVERYTHING TURNED OUT SO WELL IN APPLYING MY FORM FOR THE INCOMING LATERAL EXAMINATION FOR GRADE 8
External	Others	I CAN'T SUGGEST ANY WAYS ON HOW TO IMPROVE YOUR SERVICES BECAUSE EVERYTHING TURNED OUT SO WELL IN APPLYING MY FORM FOR THE INCOMING LATERAL EXAMINATION FOR GRADE 8
External	Others	None as of th3 moment. Very helpful and accomodating staff.
External	Others	Excellent service so far
External	Others	It is unacceptable for an educational institution to withhold admission results from students, especially for a critical transition like incoming Grade 8. Students and their families deserve clarity and transparency regarding admissions decisions. This information is crucial for planning their educational journey and alleviating the stress and uncertainty associated with waiting. Educational institutions have a responsibility to communicate results promptly and clearly, ensuring that all students are informed of their status, whether they have been admitted or not. This practice is fundamental to maintaining trust and upholding the integrity of the educational process.
External	Others	For now its okey
External	Others	He inspired our learners
External	Others	Very much thankful for the quick response. I just search your website not expecting the immediate response of your good office. Impressing!
External	Others	No comment
External	Others	No comment yet.
External	Others	Super bilis po ng serbisyo, salamat po Mam Jenyfer Rabang
External	Others	thank you
External	Others	As of now, we are very pleased for the service being granted to us.
External	Others	the best sir renz thank you po!
External	Processing of Request for School credentials (alumni)	Processing of Request for School credentials (alumni)
External	Processing of requests for personnel documents	Clarify processing time
External	Processing of requests for School credentials (alumni)	best anbd last transaction ever! gwapa si maam nalang
External	Processing of requests for School credentials (alumni)	none, it was satisfactory
External	Processing of requests for School credentials (alumni)	Best and last transaction ever! gwapa si maam nalang
External	Processing of requests for School credentials (alumni)	thank you sir chris for accomodating my request
External	Processing of Requests for School Credentials (Alumni)	It's nice
External	Processing of Requests for School Credentials (Alumni)	Great service! Keep it up!
External	Processing of Requests for School Credentials (Alumni)	The service was excellent I would come back to get enother good moral
External	Request for form 138	Request for form 138
External	Student Application	Student Application
Internal	Availment of School Facilities	accomodating
Internal	Availment of School Facilities	Bigger space
Internal	Availment of School Facilities	Books were not used often.
Internal	Availment of School Facilities	Fans
Internal	Availment of School Facilities	I am satisfied with the services so far, I feel safe and comfortable.
Internal	Availment of School Facilities	it's nice
Internal	Availment of School Facilities	Keep it up

Service Type	Service Availed	Free Response
Internal	Availment of School Facilities	None, I was confident and satisfied
Internal	Availment of School Facilities	Some of the personnel in ITU were very prompt and easy to inquire about, but there are some who always give unreasonable explaination.
Internal	Availment of School Facilities	wifi in the dorm please
Internal	Availment of School Facilities	Marcelita is an exemplary civil servant courteous and an action lady
Internal	Availment of School Facilities	The Availment for use of school vehicle is east & fast
Internal	Availment of School Facilities	Thank you
Internal	Availment of School Facilities	Acts promptly
Internal	Availment of School Facilities	I booked for a FAD Conference room for a meeting. My request was facilitated rigth away, I was given immediate feedback. The next day I already saw a tag on the conference door which said-Reserve for- and the time we reserved that room. Very efficient service indeed.
Internal	Availment of School Facilities	Improve Wi-Fi connection
Internal	Availment of School Facilities	Will be missing you Maam, Best Librarian!!!
Internal	Availment of School Facilities	sa canteen po… kulang printer in times of rush hour. Thank you po sa PAGPRINT
Internal	Availment of School Facilities	good
Internal	Availment of School Facilities	Highly satisfied :)))
Internal	Availment of school facilities	Thank you for your services
Internal	Availment of school facilities	Nothing more.
Internal	Availment of school facilities	Im satisfied slready
Internal	Availment of school facilities	8daluha
Internal	Availment of use of school facilities	Hoping that ac for dormers should be use willing to pay for the power consumption incur for every month.
Internal	Others	prompt response - electronic appointment is efficient and commendable
Internal	Others	the process is fast
Internal	Others	the process is fast
Internal	Others	sir tope takes time to give inhstructions
Internal	Others	Thank you!
Internal	Others	Thank you!
Internal	Others	very accomodating
Internal	Others	thank you!
Internal	Others	maam Raeleen takes time to give instructions
Internal	Others	hr is very accomodating
Internal	Others	thank you
Internal	Others	accounting office is very accomodating
Internal	Others	Amazing!!
Internal	Others	fast transaction
Internal	Others	the process is fast
Internal	Others	sir tope takes time to give instructions
Internal	Others	thank you
Internal	Others	thank you
Internal	Others	very accomodating
Internal	Others	thank you
Internal	Others	Thank you ma'am Jay
Internal	Others	The staff is responsive
Internal	Others	Ms. Angela is very accomodating
Internal	Others	Very accomodating and my request was granted, Thanks Ms. Angela
Internal	Others	very good

Service Type	Service Availed	Free Response
Internal	Others	very accomodating
Internal	Others	thank you sir tops!
Internal	Others	sir tops is very patient in assisting us
Internal	Others	fast transaction
Internal	Others	fast transaction, good job clerk
Internal	Others	Thank you
Internal	Others	approachable
Internal	Others	thank you maam lor and Grace
Internal	Others	very accomodating
Internal	Others	Thank you
Internal	Others	excellent customer service
Internal	Others	excellent customer service
Internal	Others	fast transaction, good job clerk!
Internal	Others	very responsive ma'am Mika
Internal	Others	Thanks maam Rae
Internal	Others	accomodated my request
Internal	Others	approachable and pretty. thank you
Internal	Others	thank you maam Jay
Internal	Others	cashier officer needs a clerk
Internal	Others	The CMU's scope is big and complex so the CMU needs clerk.
Internal	Others	the cashier management unit needs a clerk as the scope of her work is very large
Internal	Others	CMU needs a clerk
Internal	Others	none so far
Internal	Others	thanks for advising travel maam
Internal	Others	thank you maam Celon for guiding our concern
Internal	Others	excellent
Internal	Others	thank you
Internal	Others	very fast, responsive! very accomodating. nice office
Internal	Others	none, service is already great. thank you
Internal	Others	ngood job
Internal	Others	Add more books
Internal	Others	Automate the process.
Internal	Others	CID Chief's office should be transfer in near faculty areas
Internal	Others	Easy to submit and understood the instructions
Internal	Others	Excellent and fast service as always
Internal	Others	Fast service! Thank you.
Internal	Others	Good Job
Internal	Others	Good job
Internal	Others	Good Job!!!
Internal	Others	Good job, God bless
Internal	Others	Good job, Ma'am!
Internal	Others	Happy & contented
Internal	Others	I admire your work ethics.
Internal	Others	Improve data backup to avoid data lose in the future.

