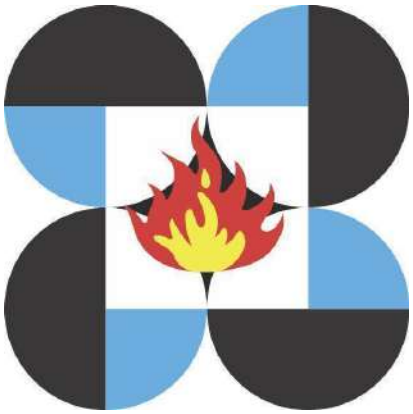


Republic of the Philippines
DEPARTMENT OF SCIENCE AND TECHNOLOGY
PHILIPPINE SCIENCE HIGH SCHOOL SYSTEM

Harmonized Client Satisfaction Measurement Report

Consolidated
2025 (1st Edition)

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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, 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 2025, 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 2025 Client Satisfaction Measurement Report, covering transactions from January to December 2025. During this period, the System achieved an overall satisfaction score of 95.28%, based on responses from 30,740 clients across internal and external service touchpoints. This rating is classified as Outstanding. In addition, Citizen's Charter (CC) awareness among clients reached 68.72%, suggesting that approximately 6 in 10 respondents are familiar with the CC. Among those aware, 77.60% affirmed the visibility of the CC, while 86.56% found it helpful in guiding service interactions (see Table 1).

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

CSM Area	Score
CC Awareness	68.72%
CC Visibility	77.60%
CC Helpfulness	86.56%
Response Rate	47.72%
Overall Score	95.28%

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)
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 2025, 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 2025 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
External Services	Application Procedure for Incoming Grade 7 Students	Parent and/or their representative, School's representative
	Application for Incoming Grade 8 and Grade 9 Transfer Students	Parent and/or their representative, School's representative
	Freshmen Enrollment	Parent and/or their representative
	Processing of Requests for School Credentials (alumni)	Alumni or legal guardians, or parents, or authorized representatives
Internal Services	Availment of School Facilities	Scholars and personnel
	Processing of Requests for Personnel Documents	Incumbent Employees
	Processing of Requests for School Credentials (students of the current school year)	Scholars or their legal guardians, or parents, or authorized representative

In 2025, the Philippine Science High School System (PSHSS) completed a total of 66,007 transactions across its seven chartered services and other service areas. Of these, 46.7% or 30,824 were classified as external services, while 53.3% or 35,183 were categorized as internal services (see Table 4). A total of 31,504 clients participated in the Client Satisfaction Survey, resulting in an overall response rate of 47.72% (31,504 out of 66,007 transactions). In 2025, the Philippine Science High School System (PSHSS) facilitated a total of 66,007 transactions across its chartered and non-chartered services. Of these, 46.7% (30,824 transactions) were categorized as external services, while 53.3% (35,183 transactions) were internal services (see Table

4). The Client Satisfaction Survey (CSS) recorded 21,294 responses, resulting in an overall response rate of 47.72.99%.

Among external services, the Application Procedure for Incoming Grade 7 Students constituted the bulk of transactions, with 22,407 applications processed—reflecting the PSHSS's core function of student admission. Despite its volume, the response rate for this service was relatively modest at 14.25%, with 3,193 clients providing feedback.

Other external services such as Freshmen Enrollment and Processing of Requests for Alumni Credentials posted response rates of 89.90% and **101.82%**, respectively, indicating varied levels of client engagement across service types.

For internal services, the Availment of School Facilities emerged as the most utilized, with 5,654 transactions and a response rate of 93.24% (5,272 responses). This was followed by services like the Processing of Requests for School Credentials for Current Students and Personnel Documents, with response rates of 44.93% and 83.46%, 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 6,569 transactions, with 4,666 responses, yielding a response rate of 71.03%. External non-chartered services recorded 6,569 transactions and 4,666 responses, resulting in a 71.03% response rate.
- Internal non-chartered services posted the highest engagement, with 13,350 responses out of 23,586 transactions, achieving a 56.60% 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	3193	22407
	Application for Incoming Grade 8 and Grade 9 Transfer Students	239	244
	Freshmen Enrollment	997	1109
	Processing of Requests for School Credentials (alumni)	504	495
	Others	216	216
	External Service Overall	9599	30824
Internal Service	Availment of School Facilities	5272	5654
	Processing of Requests for Personnel Documents	1327	1590
	Processing of Requests for School Credentials (students of the current school year)	1956	4353

Service Type	Service	Responses	Total Transactions
	Others	13350	23586
	Internal Service Overall	21905	35183
OVERALL TOTAL (External + Internal)		31504	66007

II.D. Services with No Clients

[Not Applicable for FY 2025 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. 2023-03. 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 2025, the Philippine Science High School System (PSHSS) collected a total **of** 31,504 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 2025 survey data, the majority of respondents (22,063 or 70.03%) identified as citizens, including students, parents, alumni, and other individual stakeholders. Government employees made up 4,342 responses (13.78%), while those affiliated with the business sector accounted for 512 responses (1.63%). Additionally, 4,587 respondents (14.56%) 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	7030	15033	22063
2. Business	412	100	512
3. Government	786	3556	4342
4. Did not specify	1358	3229	4587
Total	9586	21918	31504

2. Sex Distribution

From the total responses, 18,330 respondents (58.18%) identified as female, while 11,105 (35.25%) identified as male. A notable 2,069 clients (6.57%) 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	336	7769	11105
2. Female	5571	12759	18330
3. Did not specify	650	1419	2069
Total	9557	21947	31504

3. Age Distribution

A large segment of the client base, 18,598 respondents (59.03%), 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 (4,375 or 13.89%), 20–34 years (3,746 or 11.89%), and 50 years and above (916 or 2.91%). A total of 3,869 respondents (12.28%) 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	4001	14597	18598
20 – 34 years old	1002	2744	3746
35 – 49 years old	2683	1692	4375
50 – 64 years old	461	411	872
65 years old and above	38	6	44
Did not specify	1401	2468	3869
Total	9586	121918	31504

4. Regional Demographics

Regionally, the Region I had the highest representation with 11,739 respondents (37.26%), driven by the significant internal client base from the PSHS-IRC campus. This was followed by respondents who did not specify their region with 3,337 respondents (10.59%), and Region VI (PSHS-WVC) with 3,139 (9.96%).

In contrast, lower participation was noted in Region IX (316 or 1.03%), Cordillera Administrative Region (412 or 1.31%), and Region XI (468 or 1.49%). 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
National Capital Region (NCR)	537	485	1022
Cordillera Administrative Region (CAR)	214	198	412
Region I	631	11108	11739
Region II	258	217	475
Region III	283	400	683
Region IV A	634	772	1406

REGION	EXTERNAL	INTERNAL	OVERALL
Region IV B	241	1292	1533
Region V	407	68	475
Region VI	2464	675	3139
Region VII	341	518	859
Region VIII	420	104	524
Region IX	128	188	316
Region X	468	1090	1558
Region XI	230	238	468
Region XII	463	784	1247
Region XIII	706	1056	1762
BARMM	236	313	549
Did not specify	928	2409	3337
Total	9589	21915	31504

5. Key Findings:

- The gender distribution shows a higher representation of female clients (58.18%), suggesting a slight gender tilt that may warrant gender-responsive analysis of services.
- The Region I emerged as the top contributing region (37.26%) due to high internal respondent rates, shifting previous assumptions of NCR-dominant engagement.
- Luzon regions collectively contributed 56.33% of responses, Mindanao 29.32%, and Visayas 14.35%, 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 2025, 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 2025. 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.	13206	56.81%
I know what a CC but I did NOT see this office's CC.	1716	7.38%
I learned of the CC only when I saw this office's CC.	1073	4.62%
I do not know what a CC is and I did not see one in this office.	4009	17.25%
No response.	3240	13.94%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	12624	77.65%
Somewhat easy to see.	2914	17.92%
Difficult to see	362	2.23%
Not visible at all	357	2.20%
Not Applicable	3751	
No response	2269	
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	12913	86.42%
Somewhat helped	1752	11.73%
Did not help	277	1.85%
Not Applicable	4039	
No response	4505	

1. Citizen's Charter Awareness (CC1)

According to the survey:

- 56.81% of respondents knew what a Citizen's Charter is and had seen it in the PSHS office.
- An additional 7.38% were aware of the CC but had not seen it in the office.
- 4.62% became aware of the CC only upon seeing it at the office.
- 17.25% had no knowledge of the CC and did not see one in the office.
- 13.94% did not provide a response.

This shows that a total of 64.19% 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 6 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:

- 77.65% reported that the Citizen's Charter was easy to see.
- 17.92% found it somewhat easy to see.
- 2.23% found it difficult to see.
- Only 2.20% 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:

- 86.42% said it helped very much.
  11.73% indicated it somewhat helped.
- Only 1.85% 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 6 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 95.57% 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 2025, 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 23,792 valid responses, 14,978 respondents (62.95%) rated the service as "Strongly Agree",

while 6,362 (26.74%) selected “Agree”. The combined positive response rate resulted in an satisfactory score of 89.69% 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	Strongly Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	412	98	639	4615	24243	733	30740	96.17

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	380	152	818	4769	23420	1298	30837	95.43%
Reliability	334	67	634	4523	24096	1183	30837	96.51%
Access and facilities	252	92	896	4336	22307	2954	30837	95.55%
Communication	304	104	934	4520	21139	3835	30837	95.03%
Costs	1128	76	678	2117	7537	19301	30837	83.69%
Integrity	290	78	718	4053	24391	1307	30837	96.32%
Assurance	317	82	651	4421	24465	901	30837	96.49%
Outcome	331	75	736	4129	24105	1461	30837	96.11%
Overall	3336	726	6065	32868	171460	32240	246695	95.28%

From the combined responses, PSHSS achieved an overall satisfaction rating of 95.28%, which translates to an adjectival rating of Outstanding.

Among the dimensions:

- Reliability received a high score of 96.51**%** reflecting strong confidence in the Philippine Science High School System’s ability to consistently deliver services as promised, maintain dependable processes, and meet stakeholder expectations.
- Assurance followed closely at 96.49%, 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 83.69%, suggests opportunities for improvement in terms of client perception of test fees, receipts and transparency.

- Communication was also among the lower-rated at 95.03%, 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 95.28% with an adjectival rating of Outstanding
- PSHSS scored highest on Reliability at 96.51% while lowest on the Cost of Services at 83.69%.

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 Service recorded an overall satisfaction score of **94.10%**, reflecting a high level of client satisfaction across service areas. Notably, the Processing of Requests for School Credentials (Alumni) received the highest rating at 97.64**%**, indicating strong appreciation from alumni for the service's responsiveness and efficiency. . Close behind is the Freshmen Enrollment, which received a commendable score of 96.03%. However, the Application for Incoming Grade 8 and Grade 9 Transfer Students received the lowest score among external services at 95.01%, 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 95.82%, reflecting a consistently positive perception from internal clients such as scholars and personnel. The Processing of Requests for Personnel Documents currently enrolled achieved the highest individual score at 95.06%, highlighting excellent service delivery and process efficiency. This was followed by the Processing of Requests for School Credentials (students of the current school year), which garnered a strong 94.65% satisfaction rating. Among internal services, the Availment of School Facilities had the lowest score at 94.31%, still well within the "Very Satisfactory" 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 95.28%, 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	
Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	**95.97%**	Availment of School Facilities	**94.31%**
Application for Incoming Grade 8 and Grade 9 Transfer Students	**95.01%**	Processing of Requests for Personnel Documents	**95.06%**
Freshmen Enrollment	**96.03%**	Processing of Requests for School Credentials (students of the current school year)	**94.65%**
Processing of Requests for School Credentials (alumni)	**97.64%**	Others	**96.62%**
Others	**91.95%**		
External Service Overall	**94.10%**	**Internal Service Overall**	**95.82%**
OVERALL RATING (External + Internal Service) : 95.28%			

Key Findings:

- The overall satisfaction rating for External Services is 94.10%, with the highest-rated service being the Processing of Requests for School Credentials (PSHS Alumni) at 97.64%. The Application for Incoming Grade 8 and Grade 9 Transfer Students had the lowest satisfaction rating at 95.01%, indicating a need to improve the application experience for new applicants.
- The Internal Services scored a higher overall satisfaction rating of 95.82%, with the Processing of Requests for Personnel Documents leading at 95.06%, followed closely by Processing of Requests for School Credentials (students of the current school year) at 94.65%.
- The combined overall satisfaction rating across all services is 95.28%, placing PSHSS in the "Outstanding" category.
- 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	17	31	91	900	1838	97	2974	95.17%
Reliability	7	4	47	795	2072	49	2974	98.02%
Access and facilities	4	7	115	813	1823	212	2974	95.44%

Communication	10	7	84	806	1961	106	2974	96.48%
Costs	9	17	165	630	1270	883	2974	90.87%
Integrity	7	5	65	773	2083	41	2974	97.37%
Assurance	7	7	86	796	1997	81	2974	96.54%
Outcome	6	10	88	849	1934	87	2974	96.40%
Overall	67	88	741	6362	14978	1556	23792	95.97%

Key Findings (Table 14):

- The Application Procedure for Incoming Grade 7, an External Service of the PSHSS, received an overall rating of 95.97% from its 2974 survey respondents.
- This service scored highest at 98.02% on Reliability while lowest on the Cost of Services at 90.87%.