Service Type	Service Availed	Free Response
Internal	Others	Keep it up ACU!
Internal	Others	Keep it up sir. Thank you! :-)
Internal	Others	Keep it up the good work
Internal	Others	Keep it up!
Internal	Others	Keep it up!
Internal	Others	Keep it up, CID office. Fast and efficient transaction! :)
Internal	Others	Keep up the good work
Internal	Others	Keep up the good work
Internal	Others	Keep up the good work!
Internal	Others	Keep up the good work!
Internal	Others	Keep up the good work.
Internal	Others	Learn to listen to your clients, internal service is poor. Someyimes get interrupted with sudden lose of internet connections.
Internal	Others	more equipments
Internal	Others	Ms. Lei is accommodating
Internal	Others	None.
Internal	Others	Please be open minded to student
Internal	Others	Smooth transaction and very efficient.
Internal	Others	Thank you
Internal	Others	Thank you
Internal	Others	Thank you
Internal	Others	Thank you and God Bless
Internal	Others	Thank you for assisting as always!
Internal	Others	Thank you for your beautiful and wonderful service po, Mommy Nurse and Nurse Joy!!
Internal	Others	Thank you for your immediate response.
Internal	Others	Thank You po!!!
Internal	Others	Thank you Sir Zaldy.
Internal	Others	Thank you!
Internal	Others	Thank you! For immediate response
Internal	Others	Thank you! God bless :-)
Internal	Others	Thank you. God bless.
Internal	Others	Thanks and God bless!
Internal	Others	The librarian is friendly and willing to assist
Internal	Others	The Procurement Unit should actively assist and guide clients in accessing services, as they are more knowledgeable about the process and technicalities. Additionally, staff should avoid making unprofessional comments like, "Bahala sila diha unsaon na nila pag-process, tamad na mi mag-process ana," to maintain a supportive and professional environment.
Internal	Others	Urgency on class hours related concerns to prevent changes in conducting classes

Service Type	Service Availed	Free Response
Internal	Others	very approachable
Internal	Others	Very approachable and mabait
Internal	Others	Very approachable! She was able to answer & explain the details carefully & easily.
Internal	Others	very helpful
Internal	Others	Very well explained and fast transaction process.
Internal	Others	wifi
Internal	Others	More direct involvement with the student body & continued collaboration with related organizations
Internal	Others	Thank you very much Kuya Pong
Internal	Others	I am Satisfied
Internal	Others	I fee more relaxed & I think the session was really helpful
Internal	Others	The GCU was very supportive and understanding
Internal	Others	There will be guidance counseling at night for scholars who are having problems at night
Internal	Others	The service is already perfect
Internal	Others	Very Welcoming environment and looking forward to visiting soon
Internal	Others	Accomodating
Internal	Others	Give folder for documents
Internal	Others	The services offered were excellent thus I have no suggestions
Internal	Others	I am satisfied with this facility service as in
Internal	Others	Nothing to improve since they're already the best
Internal	Others	Nexttime , provide snacks for free for everyone to be happy
Internal	Others	I was very satisfied with the service but maybe it would be nice if there was a very comfortable chair to sit on
Internal	Others	I feel good when I got to share what I fee
Internal	Others	I am already satisfied with their service
Internal	Others	None. Services the best and easy
Internal	Others	Service was great and very helpful, NO need for inprove , very Nice
Internal	Others	I am confidant that what weve discussed here are kept confidential
Internal	Others	More formal official form of counselling sesions
Internal	Others	No suggestions needed its very nice
Internal	Others	Add more staff in the clinic
Internal	Others	None Services are Excellent
Internal	Others	I am satisfied with this service
Internal	Others	None. Chemistry Laboratory already exceeded my expectations
Internal	Others	Nong erwin was very helpful during NCE Campaign. He drives well at a moderate speed ensuring comfort and satety of passengers. He never complains about long distance or the location of schools are in remote areas and he is'nt bothered if we stay beyond his office hours as long as we complete out tasks effectively.
Internal	Others	Mr. Aragones & Mr. Gonzaga are very efficient and quick to response when their services and needed. They are commendable.
Internal	Others	Thank you
Internal	Others	Thank you
Internal	Others	Thank you!
Internal	Others	fast transaction and very accommodating staff
Internal	Others	Excellent! Reimbursement processed after 15 minutes!
Internal	Others	All transaction will be appreciate
Internal	Others	Immediate delivery of service!
Internal	Others	Already satisfactory
Internal	Others	Service is satisfactory.
Internal	Others	Already good.
Internal	Others	It"s already good