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	3	1	9	55	184	7	259	94.84%
Reliability	4	0	6	45	198	6	259	96.05%
Access and facilities	4	3	5	44	184	19	259	95.00%
Communication	4	0	7	48	184	16	259	95.47%
Costs	5	1	4	32	123	94	259	93.94%
Integrity	4	1	6	31	210	7	259	95.63%
Assurance	3	1	9	29	211	6	259	94.86%
Outcome	3	0	12	37	194	13	259	93.90%
Overall	30	7	58	321	1488	168	2072	95.01%

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 95.01% from its 259 survey respondents.
- This service scored highest at 96.05% on Reliability while lowest on the Outcome of Services at 93.90%.

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	26	4	33	220	694	20	997	93.55%
Reliability	4	0	17	150	790	36	997	97.81%
Access and facilities	7	7	27	160	745	51	997	95.67%
Communication	4	9	49	182	665	88	997	93.18%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Costs	6	1	23	83	400	484	997	94.15%
Integrity	2	1	16	133	821	24	997	98.05%
Assurance	2	0	20	139	816	20	997	97.75%
Outcome	4	0	25	150	788	30	997	97.00%
Overall	55	22	210	1217	5719	753	7976	96.03%

Key Findings (Table 16):

- The Freshmen Enrolment, an External Service of the PSHSS, received an overall rating of 96.03% from its 997 survey respondents.
- This service scored highest at 97.75% on Assurance while lowest on the Communication at 93.18%.

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	4	6	5	63	399	25	502	96.86%
Reliability	3	0	6	53	387	53	502	98.00%
Access and facilities	2	1	7	53	394	45	502	97.81%
Communication	2	2	10	68	363	57	502	96.85%
Costs	2	0	7	39	252	202	502	97.00%
Integrity	3	0	5	54	405	35	502	98.29%
Assurance	3	0	3	62	414	20	502	98.76%
Outcome	3	0	10	43	422	24	502	97.28%
Overall	22	9	53	435	3036	461	4016	97.64%

Key Findings (Table 17):

- The Processing of Requests for School Credentials (Alumni), an External Service of the PSHSS, received an overall rating of 97.64% from its 502 survey respondents.
- This service scored highest at 98.76% on Assurance while lowest on Communication at 96.85%.

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	56	26	134	673	3637	158	4684	95.23%
Reliability	73	17	166	578	3581	269	4684	94.20%
Access and facilities	45	14	205	536	3332	552	4684	93.61%

Communication	47	14	208	628	3130	657	4684	93.32%
Costs	956	7	50	237	952	2482	4684	54.00%
Integrity	59	11	145	467	3730	272	4684	95.13%
Assurance	55	8	114	487	3878	142	4684	96.10%
Outcome	63	8	130	520	3465	498	4684	95.20%
Overall	1354	105	1152	4126	25705	5030	37472	91.95%

Key Findings (Table 18):

- The aggregated non-chartered external services, reported under “Others”, received an overall rating of 91.95% from its 4684 survey respondents.
- This service scored highest at 96.10% on Assurance while lowest on the Cost of Services at 54.00%.

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	77	28	172	765	3821	240	5103	94.30%
Reliability	79	16	137	746	3967	158	5103	95.31%
Access and facilities	62	25	152	717	3657	490	5103	94.82%
Communication	65	25	183	727	3303	800	5103	93.66%
Costs	42	19	146	314	1101	3481	5103	87.24%
Integrity	62	26	148	660	3956	251	5103	95.14%
Assurance	79	22	145	749	3920	188	5103	94.99%
Outcome	74	22	185	617	3991	214	5103	94.25%
Overall	540	183	1268	5295	27716	5822	40824	94.31%

Key Findings (Table 19):

- The Availment of School Facilities, an Internal Service of the PSHSS, received an overall rating of 94.31% from its 5103 survey respondents.
- This service scored highest at 95.31% on Reliability while lowest on the Cost at 87.24%.

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	22	7	27	187	962	66	1271	95.35%
Reliability	15	7	16	164	994	75	1271	96.82%
Access and facilities	13	7	35	141	931	144	1271	95.12%
Communication	24	10	38	163	894	142	1271	93.62%

Costs	11	8	30	54	294	874	1271	87.66%
Integrity	16	4	30	142	1030	49	1271	95.91%
Assurance	18	7	25	147	1020	54	1271	95.89%
Outcome	22	5	33	136	1011	64	1271	95.03%
Overall	141	55	234	1134	7136	1468	10168	95.06%

Key Findings (Table 20):

- The Processing of Requests of Personnel Documents, an Internal Service of the PSHSS, received an overall rating of 95.06% from its 1271 survey respondents.
- This service scored highest at 96.82% on Reliability while lowest on the Cost of Services at 87.66%.

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	20	9	71	248	1250	85	1683	93.74%
Reliability	25	4	39	226	1318	71	1683	95.78%
Access and facilities	14	5	82	235	1208	139	1683	93.46%
Communication	15	6	80	250	1178	153	1682	93.39%
Costs	15	4	44	147	616	857	1683	92.37%
Integrity	14	4	58	198	1356	53	1683	95.34%
Assurance	15	5	45	211	1353	54	1683	96.01%
Outcome	20	4	43	207	1333	76	1683	95.83%
Overall	138	41	462	1722	9612	1488	13463	94.65%

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 94.65% from its 1683 survey respondents.
- This service scored highest at 96.01% on Assurance while lowest on the Cost at 92.37%.

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	155	40	276	1658	10635	600	13364	96.31%
Reliability	124	19	200	1766	10789	466	13364	97.34%
Access and facilities	101	23	268	1637	10033	1302	13364	96.75%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Communication	133	31	275	1648	9461	1816	13364	96.20%
Costs	82	19	209	581	2529	9944	13364	90.94%
Integrity	123	26	245	1595	10800	575	13364	96.92%
Assurance	135	32	204	1801	10856	336	13364	97.15%
Outcome	136	26	210	1570	10967	455	13364	97.12%
Overall	989	216	1887	12256	76070	15494	106912	96.62%

Key Findings (Table 21):

- The aggregated non-chartered internal services, reported under “Others”, received an overall rating of 96.62% from its 13364 survey respondents.
- This service scored highest at 97.34% on the Reliability of service delivered while lowest on Cost at 90.94%.

IV.E. Free Responses

For Fiscal Year 2025, the Philippine Science High School System (PSHSS) received a total of 1,635 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, 25% were submitted by external clients, such as students, parents, alumni, and other members of the public, while 75% 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 2024

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 2025:

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

ACTION ITEMS	RESPONSIBILITY	STATUS
Continuous implementation of the Harmonized Client Satisfaction Measurement	PSHS Campuses / OED	100% FDUs implemented the CSM Tool (See Annex A)
Revision of PSHSS Quality Management System Manual to include Climate Change Amendments introduced in ISO 9001:2015 AMD:2024	Sub-Committee on Quality Management System	Date of Effectivity: September 29, 2025
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
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 2025.
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	OPLAN FY 2026 and Budget Preparation FY 2027 was conducted coincident to the celebration of the National Science and Technology Week in Ilocos Norte on November 19-21, 2025. December 22, 2025

I. 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 2026 is mapped out as follows:

Table 24: PSHSS Improvement Plan FY 2026

ACTION ITEMS	RESPONSIBILITY	TARGET DATE
Review and Reengineering of PSHSS Chartered Services	PSHS System EXECOM	May 2026
Mid-year Performance Assessment / Review	PSHS Campuses / OED	July 2026
Conduct of Internal Quality Audit of the 17 FDUs	PSHS Campuses / OED	August - October 2026
Surveillance Audit of ISO 9001:2015 of the 17 FDUs	PSHS Campuses / OED	October - December 2026
Year-end Performance Review and Operational Planning	PSHS Campuses / OED	November - December 2026

Republic of the Philippines
DEPARTMENT OF SCIENCE AND TECHNOLOGY
PHILIPPINE SCIENCE HIGH SCHOOL SYSTEM
OFFICE OF THE EXECUTIVE DIRECTOR

BAGONG PILIPINAS

CERTIFICATION

This is to certify that the contents and information presented in the Harmonized Client Satisfaction Measurement Report for Fiscal Year 2025 of the Philippine Science High School System are true, correct and based on verified data.

This certification is issued the 29th day of April 2026 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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Reviewed by:

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Attorney IV, DOST-PSHSS

Approved by:

ED HERPERT D. BRIONES
Chairperson, Committee on Anti-Red Tape
Chief Administrative Officer, 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

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):
_____

APPENDIX B: LIST OF PSHS OFFICE AND REGIONAL CAMPUSES

Name of Office/Campus	Responses	Total Transaction	Response rate
Office of the Executive Director (OED)	2047	20454	10%
Ilocos Region Campus (IRC)	13026	13023	100%
Cagayan Valley Campus (CVC)	246	142	173
Cordillera Administrative Region Campus (CARC)	183	190	96%
Central Luzon Campus (CLC)	944	1229	77%
Main Campus (MC)	1322	4227	31%
CALABARZON Region Campus (CBZRC)	1141	1210	94%
MIMAROPA Region Campus (MRC)	1493	1493	100%
Bicol Region Campus (BRC)	313	345	91%
Western Visayas Campus (WVC)	3719	3738	99%
Central Visayas Campus (CVisC)	769	769	100%
Eastern Visayas Campus (EVC)	419	510	82%
Zamboanga Peninsula Region Campus (ZRC)	339	339	100%
Central Mindanao Campus (CMC)	1835	1835	100%
Southern Mindanao Campus (SMC)	341	341	100%
Soccsksargen Region Campus (SRC)	506	912	19%
Caraga Region Campus (CRC)	1949	1949	100%
Total	**21294**	**64536**	**33%**

In 2025, the PSHSS recorded a total of 31,504 survey responses out of the 66,007 total transactions across its campuses and offices, yielding a response rate of 48%. 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

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	2036	20443
	External Service Overall	2036	20443
Internal Service	Processing of Requests for Personnel Documents	11	11
	Internal Service Overall	11	11
OVERALL TOTAL (External + Internal)		2047	20454

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.	944	46.12%
I know what a CC but I did NOT see this office's CC.	294	14.36%
I learned of the CC only when I saw this office's CC.	314	15.34%
I do not know what a CC is and I did not see one in this office.	386	18.86%
No response.	109	5.32%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	1017	50%
Somewhat easy to see.	406	4.72%
Difficult to see	53	0.94%
Not visible at all	50	44.34%
Not Applicable	403	
No response	118	
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	1220	80.00%
Somewhat helped	286	18.75%
Did not help	19	1.25%
Not Applicable	404	
No response	118	

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	4	3	29	638	1242	3824	2047	98.12%

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	26	75	736	1126	75	2047	94.42%
Reliability	4	4	31	649	1326	33	2047	98.06%
Access and facilities	3	6	90	666	1123	159	2047	94.76%
Communication	6	7	68	659	1257	50	2047	95.94%
Costs	4	16	154	539	854	480	2047	88.90%
Integrity	4	4	60	644	1312	23	2047	96.64%
Assurance	4	7	73	677	1220	66	2047	95.76%
Outcome	4	9	73	723	1182	56	2047	95.68%
Overall	38	79	624	5293	9400	942	16376	95.20%

v. Overall Score per Service

External		Internal	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	**95.21%**	Processing of Requests for Personnel Documents	**92.00%**
External Service Overall	**95.21%**	**Internal Service Overall**	**92.00%**
OVERALL RATING (External + Internal Service) : 93.61%			

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	22	22
	Application for Incoming Grade 8 and Grade 9 Transfer Students	26	26
	Freshmen Enrollment	93	93
	Processing of Requests for School Credentials (alumni)	23	15
	Others	509	517
	External Service Overall	**673**	**673**
Internal Service	Availment of School Facilities	2650	2650
	Processing of Requests for Personnel Documents	319	319
	Processing of Requests for School Credentials (students of the current school year)	507	507
	Others	8877	8874
	Internal Service Overall	**12353**	**12350**
OVERALL TOTAL (External + Internal)		**13026**	**13023**

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.	8668	66.54%
I know what a CC but I did NOT see this office's CC.	461	3.54%
I learned of the CC only when I saw this office's CC.	378	2.90%
I do not know what a CC is and I did not see one in this office.	2722	20.90%
No response.	797	6.12%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	8526	89.90%
Somewhat easy to see.	735	7.75%
Difficult to see	133	1.40%
Not visible at all	90	0.95%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	8539	91.42%
Somewhat helped	712	7.62%
Did not help	89	0.95%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	153	29	308	1690	10549	297	13026	96.15%

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	157	48	342	1703	10070	706	13026	95.56%
Reliability	145	29	315	1649	10394	494	13026	96.10%
Access and facilities	136	47	380	1674	9548	1241	13026	95.22%
Communication	140	47	416	1631	9412	1380	13026	94.82%
Costs	120	39	287	620	2802	9158	13026	88.47%
Integrity	138	48	354	1538	3281	7667	13026	89.92%
Assurance	143	40	348	1596	10501	398	13026	95.80%
Outcome	139	42	355	1574	10182	734	13026	95.64%
Overall	1118	340	2797	11985	66190	21778	104208	94.84%

v. Overall Score per Service

External		Internal	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	98.05%	Availment of School Facilities	92.47%
Application for Incoming Grade 8 and Grade 9 Transfer Students	84.10%	Processing of Requests for Personnel Documents	89.52%
Freshmen Enrollment	99.85%	Processing of Requests for School Credentials (students of the current school year)	91.87%
Processing of Requests for School Credentials (alumni)	95.60%	Others	96.33%
Others	97.48%		
External Service Overall	97.20%	**Internal Service Overall**	**94.71%**
OVERALL RATING (External + Internal Service) : 94.84%			

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	42	47
	Application for Incoming Grade 8 and Grade 9 Transfer Students	36	38
	Freshmen Enrollment	18	19
	Processing of Requests for School Credentials (alumni)	5	5
	Others	72	0
	External Service Overall	**173**	**109**
Internal Service	Availment of School Facilities	36	
	Processing of Requests for Personnel Documents	28	29
	Processing of Requests for School Credentials (students of the current school year)	4	4
	Others	5	
	Internal Service Overall	**73**	**33**
OVERALL TOTAL (External + Internal)		**246**	**142**

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.	173	70.33%
I know what a CC but I did NOT see this office's CC.	18	7.32%
I learned of the CC only when I saw this office's CC.	9	3.66%
I do not know what a CC is and I did not see one in this office.	33	13.41%

No response.	13	5.28%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	157	78.50%
Somewhat easy to see.	28	14.00%
Difficult to see	7	3.50%
Not visible at all	8	4.00%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	171	87.69%
Somewhat helped	23	11.79%
Did not help	1	0.51%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	0	1	3	30	209	3	246	98.35%

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	0	5	33	202	4	246	97.11%
Reliability	0	0	1	32	203	10	246	99.58%
Access and facilities	0	0	6	27	196	17	246	97.38%
Communication	0	0	7	24	182	33	246	96.71%
Costs	0	1	1	21	138	85	246	98.76%
Integrity	0	2	3	25	198	18	246	97.81%
Assurance	0	1	5	20	213	7	246	97.49%
Outcome	0	0	5	28	202	11	246	97.87%
Overall	2	4	33	210	1534	185	1968	97.81%

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	99.62%
Application for Incoming Grade 8 and Grade 9 Transfer Students	91.30%	Processing of Requests for Personnel Documents	97.94%

Freshmen Enrollment	97.10%	Processing of Requests for School Credentials (students of the current school year)	100.00%
Processing of Requests for School Credentials (alumni)	100.00%	Others	100.00%
Others	98.75%		
External Service Overall	97.31%	**Internal Service Overall**	**99.04% %**
OVERALL RATING (External + Internal Service) : 97.81%			

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	6	6
	Application for Incoming Grade 8 and Grade 9 Transfer Students	1	1
	Freshmen Enrollment	85	90
	Processing of Requests for School Credentials (alumni)	3	3
	Others	24	24
	External Service Overall	**119**	**124**
Internal Service	Availment of School Facilities	28	30
	Processing of Requests for Personnel Documents	12	12
	Processing of Requests for School Credentials (students of the current school year)	12	12
	Others	12	12
	Internal Service Overall	**64**	**66**
OVERALL TOTAL (External + Internal)		**183**	**190**

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.	63	34.43%
I know what a CC but I did NOT see this office's CC.	10	5.46%
I learned of the CC only when I saw this office's CC.	27	14.75%
I do not know what a CC is and I did not see one in this office.	83	45.36%
No response.	0	0.00%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	53	53.00%
Somewhat easy to see.	31	31.00%
Difficult to see	11	11.00%
Not visible at all	5	5.00%

CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	53	58.89%
Somewhat helped	26	28.89%
Did not help	11	12.22%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	0	8	17	65	86	7	183	85.80%

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	9	39	52	74	9	183	72.41%
Reliability	0	0	23	55	91	14	183	86.39%
Access and facilities	1	8	31	43	75	25	183	74.68%
Communication	2	10	41	43	60	27	183	66.03%
Costs	1	1	27	35	52	67	183	75.00%
Integrity	1	0	21	54	86	21	183	86.42%
Assurance	0	2	24	56	83	18	183	84.24%
Outcome	2	0	32	49	82	18	183	79.39%
Overall	7	30	238	387	603	199	1464	78.26%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	64.44%	Availment of School Facilities	73.81%
Application for Incoming Grade 8 and Grade 9 Transfer Students	62.50%	Processing of Requests for Personnel Documents	97.70%
Freshmen Enrollment	67.91%	Processing of Requests for School Credentials (students of the current school year)	92.55%
Processing of Requests for School Credentials (alumni)	100.00%	Others	92.68%
Others	95.29%		
External Service Overall	74.10%	**Internal Service Overall**	**86.31%**
OVERALL RATING (External + Internal Service) : 78.26%			

Central Luzon Campus (CLC)

i. Responses and Transactions per Service

Service Type	Service	Responses	Total Transactions
External Service	Application Procedure for Incoming Grade 7 Students	95	126
	Application for Incoming Grade 8 and Grade 9 Transfer Students	24	25
	Freshmen Enrollment	22	23
	Processing of Requests for School Credentials (alumni)	20	14
	Others	143	200
	External Service Overall	**304**	**388**
Internal Service	Availment of School Facilities	148	239
	Processing of Requests for Personnel Documents	30	32
	Processing of Requests for School Credentials (students of the current school year)	142	220
	Others	320	350
	Internal Service Overall	**640**	**841**
OVERALL TOTAL (External + Internal)		**944**	**1229**

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.	517	54.77%
I know what a CC but I did NOT see this office's CC.	60	6.36%
I learned of the CC only when I saw this office's CC.	95	10.06%
I do not know what a CC is and I did not see one in this office.	78	8.26%
No response.	194	20.55%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	536	81.58%
Somewhat easy to see.	104	15.83%
Difficult to see	8	1.22%
Not visible at all	9	1.37%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	563	87.56%
Somewhat helped	69	10.73%
Did not help	11	1.71%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	25	5	6	44	857	7	944	96.16%

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	27	5	8	59	816	29	944	95.63%
Reliability	25	4	7	42	838	28	944	96.07%
Access and facilities	10	3	8	41	683	199	944	97.18%
Communication	14	1	9	48	650	222	944	96.68%
Costs	4	0	8	31	346	555	944	96.92%
Integrity	21	3	8	36	833	43	944	96.45%
Assurance	26	4	9	38	852	15	944	95.80%
Outcome	24	1	9	31	844	35	944	96.26%
Overall	151	21	66	326	5862	1126	7552	96.30%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	99.86%	Availment of School Facilities	99.90%
Application for Incoming Grade 8 and Grade 9 Transfer Students	97.28%	Processing of Requests for Personnel Documents	85.92%
Freshmen Enrollment	99.35%	Processing of Requests for School Credentials (students of the current school year)	99.40%
Processing of Requests for School Credentials (alumni)	100.00%	Others	93.16%
Others	94.20%		
External Service Overall	97.07%	**Internal Service Overall**	**95.90%**
OVERALL RATING (External + Internal Service) : 96.30%			

Main Campus (MC)

i. Responses and Transactions per Service

Service Type	Service	Responses	Total Transactions
External Service	Application Procedure for Incoming Grade 7 Students	279	1000
	Application for Incoming Grade 8 and Grade 9 Transfer Students	12	12
	Freshmen Enrollment	60	71
	Processing of Requests for School Credentials (alumni)	71	71
	Others	124	
	External Service Overall	**546**	**1154**

Service Type	Service	Responses	Total Transactions
Internal Service	Availment of School Facilities	255	350
	Processing of Requests for Personnel Documents	100	135
	Processing of Requests for School Credentials (students of the current school year)	377	2588
	Others	44	
	Internal Service Overall	**776**	**3073**
OVERALL TOTAL (External + Internal)		**1322**	**4227**

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.	313	23.68%
I know what a CC but I did NOT see this office's CC.	48	3.63%
I learned of the CC only when I saw this office's CC.	50	3.78%
I do not know what a CC is and I did not see one in this office.	158	11.95%
No response.	753	56.96%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	263	67.09%
Somewhat easy to see.	97	24.74%
Difficult to see	16	4.08%
Not visible at all	16	4.08%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	249	70.14%
Somewhat helped	94	26.48%
Did not help	12	3.38%

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	14	118	497	26	655	97.77%

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	4	16	95	539	1	655	96.94%
Reliability	0	1	8	73	573	0	655	98.63%
Access and facilities	1	5	23	111	510	5	655	95.54%

Communication	0	5	25	122	501	2	655	95.41%
Costs	0	0	6	39	314	296	655	98.33%
Integrity	0	0	3	53	597	2	655	99.54%
Assurance	0	1	11	70	571	2	655	98.16%
Outcome	0	0	4	47	602	2	655	99.39%
Overall	1	16	96	610	4207	310	5240	97.71%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	98.88%	Availment of School Facilities	97.46%
Application for Incoming Grade 8 and Grade 9 Transfer Students	98.67%	Processing of Requests for Personnel Documents	98.99%
Freshmen Enrollment	98.88%	Processing of Requests for School Credentials (students of the current school year)	96.99%
Processing of Requests for School Credentials (alumni)	96.74%	Others	98.09%
Others	97.02%		
External Service Overall	97.71%	**Internal Service Overall**	**97.71%**
OVERALL RATING (External + Internal Service) : 97.71%			

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	14	14
	Application for Incoming Grade 8 and Grade 9 Transfer Students	3	3
	Freshmen Enrollment	130	120
	Processing of Requests for School Credentials (alumni)	26	28
	Others	216	216
	External Service Overall	**389**	**381**
Internal Service	Availment of School Facilities	138	215
	Processing of Requests for Personnel Documents	12	12
	Processing of Requests for School Credentials (students of the current school year)	13	13
	Others	589	589
	Internal Service Overall	**752**	**829**
OVERALL TOTAL (External + Internal)		**1141**	**1210**

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.	957	83.87%
I know what a CC but I did NOT see this office's CC.	34	2.98%
I learned of the CC only when I saw this office's CC.	67	5.87%
I do not know what a CC is and I did not see one in this office.	66	5.78%
No response.	17	1.49%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	921	87.88%
Somewhat easy to see.	109	10.40%
Difficult to see	15	1.43%
Not visible at all	3	0.29%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	951	91.09%
Somewhat helped	84	8.05%
Did not help	9	0.86%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	2	4	13	136	984	2	1141	98.33%

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	7	5	22	156	928	23	1141	96.96%
Reliability	4	3	8	120	989	17	1141	98.67%
Access and facilities	3	3	2	89	865	179	1141	99.17%
Communication	7	2	11	67	352	702	1141	95.44%
Costs	4	5	7	24	127	974	1141	90.42%
Integrity	5	5	10	110	988	23	1141	98.21%
Assurance	4	3	12	110	1007	5	1141	98.33%
Outcome	6	4	9	106	982	34	1141	98.28%
Overall	40	30	81	782	6238	1957	9128	97.89%

v. Overall Score per Service

External Services	Overall Rating	Internal Services	Overall Rating
Application Procedure for Incoming Grade 7 Students	78.50%	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	97.99%	Processing of Requests for School Credentials (students of the current school year)	90.43%
Processing of Requests for School Credentials (alumni)	98.90%	Others	99.50%
Others	93.99%		
External Service Overall	95.21%	**Internal Service Overall**	**99.41%**
OVERALL RATING (External + Internal Service) : 97.89%			

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	39	39
	Application for Incoming Grade 8 and Grade 9 Transfer Students	4	4
	Freshmen Enrollment	7	7
	Processing of Requests for School Credentials (alumni)	18	18
	Others	142	142
	External Service Overall	**210**	**210**
Internal Service	Availment of School Facilities	245	245
	Processing of Requests for Personnel Documents	78	78
	Processing of Requests for School Credentials (students of the current school year)	64	64
	Others	896	896
	Internal Service Overall	**1283**	**1283**
OVERALL TOTAL (External + Internal)		**1493**	**1493**

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.	786	52.65%
I know what a CC but I did NOT see this office's CC.	143	9.58%
I learned of the CC only when I saw this office's CC.	54	3.62%
I do not know what a CC is and I did not see one in this office.	482	32.28%
No response.	28	1.88%

CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	579	59.08%
Somewhat easy to see.	212	21.63%
Difficult to see	91	9.29%
Not visible at all	98	10.00%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	632	61.42%
Somewhat helped	334	32.46%
Did not help	63	6.12%

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	100	562	780	51	1493	93.07%

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	18	0	82	401	942	50	1493	93.07%
Reliability	23	0	85	534	749	102	1493	92.24%
Access and facilities	0	0	141	428	833	91	1493	89.94%
Communication	15	0	33	583	830	32	1493	96.71%
Costs	3	0	95	231	330	834	1493	85.13%
Integrity	8	0	73	477	895	40	1493	94.43%
Assurance	4	0	7	690	671	121	1493	99.20%
Outcome	17	0	79	415	866	116	1493	93.03%
Overall	88	0	595	3759	6116	1386	11944	93.53%

v. Overall Score per Service

External		Internal	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	88.76%	Availment of School Facilities	90.19%
Application for Incoming Grade 8 and Grade 9 Transfer Students	100.00%	Processing of Requests for Personnel Documents	94.65%
Freshmen Enrollment	100.00%	Processing of Requests for School Credentials (students of the current school year)	80.85%

Processing of Requests for School Credentials (alumni)	87.72%	Others	97.50%
Others	82.61%		
External Service Overall	84.99%	**Internal Service Overall**	**94.92%**
OVERALL RATING (External + Internal Service) : 93.53%			

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	76	94
	Application for Incoming Grade 8 and Grade 9 Transfer Students	15	15
	Freshmen Enrollment	117	130
	Processing of Requests for School Credentials (alumni)	43	43
	Others	2	
	External Service Overall	**253**	**282**
Internal Service	Availment of School Facilities	21	22
	Processing of Requests for Personnel Documents	24	26
	Processing of Requests for School Credentials (students of the current school year)	14	15
	Others	1	
	Internal Service Overall	**60**	**63**
OVERALL TOTAL (External + Internal)		**313**	**345**

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.	168	53.67%
I know what a CC but I did NOT see this office's CC.	11	3.51%
I learned of the CC only when I saw this office's CC.	59	18.85%
I do not know what a CC is and I did not see one in this office.	12	3.83%
No response.	63	20.13%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	188	82.10%
Somewhat easy to see.	40	17.47%
Difficult to see	1	0.44%
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	201	88.94%
Somewhat helped	23	10.18%
Did not help	2	0.88%

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	27	286	0	313	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	2	0	0	33	275	3	313	99.35%
Reliability	0	0	0	26	286	1	313	100.00%
Access and facilities	0	0	0	27	265	21	313	100.00%
Communication	0	0	3	28	242	40	313	98.90%
Costs	0	0	1	16	147	149	313	99.39%
Integrity	0	0	0	18	287	8	313	100.00%
Assurance	0	0	0	17	295	1	313	100.00%
Outcome	0	0	0	20	287	6	313	100.00%
Overall	2	0	4	185	2084	229	2504	99.74%

v. Overall Score per Service

External		Internal	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	99.82%	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	99.65%	Processing of Requests for School Credentials (students of the current school year)	100.00%
Processing of Requests for School Credentials (alumni)	99.37%	Others	100.00%
Others	100.00%		
External Service Overall	99.68%	**Internal Service Overall**	**100.00%**
OVERALL RATING (External + Internal Service) : 99.74%			

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	132	132
	Application for Incoming Grade 8 and Grade 9 Transfer Students	22	22
	Freshmen Enrollment	161	161
	Processing of Requests for School Credentials (alumni)	25	25
	Others	2239	2255
	External Service Overall	**2579**	**2595**
Internal Service	Availment of School Facilities	139	142
	Processing of Requests for Personnel Documents	158	158
	Processing of Requests for School Credentials (students of the current school year)	13	13
	Others	830	830
	Internal Service Overall	**1140**	**1143**
OVERALL TOTAL (External + Internal)		**3719**	**3738**

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.	2704	72.71%
I know what a CC but I did NOT see this office's CC.	193	5.19%
I learned of the CC only when I saw this office's CC.	294	7.91%
I do not know what a CC is and I did not see one in this office.	441	11.86%
No response.	87	2.34%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	1643	73.02%
Somewhat easy to see.	382	16.98%
Difficult to see	58	2.58%
Not visible at all	167	7.42%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	2724	87.90%
Somewhat helped	317	10.23%
Did not help	58	1.87%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	27	4	79	312	3200	97	3719	96.96%

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	26	10	99	377	3088	119	3719	96.25%
Reliability	24	4	102	323	3173	93	3719	96.41%

Access and facilities	22	5	111	293	2973	315	3719	95.95%
Communication	33	4	132	331	2879	340	3719	95.00%
Costs	941	1	21	117	680	1959	3719	45.28%
Integrity	21	2	105	261	3228	102	3719	96.46%
Assurance	20	3	90	280	3255	71	3719	96.90%
Outcome	21	1	88	296	3216	97	3719	96.96%
Overall	1108	30	748	2278	22492	3096	29752	92.92%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	99.79%	Availment of School Facilities	98.52%
Application for Incoming Grade 8 and Grade 9 Transfer Students	94.12%	Processing of Requests for Personnel Documents	98.64%
Freshmen Enrollment	99.43%	Processing of Requests for School Credentials (students of the current school year)	100.00%
Processing of Requests for School Credentials (alumni)	95.48%	Others	98.66%
Others	89.19%		
External Service Overall	90.51%	**Internal Service Overall**	**98.66%**
OVERALL RATING (External + Internal Service) : 92.92%			

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	51	51
	Application for Incoming Grade 8 and Grade 9 Transfer Students	3	3
	Freshmen Enrollment	97	97
	Processing of Requests for School Credentials (alumni)	15	15
	Others	68	68
	External Service Overall	**234**	**234**
Internal Service	Availment of School Facilities	247	247
	Processing of Requests for Personnel Documents	29	29
	Processing of Requests for School Credentials (students of the current school year)	83	83
	Others	176	176
	Internal Service Overall	**535**	**535**
OVERALL TOTAL (External + Internal)		**769**	**769**

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.	437	56.83%
I know what a CC but I did NOT see this office's CC.	52	6.76%
I learned of the CC only when I saw this office's CC.	70	9.10%
I do not know what a CC is and I did not see one in this office.	86	11.18%
No response.	124	16.12%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	424	73.10%
Somewhat easy to see.	102	17.59%
Difficult to see	13	2.24%
Not visible at all	41	7.07%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	414	77.67%
Somewhat helped	110	20.64%
Did not help	9	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	6	0	3	138	620	2	769	98.83%

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	6	5	10	140	559	49	769	97.08%
Reliability	6	0	3	128	620	12	769	98.81%
Access and facilities	5	1	8	119	540	96	769	97.92%
Communication	4	3	15	110	402	235	769	95.88%
Costs	4	0	8	56	192	509	769	95.38%
Integrity	5	0	5	109	624	26	769	98.65%
Assurance	5	0	5	114	635	10	769	98.68%
Outcome	5	0	4	107	634	19	769	98.80%
Overall	40	9	58	883	4206	956	6152	97.94%

v. Overall Score per Service

External	Internal

External Services	Overall Rating	Internal Services	Overall Rating
Application Procedure for Incoming Grade 7 Students	97.58%	Availment of School Facilities	98.84%
Application for Incoming Grade 8 and Grade 9 Transfer Students	100.00%	Processing of Requests for Personnel Documents	94.71%
Freshmen Enrollment	97.13%	Processing of Requests for School Credentials (students of the current school year)	98.78%
Processing of Requests for School Credentials (alumni)	100.00%	Others	99.00%
Others	93.63%		
External Service Overall	96.45%	**Internal Service Overall**	**98.64%**
OVERALL RATING (External + Internal Service) : 97.94%			

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	20	21
	Application for Incoming Grade 8 and Grade 9 Transfer Students	7	7
	Freshmen Enrollment		90
	Processing of Requests for School Credentials (alumni)	21	21
	Others	235	235
	External Service Overall	283	374
Internal Service	Availment of School Facilities	60	60
	Processing of Requests for Personnel Documents	20	20
	Processing of Requests for School Credentials (students of the current school year)	11	11
	Others	45	45
	Internal Service Overall	136	136
OVERALL TOTAL (External + Internal)		419	510

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.	342	81.62%
I know what a CC but I did NOT see this office's CC.	21	5.01%
I learned of the CC only when I saw this office's CC.	25	5.97%
I do not know what a CC is and I did not see one in this office.	20	4.77%
No response.	11	2.63%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	325	79.66%

Somewhat easy to see.	42	10.29%
Difficult to see	21	5.15%
Not visible at all	20	4.90%
Not Applicable	0	0.00%
No response	11	2.70%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	325	79.66%
Somewhat helped	42	10.29%
Did not help	41	10.05%
Not Applicable	0	0.00%
No response	11	2.70%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	3	0	4	75	293	44	**419**	98.13%

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	3	13	81	294	25	**419**	95.18%
Reliability	3	3	5	78	291	39	**419**	97.11%
Access and facilities	1	1	5	63	232	117	**419**	97.68%
Communication	0	1	24	41	201	152	**419**	90.64%
Costs	2	1	3	24	78	311	**419**	94.44%
Integrity	1	1	4	52	275	86	**419**	98.20%
Assurance	1	0	1	54	292	71	**419**	99.43%
Outcome	1	1	7	57	274	79	**419**	97.35%
Overall	12	11	62	450	1937	880	3352	96.56%

v. Overall Score per Service

External		Internal	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	99.29%	Availment of School Facilities	93.83%
Application for Incoming Grade 8 and Grade 9 Transfer Students	98.08%	Processing of Requests for Personnel Documents	98.59%
Freshmen Enrollment	0.00%	Processing of Requests for School Credentials (students of the current school year)	89.23%

Processing of Requests for School Credentials (alumni)	99.07%	Others	98.74%
Others	96.13%		
External Service Overall	96.63%	**Internal Service Overall**	**96.40%**
OVERALL RATING (External + Internal Service) : 96.56%			

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	61	61
	Application for Incoming Grade 8 and Grade 9 Transfer Students	12	12
	Freshmen Enrollment	4	4
	Processing of Requests for School Credentials (alumni)	13	13
	Others	16	16
	External Service Overall	**106**	**106**
Internal Service	Availment of School Facilities	69	69
	Processing of Requests for Personnel Documents	28	28
	Processing of Requests for School Credentials (students of the current school year)	43	43
	Others	93	93
	Internal Service Overall	**233**	**233**
OVERALL TOTAL (External + Internal)		**339**	**339**

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.	270	79.65%
I know what a CC but I did NOT see this office's CC.	13	3.83%
I learned of the CC only when I saw this office's CC.	16	4.72%
I do not know what a CC is and I did not see one in this office.	25	7.37%
No response.	15	4.42%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	249	80.32%
Somewhat easy to see.	40	12.90%
Difficult to see	8	2.58%
Not visible at all	13	4.19%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	256	83.39%
Somewhat helped	39	12.70%
Did not help	12	3.91%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	0	1	2	70	166	100	339	98.74%

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	4	6	117	201	11	339	96.95%
Reliability	0	0	4	125	206	4	339	98.81%
Access and facilities	0	0	5	91	225	18	339	98.44%
Communication	0	2	7	98	202	30	339	97.09%
Costs	1	4	2	24	86	222	339	94.02%
Integrity	0	1	3	92	240	3	339	98.81%
Assurance	0	0	3	84	245	7	339	99.10%
Outcome	0	1	5	101	219	13	339	98.16%
Overall	1	12	35	732	1624	308	2712	98.00%

v. Overall Score per Service

External		Internal	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	98.89%	Availment of School Facilities	100.00%
Application for Incoming Grade 8 and Grade 9 Transfer Students	91.95%	Processing of Requests for Personnel Documents	100.00%
Freshmen Enrollment	100.00%	Processing of Requests for School Credentials (students of the current school year)	94.90%
Processing of Requests for School Credentials (alumni)	98.94%	Others	97.40%
Others	98.02%		
External Service Overall	98.03%	**Internal Service Overall**	**97.99%**
OVERALL RATING (External + Internal Service) : 98.00%			

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	95	95
	Application for Incoming Grade 8 and Grade 9 Transfer Students	27	27
	Freshmen Enrollment	123	123

Service Type	Service	Responses	Total Transactions
	Processing of Requests for School Credentials (alumni)	123	123
	Others	30	30
	External Service Overall	**398**	**398**
Internal Service	Availment of School Facilities	778	778
	Processing of Requests for Personnel Documents	117	117
	Processing of Requests for School Credentials (students of the current school year)	410	410
	Others	132	132
	Internal Service Overall	**1437**	**1437**
OVERALL TOTAL (External + Internal)		**1835**	**1835**