Service Type	Service Availed	Free Response
Internal	Others	The services are kind of slow
Internal	Others	The provided copy (e-copy) of the sectioning still cotains errors. The names of the female students of Mendelevium and Gluon were not properly alphabetized. This resulted to an error in the prepared class record for my students. The same experiences were noted by some of my co-teachers teaching in these sections. Hence, prepared report (class list) should be counterchecked before this is given to the teachers.
Internal	Others	Thank you maam, ang bait niyo (Miss Peregrine's Home for the Peculiar by Ransom Riggs)
Internal	Others	PARTITION FOR PATIENT'S PRIVACY SOUNDPROOF PREFERABLY
Internal	Others	MORE PILLOWS TO COME
Internal	Others	SUPER MABAIT SI MAM ABBY
Internal	Others	PLEASE BE MORE KIND TO THE SICK. THANKS
Internal	Others	ADD MORE PILLOWS
Internal	Others	love, love, love
Internal	Others	A big clock for students to see the time clearly when filling out admission slip logbook.
Internal	Others	The quality of the embroidery is good, there are just minimal aspects that could have been better like the spacing in the logo.
Internal	Others	Thank you for your service mga maam
Internal	Others	Thank you for your services po mga ma'am.
Internal	Others	Nothing else. Thank you po for your great service.
Internal	Others	Thank you po for your service
Internal	Others	Thank you maam for your effort
Internal	Others	nothing else. TY for your service :)
Internal	Others	THANK YOU FOR THE SUCCESSFUL TRANSACTION. VERY SATISFACTORY
Internal	Others	VERY SATISFACTORY. I WILL COME BACK, GOOD STUDYING ENVIRONMENT
Internal	Others	More Philippine History Book
Internal	Others	BRAVO FOR THE GOOD SERVICE
Internal	Others	BRAVO FOR GOOD SERVICE
Internal	Others	GOOD SERVICES
Internal	Others	Very quick to respond and very accommodating.
Internal	Others	None. Ma'am Rabang is very nice. She has a nice smile too :)
Internal	Others	GOOD :P
Internal	Others	less AR <3
Internal	Others	free food every month
Internal	Others	free food every month
Internal	Others	BETTER WIFI SIGNAL (NAGCUCUT OFF SIYA MID-DURATION)
Internal	Others	very strict and effective.
Internal	Others	our dorm manager is very funny. The transaction is very fast. Satisfied :)
Internal	Others	time allotment (?)
Internal	Others	CLEAN CRs TO AVOID ODOR
Internal	Others	THANK YOU MAM GEORGINA FOR THE GOOD SERVICE
Internal	Others	thank you maam
Internal	Others	Thank you maam!
Internal	Others	Library facility was accommodating and was available the entire time. Library staff was open to conversation and assistance during availment of service.
Internal	Others	Nice Job
Internal	Others	very accommodating
Internal	Others	good service
Internal	Others	So approachable librarians
Internal	Others	Even if maam is busy she serves well and great
Internal	Others	You are perfect the way you are!

Service Type	Service Availed	Free Response
Internal	Others	good
Internal	Others	nothing more
Internal	Others	Chair foam for comfort
Internal	Others	The library is so cozy and comfortable to stay for research
Internal	Others	Good services & environment! Friendly staff, good job!
Internal	Others	Fast service
Internal	Others	Amazing service from librarians
Internal	Others	Very Good!
Internal	Others	nothing else. TY for your service :)
Internal	Others	Thank you for the great service!
Internal	Others	FREE SNACKS
Internal	Others	so amazing library very organized and clean & librarians are very accommodating
Internal	Others	Thanks sa voucher maam faye
Internal	Others	nothing else :) TY for your service.
Internal	Others	Thank you sa voucher maam faye
Internal	Others	a big clock.
Internal	Others	very accommodating and efficient :)
Internal	Others	THANK YOU MA'AM GEORGINA
Internal	Others	Thank you sa voucher maam faye
Internal	Others	MORE AC
Internal	Others	Thank you mga ma'am for the help to find my needs
Internal	Others	Maam Faye thank you for the help
Internal	Others	Salamat sa voucher maam faye
Internal	Others	Thank you for your service sir Rodel, your consideration of my health condition is highly appreciated! You deserve a great applause.
Internal	Others	Thank you, ma'am! :)
Internal	Others	Very considerate, amazing & generous library services
Internal	Others	Amazing & generous library services
Internal	Others	A clock.
Internal	Others	very nice!
Internal	Others	Thank you for everything, ma'am, from research to SCALE activities. I'm so happy to see you again ma'am, and I'm happy about our achievement!
Internal	Others	its great!
Internal	Others	Maganda po ang library ,real!
Internal	Others	Babalik po ako, see you soon ma'am georgina :)
Internal	Others	Hi ma'am will miss you po! Thank you po sa services niyo since grade 7 po kami hehe.
Internal	Others	Thank you for being patient with us, especially regarding our need for related lit. for our research & SCALE activities.
Internal	Others	Ma'am I love you, banet po. Thank you po sa bonding natin. Omsim ma'am Georgina & ma'am Faye
Internal	Others	very nice service!
Internal	Others	Good service & very fast
Internal	Others	Good service & fast
Internal	Others	Nice
Internal	Others	Nice
Internal	Others	Nice!
Internal	Others	Distribution of tables(max 4 per table po)
Internal	Others	Extension of WiFi service (3 hrs pls pls)
Internal	Others	:)

Service Type	Service Availed	Free Response
Internal	Others	:)
Internal	Others	very nice
Internal	Others	Very accommodating!
Internal	Others	sockets on the 2nd floor (mezzanine)
Internal	Others	SOBRANG INIT
Internal	Others	Thank you ma'am Georgina for the fast service! :)
Internal	Others	The service was excellent!
Internal	Others	Thank you!!
Internal	Others	Amazing
Internal	Others	Fast services!
Internal	Others	Thank you for the fast net and great services Ma'am Georgina!!!
Internal	Others	Nice
Internal	Others	Clear instructions, Nice!
Internal	Others	Very welcoming
Internal	Others	Nice service. Thank you po (heart shape)
Internal	Others	Nice
Internal	Others	None to change!
Internal	Others	VERY ACCOMMODATING :)
Internal	Others	VERY ACCOMMODATING! :)
Internal	Others	GOOD
Internal	Others	Thank you Ma'am Georgina for the fast and great services!
Internal	Others	Your service was great!
Internal	Others	Thank you ma'am Georgina!
Internal	Others	Bean bags, aircons, and sockets. Stronger and free WiFi
Internal	Others	Additional hours for STU WIFI
Internal	Others	More aircons & bean bags, floor sockets. Thank you po!!
Internal	Others	Electric sockets in 2nd floor of lib
Internal	Others	Needs more help in managing of current books :)
Internal	Others	Thank you so much!
Internal	Others	Nice service
Internal	Others	Sockerts in the 2nd floor of the library & efans
Internal	Others	Nice one
Internal	Others	Stay healthy to add more good services. :)
Internal	Others	thank you ma'am!!
Internal	Others	No need for improvement already, very good :)
Internal	Others	10/10 Best!
Internal	Others	Hi ma'am Gina, thank you po for for being kind and warm. I will miss you po!
Internal	Others	Keep up the good work po :)
Internal	Others	no suggestions. Very good services
Internal	Others	Additional AC & sockets plz :)
Internal	Others	Additional sockets
Internal	Others	Thank you Ma'am Gina for the fast transaction. Stay healthy!
Internal	Others	Nice
Internal	Others	Mabait po sila ma'am Faye at ma'am Georgina
Internal	Others	Nice service
Internal	Others	N/A. Excellent Service!