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.	992	54.06%
I know what a CC but I did NOT see this office's CC.	91	4.96%
I learned of the CC only when I saw this office's CC.	132	7.19%
I do not know what a CC is and I did not see one in this office.	161	8.77%
No response.	459	25.01%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	965	80.69%
Somewhat easy to see.	197	16.47%
Difficult to see	23	1.92%
Not visible at all	11	0.92%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	1015	85.08%
Somewhat helped	165	13.83%
Did not help	13	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	54	7	21	218	1525	10	1835	95.51%

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	71	9	41	246	1427	41	1835	93.26%
Reliability	55	0	23	241	1500	16	1835	95.71%
Access and facilities	33	3	21	219	1460	99	1835	96.72%
Communication	36	4	31	266	1398	100	1835	95.91%

Costs	23	3	22	141	706	940	1835	94.64%
Integrity	43	3	17	213	1526	33	1835	96.50%
Assurance	54	7	18	206	1533	17	1835	95.65%
Outcome	59	2	17	218	1515	24	1835	95.69%
Overall	374	31	190	1750	11065	1270	14680	95.56%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	99.05%	Availment of School Facilities	95.29%
Application for Incoming Grade 8 and Grade 9 Transfer Students	94.76%	Processing of Requests for Personnel Documents	96.66%
Freshmen Enrollment	96.94%	Processing of Requests for School Credentials (students of the current school year)	95.19%
Processing of Requests for School Credentials (alumni)	97.52%	Others	93.03%
Others	89.38%		
External Service Overall	96.92%	**Internal Service Overall**	**95.17%**
OVERALL RATING (External + Internal Service) : 95.56%			

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	92	92
	Application for Incoming Grade 8 and Grade 9 Transfer Students	1	1
	Freshmen Enrollment	16	16
	Processing of Requests for School Credentials (alumni)	1	1
	Others	0	0
	External Service Overall	**110**	**110**
Internal Service	Availment of School Facilities	210	210
	Processing of Requests for Personnel Documents	11	11
	Processing of Requests for School Credentials (students of the current school year)	10	10
	Others	0	0
	Internal Service Overall	**231**	**231**
OVERALL TOTAL (External + Internal)		**341**	**341**

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.	148	43.40%
I know what a CC but I did NOT see this office's CC.	47	13.78%
I learned of the CC only when I saw this office's CC.	40	11.73%
I do not know what a CC is and I did not see one in this office.	52	15.25%
No response.	54	15.84%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	132	56.65%
Somewhat easy to see.	64	27.47%
Difficult to see	11	4.72%
Not visible at all	26	11.16%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	126	72.00%
Somewhat helped	28	16.00%
Did not help	21	12.00%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	1	0	4	75	259	2	341	98.53%

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	2	4	9	89	234	3	341	95.56%
Reliability	1	0	3	82	252	3	341	98.82%
Access and facilities	0	1	6	68	206	60	341	97.51%
Communication	1	0	14	76	143	107	341	93.59%
Costs	1	0	3	40	60	237	341	96.15%
Integrity	0	0	4	56	269	12	341	98.78%
Assurance	1	0	4	65	270	1	341	98.53%
Outcome	0	0	6	62	262	11	341	98.18%
Overall	6	5	49	538	1696	434	2728	97.38%

v. Overall Score per Service

External		Internal	
External Services	Overall Rating	Internal Services	Overall Rating

Application Procedure for Incoming Grade 7 Students	94.74%	Availment of School Facilities	98.73%
Application for Incoming Grade 8 and Grade 9 Transfer Students	100.00%	Processing of Requests for Personnel Documents	96.05%
Freshmen Enrollment	100.00%	Processing of Requests for School Credentials (students of the current school year)	95.65%
Processing of Requests for School Credentials (alumni)	80.00%	Others	0.00%
Others	0.00%		
External Service Overall	95.44%	**Internal Service Overall**	**98.45%**
OVERALL RATING (External + Internal Service) : 97.38%			

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	94	125
	Application for Incoming Grade 8 and Grade 9 Transfer Students	28	30
	Freshmen Enrollment	22	23
	Processing of Requests for School Credentials (alumni)	32	35
	Others	330	2350
	External Service Overall	**506**	**2563**
Internal Service	Availment of School Facilities	177	326
	Processing of Requests for Personnel Documents	202	425
	Processing of Requests for School Credentials (students of the current school year)	158	265
	Others	375	10634
	Internal Service Overall	**912**	**11650**
OVERALL TOTAL (External + Internal)		**1418**	**14213**

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.	781	55.08%
I know what a CC but I did NOT see this office's CC.	86	6.06%
I learned of the CC only when I saw this office's CC.	73	5.15%
I do not know what a CC is and I did not see one in this office.	182	12.83%
No response.	296	20.87%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	770	74.04%
Somewhat easy to see.	175	16.83%
Difficult to see	22	2.12%
Not visible at all	73	7.02%

CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	766	81.32%
Somewhat helped	160	16.99%
Did not help	16	1.70%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	118	24	24	246	999	7	1418	88.24%

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	34	9	26	247	1035	67	1418	94.89%
Reliability	26	8	32	206	1108	38	1418	95.22%
Access and facilities	23	4	29	190	924	248	1418	95.21%
Communication	28	9	49	196	882	254	1418	92.61%
Costs	15	2	24	140	523	714	1418	94.18%
Integrity	27	4	23	179	1052	133	1418	95.80%
Assurance	37	5	17	209	1111	39	1418	95.72%
Outcome	33	3	22	202	1108	50	1418	95.76%
Overall	223	44	222	1569	7743	1543	11344	95.01%

v. Overall Score per Service

External		**Internal**	
External Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	96.71%	Availment of School Facilities	96.71%
Application for Incoming Grade 8 and Grade 9 Transfer Students	99.50%	Processing of Requests for Personnel Documents	99.50%
Freshmen Enrollment	93.98%	Processing of Requests for School Credentials (students of the current school year)	93.98%
Processing of Requests for School Credentials (alumni)	97.50%	Others	97.50%
Others	91.74%		
External Service Overall	93.62%	**Internal Service Overall**	**91.74%**
OVERALL RATING (External + Internal Service) : 93.62%			

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	39	39
	Application for Incoming Grade 8 and Grade 9 Transfer Students	18	18
	Freshmen Enrollment	42	42
	Processing of Requests for School Credentials (alumni)	65	65
	Others	516	516
	External Service Overall	**680**	**680**
Internal Service	Availment of School Facilities	71	71
	Processing of Requests for Personnel Documents	148	148
	Processing of Requests for School Credentials (students of the current school year)	95	95
	Others	955	955
	Internal Service Overall	**1269**	**1269**
OVERALL TOTAL (External + Internal)		**1949**	**1949**

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.	1271	65.21%
I know what a CC but I did NOT see this office's CC.	134	6.88%
I learned of the CC only when I saw this office's CC.	76	3.90%
I do not know what a CC is and I did not see one in this office.	248	12.72%
No response.	220	11.29%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Easy to see.	1085	84.90%
Somewhat easy to see.	150	11.74%
Difficult to see	23	1.80%
Not visible at all	20	1.56%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Helped very much	1122	89.12%
Somewhat helped	128	10.17%
Did not help	9	0.71%

iii. Service Quality Dimension Results [SQD 0]

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	19	12	12	171	1686	49	1949	97.74%

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	16	11	25	231	1607	59	1949	97.25%
Reliability	18	11	11	160	1492	257	1949	97.64%
Access and facilities	14	5	30	187	1646	67	1949	97.40%
Communication	18	9	49	197	1543	133	1949	95.81%
Costs	5	3	9	19	99	1814	1949	87.41%
Integrity	16	5	25	136	1697	70	1949	97.55%
Assurance	18	9	24	135	1708	55	1949	97.31%
Outcome	20	11	21	93	1645	159	1949	97.09%
Overall	125	64	194	1158	11437	2614	15592	97.05%

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	98.91%
Application for Incoming Grade 8 and Grade 9 Transfer Students	100.00%	Processing of Requests for Personnel Documents	98.74%
Freshmen Enrollment	99.59%	Processing of Requests for School Credentials (students of the current school year)	97.97%
Processing of Requests for School Credentials (alumni)	100.00%	Others	96.44%
Others	96.55%		
External Service Overall	97.27%	**Internal Service Overall**	**96.94%**
OVERALL RATING (External + Internal Service) : 97.05%			

APPENDIX D: FREE RESPONSES

Service Type	Service Availed	Free Response
External	Application Procedure for Incoming Grade 7 Students	Everything went well. No further suggestions
External	Application Procedure for Incoming Grade 7 Students	Very good service. Well done sir Ricky
External	Application Procedure for Incoming Grade 7 Students	No comment
External	Application Procedure for Incoming Grade 7 Students	Satisfied
External	Application Procedure for Incoming Grade 7 Students	Very good sir Ricky
External	Application Procedure for Incoming Grade 7 Students	very good
External	Application Procedure for Incoming Grade 7 Students	Keep it up.

External	Application Procedure for Incoming Grade 7 Students	Good job!
External	Application Procedure for Incoming Grade 7 Students	N/A EXCELLENT SERVICE QUALITY
External	Application Procedure for Incoming Grade 7 Students	I am am very satisfied with the smooth & efficient response
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work
External	Application Procedure for Incoming Grade 7 Students	Outstanding staff explaine very well the nature of our inquiry
External	Application Procedure for Incoming Grade 7 Students	Aiming for more slots available for students who are desired to study in Philippine Science High School.
External	Application Procedure for Incoming Grade 7 Students	I think it is good na po.
External	Application Procedure for Incoming Grade 7 Students	Order of payment can be bumped in the Cashier Unit
External	Application Procedure for Incoming Grade 7 Students	Excellent service from Ma'am Zuelen Bague - Thank you po!
External	Application Procedure for Incoming Grade 7 Students	Very accomadating valuable assets to organization.
External	Application Procedure for Incoming Grade 7 Students	I don't understand his explanation
External	Application Procedure for Incoming Grade 7 Students	Service is Excellent
External	Application Procedure for Incoming Grade 7 Students	Email to inform when the documents are available
External	Application Procedure for Incoming Grade 7 Students	More game days
External	Application Procedure for Incoming Grade 7 Students	There should be a more modern system to avail instruments
External	Application Procedure for Incoming Grade 7 Students	We hope my girl can have a female counsellor in case she would need
External	Application Procedure for Incoming Grade 7 Students	Assigned employees should have a balance of fulfilling the requirements while listening to the family concerns.
External	Application Procedure for Incoming Grade 7 Students	Please continue to do ways to have a faster and quality service to meet the needs of the students.
External	Application Procedure for Incoming Grade 7 Students	No more suggestion.
External	Application Procedure for Incoming Grade 7 Students	Please continue giving good service
External	Application Procedure for Incoming Grade 7 Students	I hope you can guide this new batch of Pisay scholars in every possible way your office could
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work.
External	Application Procedure for Incoming Grade 7 Students	regarding the checklists provided for the incoming Grade 7 requirements, may we kindly request that you clearly specify which documents need to be notarized. While the checklist indicates notarization for some documents, it appears there are additional documents that also require notarization but were not mentioned.
External	Application Procedure for Incoming Grade 7 Students	To avoid confusion and ensure completeness of submissions, we hope the checklist can be updated to reflect all notarization requirements accurately. Thank you and more power!
External	Application Procedure for Incoming Grade 7 Students	The registrar's office is doing their job properly
External	Application Procedure for Incoming Grade 7 Students	Good Service
External	Application Procedure for Incoming Grade 7 Students	Public dessimination where evryone can easily access the information needed
External	Application Procedure for Incoming Grade 7 Students	NONE
External	Application Procedure for Incoming Grade 7 Students	as for the online registration, it's kind of hard to upload, once rejected, everything inputs are erased & you have to restart all over again. I hope this gets addressed.
External	Application Procedure for Incoming Grade 7 Students	Keep up the good work
External	Application Procedure for Incoming Grade 7 Students	NONE - Thank you
External	Application Procedure for Incoming Grade 7 Students	NONE
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	No suggestion. Super duper nice.
External	Application Procedure for Incoming Grade 7 Students	I really liked it. It was nice and neat.
External	Application Procedure for Incoming Grade 7 Students	It's really good. A very welcoming environment.
External	Application Procedure for Incoming Grade 7 Students	Buotan, ok, niya comfortable sad ko.
External	Application Procedure for Incoming Grade 7 Students	They're good to talk to.

External	Application Procedure for Incoming Grade 7 Students	The interior was good and i don't think anything has to be changed.
External	Application Procedure for Incoming Grade 7 Students	Nice and the guidance is nice.
External	Application Procedure for Incoming Grade 7 Students	It was great! I could speak everything freely.
External	Application Procedure for Incoming Grade 7 Students	It was very pleasing.
External	Application Procedure for Incoming Grade 7 Students	The interview went well. Interviewer was nice and the questions were fun to answer.
External	Application Procedure for Incoming Grade 7 Students	It's a very great department and I don't think there should be changes. Very helpful and reliable.
External	Application Procedure for Incoming Grade 7 Students	I found the interview less scary than I originally thought.
External	Application Procedure for Incoming Grade 7 Students	Went well
External	Application Procedure for Incoming Grade 7 Students	The interview was fully ok, and the feeling of confidentiality assures me.
External	Application Procedure for Incoming Grade 7 Students	The interview was amazing and they advised me every problem I have.
External	Application Procedure for Incoming Grade 7 Students	Very good
External	Application Procedure for Incoming Grade 7 Students	Good experience. Very welcoming and kind.
External	Application Procedure for Incoming Grade 7 Students	It was very comforting to know that I can rant here without anyone knowing.
External	Application Procedure for Incoming Grade 7 Students	It feels very nice and ma'am is very friendly to talk with.
External	Application Procedure for Incoming Grade 7 Students	In my experience, the conversation we had here was very comforting.
External	Application Procedure for Incoming Grade 7 Students	I am very satisfied and would like to know more.
External	Application Procedure for Incoming Grade 7 Students	The GC is extremely reliable. I look forward to approaching them in the future.
External	Application Procedure for Incoming Grade 7 Students	She was very kind and understanding and I feel safe talking with her.
External	Application Procedure for Incoming Grade 7 Students	My experience here is nice. The people are nice and faculty officers too.
External	Application Procedure for Incoming Grade 7 Students	I like the way they reassured me-those real-life advice and examples.
External	Application Procedure for Incoming Grade 7 Students	The interview was fun.
External	Application Procedure for Incoming Grade 7 Students	I feel relieved to know that I can say all my problems to the people here.
External	Application Procedure for Incoming Grade 7 Students	I was treated nicely and I enjoyed it especially the heartwarming welcome of the students in PSHS.
External	Application Procedure for Incoming Grade 7 Students	I think it's great in here.
External	Application Procedure for Incoming Grade 7 Students	Nindot. My experience is good because I got one staff to comfort me and I like the school so much because of the sorroundings.
External	Application Procedure for Incoming Grade 7 Students	My time here was very fun and great because I was able to rant and express my thoughts and feelings.
External	Application Procedure for Incoming Grade 7 Students	It's nice since the staff is so sweet and it lowered my anxiety a bit.
External	Application Procedure for Incoming Grade 7 Students	Very satisfied. Confidentiality is reassured like a theraphist but for students.
External	Application Procedure for Incoming Grade 7 Students	Thank you for the service, great accommodation, and a seamless transactions. God Bless
External	Application Procedure for Incoming Grade 7 Students	continue magandang serbisyo God bless
External	Application Procedure for Incoming Grade 7 Students	none
External	Application Procedure for Incoming Grade 7 Students	nONE
External	Application Procedure for Incoming Grade 7 Students	none
External	Application Procedure for Incoming Grade 7 Students	None
External	Application Procedure for Incoming Grade 7 Students	i am very much satisfied with the transaction because its faster. The employees on duty were approachable and helpful.
External	Application Procedure for Incoming Grade 7 Students	none
External	Application Procedure for Incoming Grade 7 Students	so far, contented and satisfied the services provided from security to registrar unit.
External	Application Procedure for Incoming Grade 7 Students	NONE
External	Application Procedure for Incoming Grade 7 Students	ENOUGH, BECAUSE IT IS ALREADY GOOD
External	Application Procedure for Incoming Grade 7 Students	None. You've been offering the best services, very approachable and accommodating . Wishing you all the best for your excellent and passionate service to your clients. Salute to the registrar personnel for being an ideal registrar. God bless!

External	Application Procedure for Incoming Grade 7 Students	none
External	Application Procedure for Incoming Grade 7 Students	no more suggestion
External	Application Procedure for Incoming Grade 7 Students	VERY SATISFIED
External	Application Procedure for Incoming Grade 7 Students	Your service are very heartwarming, accommodating and easy transaction. i think there is no need for suggestion. keep it up and thank you very much. God Bless
External	Application Procedure for Incoming Grade 7 Students	Sana sa online ma register na nag mga pangalan ng school.
External	Application Procedure for Incoming Grade 7 Students	none
External	Application Procedure for Incoming Grade 7 Students	none
External	Application Procedure for Incoming Grade 7 Students	you have done a good job in your office especially having a polite employees. God bless.
External	Application Procedure for Incoming Grade 7 Students	NONE
External	Application Procedure for Incoming Grade 7 Students	NONE SO FAR
External	Application Procedure for Incoming Grade 7 Students	okay
External	Application Procedure for Incoming Grade 7 Students	NOTHING TO IMPROVE BECAUSE ITS A GOOD PLACE
External	Application Procedure for Incoming Grade 7 Students	None
External	Application Procedure for Incoming Grade 7 Students	Prompt response in acknowledging my submitted application documents
External	Application Procedure for Incoming Grade 7 Students	Properly accommodated and assisted upon arrival at the office
External	Application Procedure for Incoming Grade 7 Students	Accomodating
External	Application Procedure for Incoming Grade 7 Students	hope the result of evaluation will be released soon to know if my son qualified or included in the entrance exam.Thank you and more power to your good office.
External	Application Procedure for Incoming Grade 7 Students	Make your questions suitable for online clients
External	Application Procedure for Incoming Grade 7 Students	N/A (8)
External	Application Procedure for Incoming Grade 7 Students	None, it was exemplary.
External	Application Procedure for Incoming Grade 7 Students	Thank you.
External	Application Procedure for Incoming Grade 7 Students	Well managed
External	Application Procedure for Incoming Grade 7 Students	None, since everything was clearly explained as well.
External	Application for Invoming Grade 8 and Grade 9 Transfer Students	Use advanced technology
External	Application for Invoming Grade 8 and Grade 9 Transfer Students	Thank you
External	Application for Invoming Grade 8 and Grade 9 Transfer Students	Commendation on the accomodation at 2nd floor lobby. Airconditioning unit were turned on during our arrival.
External	Application for Invoming Grade 8 and Grade 9 Transfer Students	She expressed dissatisfaction about a task assigned to her. I respectfully suggest that task be approached with professionalism (not in sarcastic response.
External	Application for Invoming Grade 8 and Grade 9 Transfer Students	No comments-my first time
External	Application for Invoming Grade 8 and Grade 9 Transfer Students	Thank you for your service
External	Application for Invoming Grade 8 and Grade 9 Transfer Students	Available questioning about certain topics
External	Application for Invoming Grade 8 and Grade 9 Transfer Students	The registrar's are all friendly and is willing to help all the time
External	Application for Invoming Grade 8 and Grade 9 Transfer Students	Keep it up
External	Application for Invoming Grade 8 and Grade 9 Transfer Students	none
External	Application for Invoming Grade 8 and Grade 9 Transfer Students	Keep going. Stay approachable.
External	Application for Invoming Grade 8 and Grade 9 Transfer Students	N/A
External	Application for Invoming Grade 8 and Grade 9 Transfer Students	None
External	Application for Invoming Grade 8 and Grade 9 Transfer Students	Thank you.
External	Application for Invoming Grade 8 and Grade 9 Transfer Students	The school responded within the time frame indicated in their CC. They are professional in handling their clients. I was just hoping that those who applied first are given the highest chance to have their request granted. However, I understand that it is still under the discretion of their Campus Director and I truly respect that. Hoping next time, we are given a chance. Thank you for your fast and professional service. God bless you more!

External	Application for Invoming Grade 8 and Grade 9 Transfer Students	The signal in the dorm is really bad, so wifi is needed for our education. Most of the rooms have termites or something is broken whether the cabinets and floor. It takes a long time for the dorm to respond.
External	Application for Invoming Grade 8 and Grade 9 Transfer Students	VS
External	Freshmen Enrollment	Everything is smooth so I cannot think of any suggestions more.
External	Freshmen Enrollment	Excellent service. Keep it up
External	Freshmen Enrollment	God bless po
External	Freshmen Enrollment	good accommodation
External	Freshmen Enrollment	Satisfied with the service
External	Freshmen Enrollment	Very friendly and approachable
External	Freshmen Enrollment	Thank you so much
External	Freshmen Enrollment	Please make the CC bigger
External	Freshmen Enrollment	I'm fully and always satisfied everytime I had transaction in Pisay
External	Freshmen Enrollment	Very good. Thank you
External	Freshmen Enrollment	Very good service !
External	Freshmen Enrollment	The enrolment process was longer than expected. I suggest fewer # of enrolees per day or more enrolment days so it will not take a day. Or in communications, set expectations that transaction will take the whole day. Thanks!
External	Freshmen Enrollment	Too much time was consumed; better if they can improve transaction time
External	Freshmen Enrollment	Keep improving by innovating ideas but overall, I am satisified with the service
External	Freshmen Enrollment	make form readily available
External	Freshmen Enrollment	everything is in order. Keep it up. Thank you.
External	Freshmen Enrollment	Add additional staff to the Registrar's Unit
External	Freshmen Enrollment	Just continue the services that we experienced, staff are all accommodating and easy to transact with.
External	Freshmen Enrollment	satisfied with your service
External	Freshmen Enrollment	For the interview process, I hope it indicated the number of minutes for interviewee to estimate the waiting time. Overall, good enrolment process. Thank you.
External	Freshmen Enrollment	excellent services already
External	Freshmen Enrollment	None. Job well done
External	Freshmen Enrollment	None
External	Freshmen Enrollment	Nothing more action It' OK
External	Freshmen Enrollment	Thank you
External	Freshmen Enrollment	Thank you po for the fast transaction
External	Freshmen Enrollment	N/A (No further improvements)
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	Good job!
External	Freshmen Enrollment	Smooth & Fast Transaction
External	Freshmen Enrollment	None, so far the reg. staffs are very friendly.
External	Freshmen Enrollment	Keep it up!
External	Freshmen Enrollment	Very accommodating and considerate.
External	Freshmen Enrollment	Keep up the good service
External	Freshmen Enrollment	SMOOTH & FAST TRANSACTION
External	Freshmen Enrollment	FACILITATE QUEUEING
External	Freshmen Enrollment	GOOD JOB
External	Freshmen Enrollment	THANK YOU
External	Freshmen Enrollment	VERY EFFICIENT ENROLLMENT SYSTEM. THANK YOU
External	Freshmen Enrollment	FAST TRANSACTION

External	Freshmen Enrollment	Make it a little bit faster
External	Freshmen Enrollment	No comment. Best at all!
External	Freshmen Enrollment	Martial arts gym with boxing bag and ring talaga.
External	Freshmen Enrollment	Thank you very much for the fast transaction. Godbless!
External	Freshmen Enrollment	N/A
External	Freshmen Enrollment	The services are very accomodating and client the staffs are friendly. A child-friendly environment.
External	Freshmen Enrollment	Wow ka cool
External	Freshmen Enrollment	WOWOWOWOW
External	Freshmen Enrollment	Approachable and helpful
External	Freshmen Enrollment	Approachable, courteous and respectful at all times
External	Freshmen Enrollment	My suggestion was none because the steps of the transaction was very simple and sufficiently explained well to me.
External	Freshmen Enrollment	N/A
External	Freshmen Enrollment	N/A
External	Freshmen Enrollment	They are all great!
External	Freshmen Enrollment	she helps us always, she's like a mother to us
External	Processing of Requests for School Credentials (Alumni)	Thank you.
External	Processing of Requests for School Credentials (Alumni)	Very helpful :)
External	Processing of Requests for School Credentials (Alumni)	Good job
External	Processing of Requests for School Credentials (Alumni)	😊
External	Processing of Requests for School Credentials (Alumni)	none
External	Processing of Requests for School Credentials (Alumni)	Very satisfied client, just continue the great service
External	Processing of Requests for School Credentials (Alumni)	Excellent job to the registrar staff for providing a smooth and well-organized transaction. Commendations to the whole registrar's office for their prompt and smooth processing.
External	Processing of Requests for School Credentials (Alumni)	Im grateful for the assistance of Ms.Mary. She is very helpful. Thank you very much and god bless.
External	Processing of Requests for School Credentials (Alumni)	Just keep it up the services being provided. God bless
External	Processing of Requests for School Credentials (Alumni)	Probably an advice if I can send a representative to pay the fees and get the TOR i requested
External	Processing of Requests for School Credentials (Alumni)	Review every requested document first before releasing it
External	Processing of Requests for School Credentials (Alumni)	Double-check processed and released of documents, especially if it involves the student's general weighted average.
External	Processing of Requests for School Credentials (Alumni)	KEEP IT UP!
External	Processing of Requests for School Credentials (Alumni)	Congratulations and thank you for the prompt service.
External	Processing of Requests for School Credentials (Alumni)	keep up the good work
External	Processing of Requests for School Credentials (Alumni)	Thank you for answering my query everytime I email.
External	Processing of Requests for School Credentials (Alumni)	Congratulations!
External	Processing of Requests for School Credentials (Alumni)	None
External	Processing of Requests for School Credentials (Alumni)	None so far. Everything is excellent.
External	Processing of Requests for School Credentials (Alumni)	Good Experience, Keep it up!
External	Processing of Requests for School Credentials (Alumni)	none
External	Processing of Requests for School Credentials (Alumni)	All transactions were fast and always updated.
External	Processing of Requests for School Credentials (Alumni)	N/A
External	Processing of Requests for School Credentials (Alumni)	N/A
External	Processing of Requests for School Credentials (Alumni)	Make the office more visible
External	Processing of Requests for School Credentials (Alumni)	The staff is professional
External	Processing of Requests for School Credentials (Alumni)	The accounting staff is very responsive and kind.