Service Type	Service Availed	Free Response
Internal	Others	Library in PSHS-IRC is beyond the best! Kudos! More sockets PLS!!
Internal	Others	Great services! Sockets & aircon
Internal	Others	Very satisfied! but...need more sockets & aircon please
Internal	Others	Thanks ma'am Georgina for your patience & kindness to serve us as always!
Internal	Others	Thank you ma'am Georgina for the assistance in locating book.
Internal	Others	10/10 Yarn!
Internal	Others	More AC units and sockets!!
Internal	Others	Thank you po for the WIFI (heart shape)
Internal	Others	I like it here
Internal	Others	Very nice po
Internal	Others	The librarian is easy to approach, she is cool. Thank you Ma'am Faye :)
Internal	Others	ma'am Georgina is cool and patience!
Internal	Others	Fast and great service Thank you Ma'am Gina!
Internal	Others	The services are already great as is :)
Internal	Others	MA'AM GEORGINA WAS A VERY ACTIVE AND GOOD ADULT SUPERVISOR, POSSESSING ALL THE POSITIVE TRAITS NEEDED FOR US TO SUCCEED.
Internal	Others	Ma'am Faye is very nice to talk to.
Internal	Others	Ma'am Georgina provides service with smile
Internal	Others	More sockets
Internal	Others	More outlets
Internal	Others	The service of the librarians is excellent
Internal	Others	excellent
Internal	Others	Thank you ma'am Georgina!!
Internal	Others	More AC units, sockets, and couches:)
Internal	Others	service is very good.
Internal	Others	Better ventilation
Internal	Others	3-5 hours for wifi
Internal	Others	very helpful and very accommodating @ma'am Georgina
Internal	Others	More outlets
Internal	Others	Thank you ma'am Faye for your patience
Internal	Others	Good environment!!
Internal	Others	Lovely personnel and amazing environment! Keep it up!
Internal	Others	Very accommodating staff and answers queries swiftly! Would miss this library unit!
Internal	Others	Nothing else Thank you for your service
Internal	Others	no need for suggestions TY for your service
Internal	Others	Nice
Internal	Others	Thank you so much
Internal	Others	easy transaction
Internal	Others	Good service
Internal	Others	Good as is, ma'am Georgina keep up the great work ma'am! I deeply appreciates ma'am Faye. both of your efforts in the library :)
Internal	Others	Hello po ma'am Gina! Thank you po for being our librarian for our whole stay here in Pisay! We love you ma'am, babalik po ako next school year hehe <3
Internal	Others	Very accommodating
Internal	Others	Ma'am Faye is very welcoming
Internal	Others	Nothing else, Thank you for your service
Internal	Others	Prompt service and accommodating personnel
Internal	Others	Ampogi ng nagbigay
Internal	Others	Very accommodating

Service Type	Service Availed	Free Response
Internal	Others	Good facility. Accommodating staff.
Internal	Others	Fast service
Internal	Others	Accommodating
Internal	Others	Thank you for your fast response ma'am Georgina; more sockets
Internal	Others	Ma'am Faye and Ma'am Georgina are nice
Internal	Others	More sockets and more aircon
Internal	Others	Fast
Internal	Others	N/A :)) None. Ma'am Georgina and Ma'am Faye are very kind.
Internal	Others	Should put extra sockets for gadgets up and down and aircon. LOVE THE SERVICE!
Internal	Others	The library is nice place and the librarians are kind
Internal	Others	Mamimiss ko po kayo </3
Internal	Others	Keep up the good work
Internal	Others	Good
Internal	Others	None you are already great
Internal	Others	Keep it up!
Internal	Others	The library is conducive for studying and the librarians are very friendly and accommodation. <3
Internal	Others	I hope I can borrow books and have a SCALE here
Internal	Others	The overall service is great, however I recommend the librarians to constantly check on students who might be too shy to ask for help.
Internal	Others	Better WiFi connectivity
Internal	Others	I LOVE LIBRARY
Internal	Others	Digitalized clearance processing
Internal	Others	Digitalized clearance process for smoother transaction
Internal	Others	The librarian has served me fast and very accommodating.
Internal	Others	Thank you po.
Internal	Others	Thank you for the fast transaction.
Internal	Others	Thank you po ma'am Gina for the fast service!
Internal	Others	I love the library and their services.
Internal	Others	Availability of extensions (electric plugs are limited)
Internal	Others	more sockets
Internal	Others	Thank you ma'am Faye
Internal	Others	Thank you Ma'am G
Internal	Others	ID QR scan for logging in
Internal	Others	more sockets in the recreation & mirrors. Very good service. no nee to change :)
Internal	Others	Students are too loud.
Internal	Others	more active fans in case of down ac
Internal	Others	More sockets for charging when using gadgets for academics purposes.
Internal	Others	n/a. satisfied with your services.
Internal	Others	Aircon 24/7
Internal	Others	More clear instructions
Internal	Others	The clients are calm and good
Internal	Others	Friendly environment for learning
Internal	Others	faster service (more staff)
Internal	Others	An easier way to locate books
Internal	Others	Clearer instructions
Internal	Others	It's good already
Internal	Others	It is good enough!! :)