External	Processing of Requests for School Credentials (Alumni)	Fast transaction, responsive accounting staff.
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)	thank you sir chris for your prompt action
External	Others (External)	CENTROVILLE COMMERCIAL
External	Others (External)	efficient & smooth transaction
External	Others (External)	EXCELLENT
External	Others (External)	GOOD JOB!
External	Others (External)	good service
External	Others (External)	Great job...keep going po.Assisting us is very well done,thank you Maam!!!
External	Others (External)	horrible relocation
External	Others (External)	i wish all passes are always available
External	Others (External)	It's perfect
External	Others (External)	keep it up
External	Others (External)	keep it up and more power!!!
External	Others (External)	keep it up. Thankful!
External	Others (External)	Keep it up... well done po!
External	Others (External)	Keep it up... well done po!
External	Others (External)	keep up the good work.
External	Others (External)	Maintains a professional & friendly approach, making students feel welcome. Continuing to engage proactively w/ users & sharing updates about resources will further strengthen the quality of service provided.
External	Others (External)	Ms. Georgina is very accomodating
External	Others (External)	Ms. Georgina make sure that transactions we have are smooth and easy.
External	Others (External)	Nice service! slayable
External	Others (External)	Our product helped the endorser w/ new assitance with the help of librarian updated and guided well.
External	Others (External)	Satisfied ontu the service
External	Others (External)	SHOP NICE COMMERCIAL
External	Others (External)	TECHMIX
External	Others (External)	TECHMIX
External	Others (External)	Thank you and God bless you all.
External	Others (External)	Thank you m'am Georgina for inviting us to attend this event for us to market our product. Thank you for very accommodating!
External	Others (External)	Thank you ma'am Georgina for inviting us to market/promote our products.
External	Others (External)	Thank you Ma'am Georgina you're th best
External	Others (External)	thank you ma'am. Good service po :)
External	Others (External)	thank you po
External	Others (External)	thank you sir for the very nice service
External	Others (External)	Thank you so much!
External	Others (External)	The acad conference was very helpful as a parent to our scholar.
External	Others (External)	The librarian are well quip with the performance needed in the event
External	Others (External)	Very accommodating!
External	Others (External)	Very approachable and friendly to guests.
External	Others (External)	very fast service.
External	Others (External)	Very friendly and approachable
External	Others (External)	very patient and accommodating

External	Others (External)	VIGAN FORTUNE
External	Others (External)	we greatly appreciate your services! Thak you very much!
External	Others (External)	your services are greatly appreciated! God bless po!
External	Others (External)	I would suggest to provide an escalator so as not to get tired in climbing
External	Others (External)	Commending Pisay's hospitality and accomodating staff
External	Others (External)	Thank you.
External	Others (External)	No comments..
External	Others (External)	none
External	Others (External)	Thank you. Helpful
External	Others (External)	Thank you.
External	Others (External)	Very helpful :)
External	Others (External)	Good job
External	Others (External)	😊
External	Others (External)	none
External	Others (External)	Very satisfied client, just continue the great service
External	Others (External)	Excellent job to the registrar staff for providing a smooth and well-organized transaction. Commendations to the whole registrar's office for their prompt and smooth processing.
External	Others (External)	Im grateful for the assistance of Ms.Mary. She is very helpful. Thank you very much and god bless.
External	Others (External)	Just keep it up the services being provided. God bless
External	Others (External)	wider food variety,cheaper prices
External	Others (External)	please include more food choices and try to make it more affordable for students
External	Others (External)	It is my first time transacting in your office, sending a job application requirements and it is very nice that you acknowledged/respond my email fast. Thank you
External	Others (External)	Hopefully all teachers provide the services as efficiently as Sir Leo and Sir Naz did.
External	Others (External)	No suggestions; everything was good and the process clear. Everyone was very helpful and great at attending to our concerns. Keep up the good work po :))
External	Others (External)	excellent service
External	Others (External)	Probably an advice if I can send a representative to pay the fees and get the TOR i requested
External	Others (External)	Review every requested document first before releasing it
External	Others (External)	Double-check processed and released of documents, especially if it involves the student's general weighted average.
External	Others (External)	Hoping we could get more updates not only on the academic performance but on all aspects of my daughter's Pisay journey
External	Others (External)	N/A
External	Others (External)	None
External	Others (External)	Nothing
External	Others (External)	N/A
External	Others (External)	None
External	Others (External)	Nothing
External	Others (External)	No transaction availed
External	Others (External)	N/A
External	Others (External)	None
External	Others (External)	No transaction availed
External	Others (External)	no because he's a the best
External	Others (External)	N/A
External	Others (External)	None
External	Others (External)	I love u maam q!

External	Others (External)	None. It is already great
External	Others (External)	Keep up the good work :)
External	Others (External)	Prompt service w/a smile =)
External	Others (External)	Thank you for your prompt service =)
External	Others (External)	None, the service was great
External	Others (External)	Thankful for the prompt attention to my request. I am satisfied.
External	Others (External)	Satisfied Client
External	Others (External)	Thank you for warm accomodation. Kudos to Pisay dorm.
External	Others (External)	Thank you so much, CVisc! Kep it up.
External	Others (External)	Thank you so much.
External	Others (External)	Thank you Pisay Central Visayas Campus
External	Others (External)	It's good!!
External	Others (External)	KEEP IT UP!
External	Others (External)	(Boys Dorm) Thank you so much Phil.Sci for a comfortable and warm accommodation, and for staying safe in your clearn and neat Dormitory.
External	Others (External)	Congratulations and thank you for the prompt service.
External	Others (External)	keep up the good work
External	Others (External)	Thank you for answering my query everytime I email.
External	Others (External)	Congratulations!
External	Others (External)	I am satisfied with the service overall, quick response and awesome service. I truly appreciate it!
External	Others (External)	None
External	Others (External)	Accomodating and helpful with my transaction. Thank you Ma'am.
External	Others (External)	Thank you for the accomodation and for helping us talk with my son's teachers.
External	Others (External)	The adviser and the guidance counselor are very accomodating and helpful about one concern. Thank You!
External	Others (External)	None. the office was very accomodating.
External	Others (External)	None so far. Everything is excellent.
External	Others (External)	Congratulations on your prompt delivery of services - report card.
External	Others (External)	Good Experience, Keep it up!
External	Others (External)	none
External	Others (External)	All transactions were fast and always updated.
External	Others (External)	Despite of having no lunch break policy posted, the cashier is not on their posts hence we waited for several minutes for our transaction to be processed.
External	Others (External)	Easy to ask or follow up documents; accommodating and helpful.
External	Others (External)	Excellent
External	Others (External)	Fix cr's, wifi & fans.
External	Others (External)	For me nothing to improved.
External	Others (External)	Good!
External	Others (External)	Great
External	Others (External)	Improve the maintenance and repair of comfort rooms in the cafeteria.
External	Others (External)	Improving services in a citizen's charter requires streamlining processes, setting clear timelines, and increasing transparency. Holding officials accountable and gathering citizen feedback are also crucial. By implementing these measures, governments can enhance service delivery, increase citizen satisfaction, and build trust. But overall of your services are amazing good.
External	Others (External)	Keep going,stay approachable
External	Others (External)	More wifi isntallments around the dorm; clean & manage the dorm
External	Others (External)	More Wifi, Clean Mold in Bathroom
External	Others (External)	n/a (22)

External	Others (External)	None. Satisfied with the service. Thank you.
External	Others (External)	Salamat po!
External	Others (External)	Thank you
External	Others (External)	thank you
External	Others (External)	Thank you
External	Others (External)	Thank you for accommodating us and for the warm welcome.
External	Others (External)	THANK YOU FOR THE SERVICE
External	Others (External)	Thank you!
External	Others (External)	The employee is very accomodating
External	Others (External)	The request was urgent and the registrar and secretary were quick to response.
External	Others (External)	Very good
External	Others (External)	Very good
External	Others (External)	Waited several minutes; cashier not around. Left payment to other office, no receipt secured.
External	Others (External)	N/A
External	Others (External)	N/A
External	Others (External)	Make the office more visible
External	Others (External)	The staff is professional
External	Others (External)	The accounting staff is very responsive and kind.
External	Others (External)	Fast transaction, responsive accounting staff.
External	Others (External)	best anbd last transaction ever! gwapa si maam nalang
External	Others (External)	none, it was satisfactory
External	Others (External)	Best and last transaction ever! gwapa si maam nalang
External	Others (External)	thank you sir chris for accomodating my request
External	Others (External)	thank you sir chris for your prompt action
External	Others (External)	Thank you for the pleasant experience. God bless
External	Others (External)	Thank you.
External	Others (External)	Respnsive and kind.
External	Others (External)	Approachable
External	Others (External)	Thank you sir Tope for oyur patience to cater my inquiry
External	Others (External)	The office is/are very much accomodating
External	Others (External)	Ventilation
External	Others (External)	Ventilation
External	Others (External)	Ventilation
External	Others (External)	keep it up!
External	Others (External)	No suggestions cashier dpt. Very approachable, humble, kind.
External	Others (External)	nothing
External	Others (External)	Thank you and God bless.
External	Others (External)	helpful.
External	Others (External)	none
External	Others (External)	Kind.
External	Others (External)	no comment so far.
External	Others (External)	congratulations.
External	Others (External)	none
External	Others (External)	none.already great in service
External	Others (External)	kind and approchable
External	Others (External)	Aprroachable staff. Thank you.
External	Others (External)	None, already great service and very accomodating staff

External	Others (External)	okay
External	Others (External)	none so far.
External	Others (External)	Thank you.
External	Others (External)	Hoping for a courageous response from the human resources
External	Others (External)	Poor service, the accountant is unrpofessional and always angry when dealing with co-worker. If she's in a bad mood, she should not drag other employees into it.
External	Others (External)	none, its already great
External	Others (External)	Thank you for prompt response
External	Others (External)	children/kids should not make the office a play ground
External	Others (External)	None, it's already great
External	Others (External)	thank you for your prompt response
External	Others (External)	The accounting staff is very kind
External	Others (External)	thank you sir chris!
External	Others (External)	security guards and PSHS staff are very friendly and approachable
External	Others (External)	the staff is professional and kind
External	Others (External)	excellent
External	Others (External)	he accomodated my request efficiently. thank you sir Chris!
External	Others (External)	
External	Others (External)	very accomodating staff! keep it up, sir!
External	Others (External)	no questions regarding the services
External	Others (External)	thank you sir tope
Internal	Availment of School Facilities	🥲
Internal	Availment of School Facilities	Accommodating librarian
Internal	Availment of School Facilities	additional socket
Internal	Availment of School Facilities	Additional socket at the 2nd floor
Internal	Availment of School Facilities	Air conditioned room in the dorms
Internal	Availment of School Facilities	air conditioned rooms in dorms
Internal	Availment of School Facilities	Air-conditioned rooms.
Internal	Availment of School Facilities	Aircon
Internal	Availment of School Facilities	Aircon.
Internal	Availment of School Facilities	All Is Well
Internal	Availment of School Facilities	Amazing!
Internal	Availment of School Facilities	Ang bait mo po ma'am! :D
Internal	Availment of School Facilities	Availability of the elevator on school days.
Internal	Availment of School Facilities	Better
Internal	Availment of School Facilities	Better and faster log-in laptops/computers
Internal	Availment of School Facilities	Better Bathrooms
Internal	Availment of School Facilities	Cleaner facilities
Internal	Availment of School Facilities	cleanliness
Internal	Availment of School Facilities	CLEANLINESS
Internal	Availment of School Facilities	Dorm hopping for a pe if iv time and with permission
Internal	Availment of School Facilities	Earlier AC
Internal	Availment of School Facilities	Easier to rent
Internal	Availment of School Facilities	elevator
Internal	Availment of School Facilities	Elevator