Service Type	Service Availed	Free Response
Internal	Others	good enough
Internal	Others	Easy processing and excellent services. Additional staff and sockets, please.
Internal	Others	No suggestion because its perfect
Internal	Others	Fast processing :)
Internal	Others	Better ventilation
Internal	Others	More aircon
Internal	Others	none. very good
Internal	Others	Hi Happy po ako na bumalik si Maam bumalik yung happy environment sa lib yayy
Internal	Others	Aircon
Internal	Others	.
Internal	Others	.
Internal	Others	Yes
Internal	Others	.
Internal	Others	I am already satisfied with the service of the Library Unit.
Internal	Others	thank you.
Internal	Others	no big comments
Internal	Others	No suggestions
Internal	Others	Thank you ma'am Georgina for the fast services:)
Internal	Others	More sockets and more cooler aircon. Very good service! Love it!
Internal	Others	No More no less
Internal	Others	Very helpful and Mrs. Gina is very approachable
Internal	Others	very helpful
Internal	Others	GOOD AND SMOOTH
Internal	Others	VERY SYSTEMATIC
Internal	Others	Easy processing and good service
Internal	Others	None. The librarians are very accommodating and nice.
Internal	Others	THE BEST!
Internal	Others	THE TRANSACTION WAS FAST <3
Internal	Others	Ma'am librarians are very accommodating & very responsive to the needs of the client. Happy to see you ma'am Gina.
Internal	Others	Keep up the good inventory! Alas. I have returned the borrowed book :)
Internal	Others	THE OTHER STUDENTS ARE CUTTING IN LINE
Internal	Others	SMOOTH TRANSACTION
Internal	Others	:)
Internal	Others	MORE ELECTRIC FAN OUTSIDE (WAITING AREA)
Internal	Others	NONE. KEEP UP THE GOOD WORK! <3
Internal	Others	IT'S ALREADY GOOD
Internal	Others	AIRCON IN RECEIVING AREA
Internal	Others	All Goods
Internal	Others	Thank you ma'am Georgina for your great supervision in aiding me throughout the activities and finishing the accomplishment of my SCALE requirements.
Internal	Others	No suggestions.
Internal	Others	No suggestions
Internal	Others	I am already satisfied with the RHU services
Internal	Others	Keep up the good work always
Internal	Others	Nothing to improve but the MIS Unit should have additional staff to help sir Rodel Romano to do each request/ service per employee/ unit. Kudos to the ever-dedicated and good performance of Sir Rodel especially for his fast response to our request/ service.
Internal	Others	Nothing to improve on their services. To ma'am Vangie, thank you for the fast response to my concerns through messenger this morning. I highly appreciated it.

Service Type	Service Availed	Free Response
Internal	Others	Kudos to the library staff. More suckets!
Internal	Others	THANKS
Internal	Others	Our SCALE supervisor (Ms. Georgina) was very accommodating and hands-on (also research) during our service at the library.
Internal	Others	Thank you for the fast response Ma'am Georgina
Internal	Others	Thank you for allowing us to interview you ma'am Georgina
Internal	Others	ma'am Georgina is very efficient!
Internal	Others	very good service! keep it up!
Internal	Others	Thank you maam Georgina for approving and responding to our interview...
Internal	Others	very fast transaction. very good. very nice registrars.
Internal	Others	CC was hard to see esp if you're new to school. Could help if it was a bit bigger.
Internal	Others	the staff is very warm and efficient. I'm satisfied. :)
Internal	Others	Thank you po ma'am Georgina for the assistance in providing my needed reference.
Internal	Others	nothing else thank you.
Internal	Others	Salamat po ma'am!
Internal	Others	Thank you ma'am Georgina for sustaining a quiet place like our library. I love staying at the library!
Internal	Others	Thank you ma'am Georgina!
Internal	Others	Thank you ma'am!
Internal	Others	thank you, ma'am!
Internal	Others	Nothing!
Internal	Others	Thank you Sir Rodel for the fast response to my request. Kudos to your great service and patience amidst your hectic schedule of work activities.
Internal	Others	The service was on quality :)
Internal	Others	The service was of quality:)
Internal	Others	Fast transaction, very accomodating Ma'am Gina
Internal	Others	The service provided are well and proper with the librarians considerate and are accommodating to the students.
Internal	Others	The service are well and proper, with the librarian's considerate and are accommodating to the students.
Internal	Others	Very good & accommodating . more outlets please. Unli WiFi
Internal	Others	Services are very good. Librarians are accommodating and friendly.be kl WiFi should not be by voucher to limit the burden to the librarians. Aircon might be leaking. More outlet please! Please please outlets!!!
Internal	Others	More outlets.
Internal	Others	Okay naman po si ma'am librarian, mabait saka reliable po.
Internal	Others	Okay naman po si maam librarian (Ms. Amistad), mabait tsaka reliable po.
Internal	Others	Very good & accommodating. More outlets, pls.unli wifi
Internal	Others	Services are very good. Librarian is accommodating and friendly. Wifi should not be by voucher to limit the burden to the librarians. Aircon might be leaking, more outlet please. Please Please OUTLETS!!!
Internal	Others	more outlets.
Internal	Others	Explanation of OPAC system and how to encode is excellent
Internal	Others	Thank you, ma'am Lea for the very prompt response and action.
Internal	Others	Thank you ma'am Gina for the fast transaction.
Internal	Others	Thank you ma'am Georgina for providing my needs in research.
Internal	Others	Love it here (heart shape)
Internal	Others	Kind, Open, and very knowledgeable si ma'am Georgina sa profession niya as a librarian.
Internal	Others	Ma'am Georgina was very accommodating (esp. as a SCALE supervisor)
Internal	Others	Ma'am Gina was very accommodating and the librarian was very patient
Internal	Others	Very satisfactory
Internal	Others	very helpful and informational
Internal	Others	Very nice, helpful and enjoying

Service Type	Service Availed	Free Response
Internal	Others	:)
Internal	Others	very helpful and informational
Internal	Others	very nice, helpful and enjoying
Internal	Others	Ma'am was very accomodating and was very patient
Internal	Others	very satisfactory
Internal	Others	Thank you Ma'am Gina for the fast transaction.
Internal	Others	Thank you Ma'am Georgina for providing my needs in research!
Internal	Others	love it here <3
Internal	Others	Nothing! It's good na library staffs are interactive hehe <3
Internal	Others	Kind, open, and knowledgeable si ma'am Georgina sa profession niya as a librarian.
Internal	Others	Ma'am Georgina was very accomodating (esp. as a SCALE supervisor)
Internal	Others	Nothing! It's good na librarian staff are interactive hehe(heart shape)
Internal	Others	Thank you Ms. Georgina for the fast transaction!
Internal	Others	Thank you so much Mam Lea!
Internal	Others	I hope that there are more sockets to use.
Internal	Others	More air conditioner
Internal	Others	Additional electrical socket and improves aircon
Internal	Others	very nice. no need for improvement:)
Internal	Others	very nice. no need for improvement:)
Internal	Others	TY for your service po ma'am Gina:)
Internal	Others	Thank you po maam!
Internal	Others	Thank you po Ma'am Georgina
Internal	Others	Thank you for the great service Ma'am Georgina!
Internal	Others	Thank you for your fast response to our request. The environment is cool!
Internal	Others	Thank you po!
Internal	Others	Salamat po!
Internal	Others	Thanks po!
Internal	Others	Iyaman
Internal	Others	very fast
Internal	Others	Ma'am Georgina was very nice and promptly provided me with all the necessary books and resources..
Internal	Others	Very kind and good librarians. I enjoyed being in the library. Additional sockets.
Internal	Others	They are good librarians, both of them. I enjoy suggestion: more sockets
Internal	Others	Salamat po kay maam gorgina our librarian for keeping my scical secure even after being here for a long time
Internal	Others	Thank you ma'am Georgina for keeping my left SciCal which i left here at the library!
Internal	Others	Thank you for supervising us maam georgina with our subject soksay
Internal	Others	Fast transaction, very accommodating Ma'am Gina!
Internal	Others	More assistance (focus to students as a SCALE opportunity) not only to assist more students but to also assist ma'am georgina and other library assistants from the heavy workload in the library (thank you for answering our interview ma'am georgina, i hope you had lunch po)
Internal	Others	Thank you ma'am Georgina for the cool environment in the library.
Internal	Others	Thank you maam Gina!
Internal	Others	Helping the librarian encode some CSS as part of the activities of Library SCALE can ease the burden of her load work.
Internal	Others	Very nice ambiance and the silence is cool!
Internal	Others	Thanks for the good service ma'am Georgina!
Internal	Others	Salamat po!
Internal	Others	Ma'am Georgina needs a hand and assistance when it comes to her work since her workload is the same as the amount of workload of a group
Internal	Others	Maam was a great help for when I'm looking for references for my research

Service Type	Service Availed	Free Response
Internal	Others	Thank you being accommodating ma'am georgina!
Internal	Others	Thanks po!
Internal	Others	tHANK U MAAM GEORGINA!
Internal	Others	Thank you po ma'am Georgina!
Internal	Others	Nothing. More sockets, please!
Internal	Others	none.
Internal	Others	Nothing. The librarian, Ms. Amistad is so accommodating to us.
Internal	Others	None. sockets please
Internal	Others	Provides peaceful area to study.
Internal	Others	thank you for the books and the library itself
Internal	Others	Thank you for the service Ma'am G!
Internal	Others	More sockets. Thank you ma'am Georgina!
Internal	Others	More sockets and additional full-time library staff. Thank you for the WIFI voucher, it helps a lot to do our requirements.
Internal	Others	Thank you ma'am Georgina for the nice environment and fast service!
Internal	Others	Thank you for the good ambiance of learning
Internal	Others	Thank you for the nice service Ma'am Georgina!
Internal	Others	Nice ambiance to read!
Internal	Others	Thank you maam Georgina for the great service!
Internal	Others	The service is great! Thank you ma'am Georgina for the fast service. More staff and sockets please!!
Internal	Others	Thank you, Ma'am Georgina and Ma'am Faye. More lib staff!
Internal	Others	Sockets on 2nd floor
Internal	Others	Thank you ma'am Gina for maintaining the silent ambiance of the library.
Internal	Others	more AC's and sockets for charging our gadgets. The librarian is very accommodating and nice (Ms. Amistad)
Internal	Others	Thank you for the accomodation hehehe!
Internal	Others	Idk
Internal	Others	Keep up the good work
Internal	Others	Extension chords upstairs or in areas without outlets
Internal	Others	nothing else. thank you! :)
Internal	Others	very good service, kind and approachable ma'ams ay :)
Internal	Others	No suggestions. The librarian was very accommodating with the services and transaction.
Internal	Others	My suggestion is more of the accessibility of the Library. It's a hassle to use the stairs to go to the library in the 4th floor. What I can suggest is increase the number of days the elevator is available. As for the library itself, it would be greatly advantageous for everyone if they install internet connection inside instead of relying on our personal WiFi. To avoid gaming, they could restrict wifi access to certain apps such as games
Internal	Others	Please open the aircon every library period as students make took the stairs and only to find out there's no aircon that may disappoint them.
Internal	Others	Thank you po Ma'am Georgina and keep up the good work
Internal	Others	ma'am cindy and jenyfer ay the best :) VG service
Internal	Others	The library is cool to stay especially when we need to study. Thank you ma'am Georgina for maintaining the "silence"/ quiet environment!
Internal	Others	Thank you for the quiet place. Indeed, Library services are commendable!
Internal	Others	Thank you po maam Amistad!
Internal	Others	Thank you po ma'am Georgina!
Internal	Others	Thank you library!
Internal	Others	Thank you po ma'am Georgina:)
Internal	Others	Thank you for the quiet place to review ma'am Gina!
Internal	Others	be good
Internal	Others	Thank you ma'am Georgina!
Internal	Others	Thanks po!

Service Type	Service Availed	Free Response
Internal	Others	none po.
Internal	Others	Add extension cords or sockets in the upper area of the library for students to charge their laptops when needed. Thank you.
Internal	Others	Bean bags please
Internal	Others	Thank you for the cool and quiet library environment. The Iliad is the best!
Internal	Others	Thank you ma'am Georgina for the amazing service!!
Internal	Others	The library is a great place to study and do academics. requirements. Thank you ma'am Amistad for the service!
Internal	Others	Aircon and more outlets at the library for flexoble studying locations
Internal	Others	Remind students to secure their things often.
Internal	Others	Thank you sir Rodel for the fast response and good srrvices. Kudos to the IT unit/ MIS
Internal	Others	Thank you for the cool and quiet library environment. Thank you ma'am Gina for your great service!
Internal	Others	extensions especially in the 2nd floor since there's no charging outlet there
Internal	Others	Commendable service
Internal	Others	It is commendable and nice that we can borrow laptops to use. Thank you ma'am Gina!
Internal	Others	Elevator on friday
Internal	Others	Elevator on friday
Internal	Others	Nothing else Thank you:)
Internal	Others	Thank you!
Internal	Others	Thank you Maam Georgina! Mery Christmas
Internal	Others	Thank you po ma'am Georgina for the services!
Internal	Others	Thank you po ma'am Georgina for the fast transaction.
Internal	Others	Thank you po for the great service and the quiet place to review, cool!
Internal	Others	Thank you po ma'am Georgina for the service!
Internal	Others	More books! Hopefully about fiction
Internal	Others	Continue the good work
Internal	Others	Comment: mabilis po tas masaya pong kausap habang gumagawa si masm Gina
Internal	Others	strong internet
Internal	Others	Strong internet
Internal	Others	Strong internet
Internal	Others	Thank You
Internal	Others	very nice!
Internal	Others	qejyrgesfhse
Internal	Others	hahhaeor7y7eqr
Internal	Others	Thank you for the fast service ma'am Georgina
Internal	Others	thank you maam georgina for being accommodating and for the fast service :))))
Internal	Others	Thank you ma'am Georgina for the great service:))
Internal	Others	Thank you po ma'am Gina for being very accommodating to our needs. Love you, ma'am!
Internal	Others	:)
Internal	Others	.
Internal	Others	I am satisfied with the services that I availed.
Internal	Others	I am satisfied with the service availed.
Internal	Others	Nice service and experience po.
Internal	Others	Good service
Internal	Others	VG! Service VG! Ma'am Cindy :)
Internal	Others	I am already satisfied with the services.
Internal	Others	I am already satisfied with the services.
Internal	Others	very good!

Service Type	Service Availed	Free Response
Internal	Others	Thank you po for the fast transactions.
Internal	Others	Thank you po ma'am Georgina for the fast transactions and your service is a great help to us.:)
Internal	Others	Thank you po ma'am for your great service! You are a big help to us.:)
Internal	Others	Labyu maam Gina thank you for your service <33
Internal	Others	none, the service was good
Internal	Others	nothing else, ty!
Internal	Others	none, very nice.
Internal	Others	more sockets
Internal	Others	none. very accommodating
Internal	Others	very good service, will comeback again :P
Internal	Others	Salamat po sa service ma'am Georgina!
Internal	Others	Remove the no phone zone sign
Internal	Others	Good so far no need
Internal	Others	Mabilis po ang serbisyo. Thank you Ma'am Georgina.
Internal	Others	very good service
Internal	Others	Thank you Ms. Ana Baldemoro
Internal	Others	Thank you Ma'am Georgina for the very accommodating and fast services.
Internal	Others	☺
Internal	Others	The support and service were all well-provided.
Internal	Others	very fast 5 stars
Internal	Others	nla
Internal	Others	continue the good work po
Internal	Others	My purpose for coming was satisfied. The service was also great.
Internal	Others	Thank you for the quiet environment:)
Internal	Others	elevator please
Internal	Others	Thank you for the quiet ambiance of the library, it helps a lot!
Internal	Others	Thank you po sir Rodel and Sir Christian for the fast services. Your Works and efforts are worth commendable and you are both the Best!
Internal	Others	Thank you sir jipsy for the fast transaction and very accommodating service.
Internal	Others	Thank you Sir Rodel for the fast response to my request. Kudos for the awesome service!
Internal	Others	Good
Internal	Others	Thank you for the awesome bounded client feedback I deceived for library unit. You efforts and patience to do it is appreciated sir Jipsy!
Internal	Others	Nonr. Very good already
Internal	Others	Thank you ma'am Georgina for the quiet place!
Internal	Others	None, it was all good, thank you for the service
Internal	Others	good job
Internal	Others	Excellent Service.
Internal	Others	none
Internal	Others	i filled out yhe wrong link
Internal	Others	Very accommodating and fast transaction
Internal	Others	Thank you so much to Ma'am Princess Robles of the Office of the Campus Director for making transactions (document signing and requests) quick and easy!
Internal	Others	Great job for fast and efficient processing of documents!
Internal	Others	Poor service; the accountant seems to understand his duty properly. The process takes longer because of him.
Internal	Others	wala po tenkyusomuch
Internal	Others	My request was prepared quickly. Thank you very much!
Internal	Others	Proper delivery of requested supplies and check the spelling of the Accountable Officer's name.
Internal	Processing of requests for personnel documents	he staff is responsible and approachable

Service Type	Service Availed	Free Response
Internal	Processing of requests for personnel documents	thank you for accomodating sir! highly commendable
Internal	Processing of Requests for Personnel Documents	God Bless! Thank you
Internal	Processing of Requests for Personnel Documents	Keep the front end efficient service
Internal	Processing of Requests for Personnel Documents	Kudos HR Unit for a very prompt processing of requests and documents.
Internal	Processing of Requests for Personnel Documents	None. Great job!
Internal	Processing of Requests for Personnel Documents	Prompt feedback from the office. Kudos!
Internal	Processing of Requests for Personnel Documents	Smooth transaction and very efficient.
Internal	Processing of Requests for Personnel Documents	Thank you for the speedy processing of my request.
Internal	Processing of Requests for Personnel Documents	Thank you so much.
Internal	Processing of Requests for Personnel Documents	The best!
Internal	Processing of Requests for Personnel Documents	The HRMO was very approachable and they respond quickly to queries. Hope they will continue such practice as it will be beneficial for clients and the campus.
Internal	Processing of Requests for Personnel Documents	They are very courteous and easy to inquire about the documents I requested.
Internal	Processing of Requests for Personnel Documents	Very accommodating and approachable. Keep it up!
Internal	Processing of Requests for Personnel Documents	Work on office website. Explore Google Site
Internal	Processing of Requests for Personnel Documents	THANK YOU VERY MUCH FOR ACCOMODATING MY REQUEST IMMEDIATELY.
Internal	Processing of Requests for Personnel Documents	Fast and Reliable! Keep it up!
Internal	Processing of Requests for Personnel Documents	Keep it up!
Internal	Processing of Requests for Personnel Documents	None. Thanks for the prompt action
Internal	Processing of Requests for Personnel Documents	Mam Aireen has always been very helpful with my paperwork & personal finance concerns. She deserves her new post
Internal	Processing of Requests for Personnel Documents	I hope updates will be made once document is available. However keep up the goodwork!
Internal	Processing of Requests for Personnel Documents	HR JO's are very responsive. Through personal and online.
Internal	Processing of Requests for Personnel Documents	Alertness and vigor lead to success
Internal	Processing of Requests for Personnel Documents	Thank you
Internal	Processing of Requests for Personnel Documents	coffee pls.
Internal	Processing of Requests for Personnel Documents	Thank you!
Internal	Processing of Requests for Personnel Documents	None. Congratulations po.
Internal	Processing of Requests for Personnel Documents	Thank you to the kind staff. Labyu all!
Internal	Processing of Requests for Personnel Documents	I just want to give commendation for sir Jaime. I appreciate that his recordkeeping and that his logbook is updated. Moreover, he was able to process my request swiftly.
Internal	Processing of Requests for Personnel Documents	Make it online (requests, retrieval of forms, etc.)
Internal	Processing of Requests for Personnel Documents	If capable, may there be information about my transaction from the office's website.
Internal	Processing of Requests for Personnel Documents	Very accomodating and fast service
Internal	Processing of requests for personnel documents	Fix thee bathrooms
Internal	Processing of requests for personnel documents	Fix the bathrooms
Internal	Processing of requests for personnel documents	Thank you again for the good and fast service Ma'am Vangie and Ma'am Joy. Kudos to the HR Management:)
Internal	Processing of requests for personnel documents	Thank you for the service Ma'am Evangeline Tabula and Ma'am Joy Tagorda for quickly responding to my inquiries. I love you both! Kudos to the HR!
Internal	Processing of requests for personnel documents	Thank you ma'am Sandrea Baldemor for the fast and techno procedure in sending me my request, scanned ITR documents. It for my daughter application in DOST SEI, it helps not only to me but also to my G12 daughter.
Internal	Processing of requests for personnel documents	Could add companions for frontline staff for easier response/ service
Internal	Processing of requests for personnel documents	Salamat po sa mabilis na pag-asikaso sa aking request. Pagbati po!
Internal	Processing of requests for personnel documents	Thank you for the great service! Kudos!
Internal	Processing of requests for personnel documents	Thank you so much for fast processing of documents :)
Internal	Processing of requests for personnel documents	thank you so much for your prompt response. Keep it up!
Internal	Processing of requests for personnel documents	online request forms if possible 😁
Internal	Processing of requests for personnel documents	Mr. Bugayong is very efficient!
Internal	Processing of requests for personnel documents	Very accommodating and responsive
Internal	Processing of requests for personnel documents	very reliable

Service Type	Service Availed	Free Response
Internal	Processing of requests for personnel documents	NONE. THANK YOU PO!
Internal	Processing of requests for personnel documents	Please continue to provide information and instruction in advance (2 weeks before).
Internal	Processing of requests for personnel documents	Thank you for processing my request.
Internal	Processing of requests for personnel documents	Good job
Internal	Processing of Requests for School Credentials (students of current school year)	I have no comment for improvement
Internal	Processing of Requests for School Credentials (students of current school year)	Thank You po!
Internal	Processing of Requests for School Credentials (students of current school year)	Congratulations! Promp service
Internal	Processing of Requests for School Credentials (students of current school year)	Transactions was fast and easy.they processed and forwarded the docs to the next signatory
Internal	Processing of Requests for School Credentials (students of current school year)	Very Fast replies & actions request
Internal	Processing of Requests for School Credentials (students of current school year)	Fast and easy
Internal	Processing of Requests for School Credentials (students of current school year)	Allow the use of printer
Internal	Processing of Requests for School Credentials (students of current school year)	Be a Sigma.
Internal	Processing of Requests for School Credentials (students of current school year)	Easier access to the students.
Internal	Processing of Requests for School Credentials (students of current school year)	Service provided is satisfactory
Internal	Processing of requests for school credentials (Students of the current school year)	Very fast and efficient. Very Good Experience!
Internal	Processing of requests for school credentials (Students of the current school year)	Its ok
Internal	Processing of requests for school credentials (Students of the current school year)	None. The library service provides a very accessible and efficient system. As client, I feel very comfortable in asking for assistance.
Internal	Processing of requests for school credentials (Students of the current school year)	The services of the library is very good. Nice ambiance po
Internal	Processing of requests for school credentials (Students of the current school year)	god
Internal	Processing of requests for school credentials (Students of the current school year)	very fast transaction
Internal	Processing of requests for school credentials (Students of the current school year)	None po
Internal	Processing of requests for school credentials (Students of the current school year)	None as of the moments because the system is flawless
Internal	Processing of requests for school credentials (Students of the current school year)	good!
Internal	Processing of requests for school credentials (Students of the current school year)	efficient service!
Internal	Processing of requests for school credentials (Students of the current school year)	VERY GOOD SERVICE, WILL AVAIL AGAIN

APPENDIX E: HOTLINE#888 AND CONTACT CENTER NG BAYAN (CCB) RESOLUTION AND COMPLIANCE RATES

In Fiscal Year 2024, the Philippine Science High School System (PSHSS), through the Office of the Executive Director (OED), recorded zero formal complaints filed directly by the public or clients via its internal grievance mechanisms. However, feedback and concerns were still actively received through national complaint platforms, such as Hotline #8888, highlighting public engagement and expectations for responsive governance.

The OED processed a total of nine (9) cases channeled through these platforms, all of which were resolved and marked as closed within the mandated 72-hour timeframe in accordance with Section 5 of Executive Order No. 6, which stipulates that all citizen concerns lodged through communication channels must be addressed with concrete action within three working days.

The nature of concerns ranged from workplace issues and human resource matters to alleged policy violations and administrative irregularities across various PSHSS campuses.

Case Number/ Reference Number/Title	Campus/ Office	Nature of Complaint	Status
W20240208-94-22	Main Campus	Bullying in the workplace	Closed
P20240216-904-7	CALABARZON CAMPUS	Concern Regarding Vacant Position for Teacher in Philippine Science High School Batangas City, Batangas	Closed
P20240229-894-8	Southern Mindanao Campus	Alleged Collection Of Fees Of A Public School In Davao City, Davao Del Sur	Closed
W20240420-828-1	SOCCSKSARGEN Region Campus	Alleged Non Compliance to Department of Education (DepEd) Order For Asynchronous Classes of Philippine Science High School (PSHS) SOCCSKSARGEN Region Campus (SRC)	Closed
G20240605-183-10	CALABARZON CAMPUS	Various Complaint Against a Public High School in Batangas City, Batangas	Closed
W20241003-94-8	Main Campus	Impermissible Use of Hard-Earned Service Credits of Employees of the Philippine Science High School Main Campus	Closed
P20241007-456-10	Main Campus	Alleged Irregularities in the Philippine Science High School, Agham, Main Campus, Quezon City	Closed

Case Number/ Reference Number/Title	Campus/ Office	Nature of Complaint	Status
W20241202-843-4	Bicol Region Campus	Mandatory Reporting of Teachers During Class Suspension at the PSHS-Bicol Region Campus	Closed
W20241211-758-7	MIMAROPA Region CAMPUS	Irregular Acts of the Head of Office of the Philippine Science High School MIMAROPA Region Campus (MRC), Rizal, Odiongan, Romblon	Closed

All complaints were handled in compliance with procedural timelines and were given appropriate action by the concerned campus. These outcomes reflect the PSHSS's adherence to public accountability standards and its operational readiness to respond to external inquiries and concerns through official national grievance channels.