Internal	Availment of School Facilities	Enhance your inspection and maintenance of firefighting and lifesaving equipment. To be done on a regular basis.1fireline t-pipe going to room f201& f209 has cracked , how should the fireline supply enough water to sprinkler system if there is cracked on its way going to the said room, this may explode or burst out. This has been reported last June 22 2025, but no action was made. This is fire fighting equipment and it should be paramount on your list. We dont know when emergency will come. Pls pay attention to this before it's too late
Internal	Availment of School Facilities	Extension of AC in Library
Internal	Availment of School Facilities	extensions
Internal	Availment of School Facilities	Fine of overdue is not pricey.
Internal	Availment of School Facilities	Fix broken stall doors, toilets and faucets
Internal	Availment of School Facilities	Fix doors in cr
Internal	Availment of School Facilities	Fix elevator pls because it's a hassle to use stairs .
Internal	Availment of School Facilities	Fox bathroom doors
Internal	Availment of School Facilities	friendly, fast, and easy
Internal	Availment of School Facilities	Good
Internal	Availment of School Facilities	Good service
Internal	Availment of School Facilities	Have working doors in boys dorm bathrooms.
Internal	Availment of School Facilities	I am already satisfied with the course.
Internal	Availment of School Facilities	I am already satisfied with the services
Internal	Availment of School Facilities	I am satisfied with the services that I availed.
Internal	Availment of School Facilities	I have no suggestions cuz tbh its my first time finding about these😓
Internal	Availment of School Facilities	Improve bathrooms
Internal	Availment of School Facilities	improve cabinet and door, add lavatory for washing glass/tumbler/mugs
Internal	Availment of School Facilities	Improve residence halls
Internal	Availment of School Facilities	Kudos, MIS team!
Internal	Availment of School Facilities	make adslips digital.
Internal	Availment of School Facilities	Make events shorter
Internal	Availment of School Facilities	make the call time 740 -745 to lessen the amount of students being late
Internal	Availment of School Facilities	Maraming gamot sa clinic, Thank You!
Internal	Availment of School Facilities	More electric sockets on second floor
Internal	Availment of School Facilities	more electric sockets on second floor
Internal	Availment of School Facilities	more help for maam georgina
Internal	Availment of School Facilities	more interesting books
Internal	Availment of School Facilities	more outlets for the library plsssss
Internal	Availment of School Facilities	more sockets
Internal	Availment of School Facilities	More sockets :)
Internal	Availment of School Facilities	More toilet cleaners
Internal	Availment of School Facilities	My purpose for coming was satisfied. The service was also great.
Internal	Availment of School Facilities	No elevator, more sockets
Internal	Availment of School Facilities	Nonr. Very good already
Internal	Availment of School Facilities	Pldt wifi
Internal	Availment of School Facilities	Please give my ball back
Internal	Availment of School Facilities	Remove the no phone zone sign
Internal	Availment of School Facilities	Renovate
Internal	Availment of School Facilities	Repair of bathroom cubicles
Internal	Availment of School Facilities	Repair the elevator
Internal	Availment of School Facilities	room hopping
Internal	Availment of School Facilities	satisfied with the service

Internal	Availment of School Facilities	Satisfied with the service received, the personnel is accommodating
Internal	Availment of School Facilities	Service load. Calming place
Internal	Availment of School Facilities	Sockets at mezzanine, service is great
Internal	Availment of School Facilities	Sockets on mezanine, elevator for easy access.
Internal	Availment of School Facilities	Strict policy on noise
Internal	Availment of School Facilities	Stronger wifi
Internal	Availment of School Facilities	Thank you and keep it up.
Internal	Availment of School Facilities	Thank you ma'am. we appreciate how you accommodate us
Internal	Availment of School Facilities	Thank you so much for great service
Internal	Availment of School Facilities	The librarian was very helpful to us, therefore no suggestions.
Internal	Availment of School Facilities	The transaction is fast and our librarian is very approachable and easy talk to especially when asking for availments like wifi vouchers etc. Suggestion: Open/give access to elevator for easy access when going to the library because some have trouble using stairs
Internal	Availment of School Facilities	Try to see if we can dorm hop for a specific time with permission
Internal	Availment of School Facilities	ty ma'am :)
Internal	Availment of School Facilities	Very good
Internal	Availment of School Facilities	very nice!
Internal	Availment of School Facilities	wifi for syp pls! elevator, longer wifi voucher length
Internal	Availment of School Facilities	Wonderful!!
Internal	Availment of School Facilities	The biology lab technician was often asleep with her door closed, so we always had to knock and check if she was around
Internal	Availment of School Facilities	The bio lab technician is always asleep with closed office door.
Internal	Availment of School Facilities	The biology lab technician is always asleep with her door closed.
Internal	Availment of School Facilities	- The service is top tier, very good CLC!
Internal	Availment of School Facilities	Effective and Helpful
Internal	Availment of School Facilities	exceptional service: everyone was so friendly and efficient
Internal	Availment of School Facilities	I appreciate the promptness, attention and detaiol and friendly atitude of everyone. Thanks.
Internal	Availment of School Facilities	I felt like priority the entire time
Internal	Availment of School Facilities	the staff handled everything with prfessionalism. Very organized. Kudos to Ms Che and the entire team
Internal	Availment of School Facilities	Great experience, the staff is every attentive
Internal	Availment of School Facilities	Every detail was taken cared of and thr staff was always halpful
Internal	Availment of School Facilities	exceptional service as always. Thak you, GSU
Internal	Availment of School Facilities	Keep it up! You are doing a good job! Sana magka-aircon na
Internal	Availment of School Facilities	Person to contact should be easier to reach out to and is easier to contact immediately
Internal	Availment of School Facilities	Keep up the good work. The scheduling of venues is working. Maybe we can have a DSA GCalendar next :D Sir Glenn went out of his way to accommodate us at the various venues we used this SY
Internal	Availment of School Facilities	very accommodating in answering
Internal	Availment of School Facilities	very accommodating in answering enquiry
Internal	Availment of School Facilities	Thank you very much
Internal	Availment of School Facilities	None. Thank you for being consistently assistive and responsive.
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	Thank you!
Internal	Availment of School Facilities	Please scold students not infront of class.
Internal	Availment of School Facilities	Bigger CC Board and correct names on organizational chart
Internal	Availment of School Facilities	It's already good

Internal	Availment of School Facilities	Thank you sir
Internal	Availment of School Facilities	Add airconditioning to the laboratories and have more autoclaves and clean benches.
Internal	Availment of School Facilities	more autoclaves pls.
Internal	Availment of School Facilities	More clean benches and autoclaves
Internal	Availment of School Facilities	More autoclaves and accesible labware and clean benches
Internal	Availment of School Facilities	More autoclaves Pls.
Internal	Availment of School Facilities	Add more equipment to the lab like extra autoclaves, and better ventillation
Internal	Availment of School Facilities	Please arrange the chairs and other facilities requested on the venue next time. Thank you.
Internal	Availment of School Facilities	very good service
Internal	Availment of School Facilities	very fast
Internal	Availment of School Facilities	very fast
Internal	Availment of School Facilities	very fast
Internal	Availment of School Facilities	very fast
Internal	Availment of School Facilities	very fast
Internal	Availment of School Facilities	Create a BIG Whiteboard calendar and PROMPTLY plot the schedules for the reservations and DELEGATE someone to be in-charge of that. OR you can set the schedules in your google calendar so that you will be reminded a day before the event. Be FAITHFUL and HONEST with the task that is given.
Internal	Availment of School Facilities	What is Citizen's Charter?
Internal	Availment of School Facilities	Help! What's Citizen's Charter...
Internal	Availment of School Facilities	Best DM ever :)
Internal	Availment of School Facilities	Fix broken tiles and improve wifi connection
Internal	Availment of School Facilities	Wifi, running water, shower room
Internal	Availment of School Facilities	Better internet
Internal	Availment of School Facilities	Table tennis and billiards
Internal	Availment of School Facilities	Purchase billiards
Internal	Availment of School Facilities	Billiards, Tables Tennis, Strong wifi, Gwapo si Sir Leonrd
Internal	Availment of School Facilities	Slow internet connection, Dead batt ilaw namin. sirang tiles, sirang faucet/showerhead, crowded, masyadong marami and dormers, New table tennis and billiards for improving mental health.
Internal	Availment of School Facilities	Add more ventilation and washing area.
Internal	Availment of School Facilities	The Library service is fast and wonderful!
Internal	Availment of School Facilities	Need separate refrigerator
Internal	Availment of School Facilities	More available services since many people will use chairs
Internal	Availment of School Facilities	Aircon sa Chem Lab 2, Thank you.
Internal	Availment of School Facilities	Chemistry labs could really use aircon
Internal	Availment of School Facilities	Aircon pls iganga jud kaayo
Internal	Availment of School Facilities	Aircon pls. tnx
Internal	Availment of School Facilities	Airconditioned laboratories, New and better lab equipment, more lab space
Internal	Availment of School Facilities	Seats-for students/everyone-Sometimes we have to stay in laboratory for hours but theres no seat available. Thank you.
Internal	Availment of School Facilities	I respectfully request the assistance of the GSU Head in ensuring that the AVR and other school facilities are opened on time, especially for activities scheduled early in the morning (7:30 AM, first period). May I kindly ask that the schedule be checked a day in advance and that someone be designated or informed to open the venue if the assigned personnel cannot come early? There have been several instances when the facility I reserved was not opened on time, which affected our schedule. I hope that we can work together to prevent this from happening moving forward. Thank you very much for your attention and support.
Internal	Availment of School Facilities	ACTION AGAD-AGAD
Internal	Availment of School Facilities	-2

Internal	Availment of School Facilities	ADD CC TO SPECIFIC OFFICES TOO
Internal	Availment of School Facilities	almost all bidets and toilets are broken, that's all.
Internal	Availment of School Facilities	Bathroom flushes need to be fixed, stronger water pump, wifi on all floors, signal
Internal	Availment of School Facilities	Bigger water tank and stronger water pump
Internal	Availment of School Facilities	Comfort Room Repairs
Internal	Availment of School Facilities	complete basic equipments in cr e.g functionable flush, soap to maintain hygiene
Internal	Availment of School Facilities	Good transaction/customer service :-)
Internal	Availment of School Facilities	GSU staff ensures that our needs are met.
Internal	Availment of School Facilities	GSU staff is always willing to assist.
Internal	Availment of School Facilities	GSU staff is very approachable
Internal	Availment of School Facilities	I love the new library. It is more spacious
Internal	Availment of School Facilities	keep it up
Internal	Availment of School Facilities	Keep it up
Internal	Availment of School Facilities	MORE AIRCON FOR SECOND FLOOR
Internal	Availment of School Facilities	More connectivity in each room, make the bathrooms more secure
Internal	Availment of School Facilities	N/A (8)
Internal	Availment of School Facilities	NEED DORMITORY WIFI!!
Internal	Availment of School Facilities	nice
Internal	Availment of School Facilities	No suggestion because madali silang kausap at magrespond kung may kailangan
Internal	Availment of School Facilities	No suggestion because very responsive
Internal	Availment of School Facilities	None (12)
Internal	Availment of School Facilities	none because they are competent staff
Internal	Availment of School Facilities	Optional
Internal	Availment of School Facilities	Please add aircons in the 2nd floor; it's too hot when doing school work
Internal	Availment of School Facilities	refer to chem lab's practices for ideas
Internal	Availment of School Facilities	soap for hygene, improvement in all restrooms, connect the nawasa to the main line instead of the well,
Internal	Availment of School Facilities	strong and readily available wifi for students
Internal	Availment of School Facilities	Thank you (4)
Internal	Availment of School Facilities	thanks for the help
Internal	Availment of School Facilities	The dormitory needs to update and fix it's facilities to make our stay here much more better.
Internal	Availment of School Facilities	the library is hot. Add more aircons.
Internal	Availment of School Facilities	The school should shoulder the dorm fee, not the dormers
Internal	Availment of School Facilities	there is a need for more accesible internet access.
Internal	Availment of School Facilities	usable flush in the general rest room if possible, please connect to the main line water instead of the ground water due to the build up of limestones which caused flushes to malfunction.
Internal	Availment of School Facilities	wifi on all floors, CR Locks on EVERY DOOR, Proper CR Facilities
Internal	Availment of School Facilities	Very fast services and polite
Internal	Availment of School Facilities	They are nice people.
Internal	Availment of School Facilities	Thank you
Internal	Availment of School Facilities	N/a, so far, so good
Internal	Availment of School Facilities	internet for research purposes
Internal	Availment of School Facilities	ventilation for laboratories
Internal	Availment of School Facilities	internet that scholars can connect to when doing research as the ACAD 3 building doesnt catch muchtelecom signal
Internal	Availment of School Facilities	lab ventilation and free wifi for research
Internal	Availment of School Facilities	internet for research purposes and proper ventilation

Internal	Availment of School Facilities	n/a
Internal	Availment of School Facilities	ventiation/wifi
Internal	Availment of School Facilities	wifi for research
Internal	Availment of School Facilities	wifi for research
Internal	Availment of School Facilities	wifi for research
Internal	Availment of School Facilities	Thank you for the good service
Internal	Availment of School Facilities	thank you for the good service
Internal	Availment of School Facilities	Thank you for the good service
Internal	Availment of School Facilities	ventilation for laboratories and internet for students
Internal	Availment of School Facilities	The supply office personnel were very efficient, courteous and helpful. They responded to the request promptly. Thank you and God bless.
Internal	Availment of School Facilities	Poor services in handling the campus driver's schedule. Overlapping schedule of school driver can cause accidents in the streets specially when the GSU Head called the driver and rushed him back to the campus, while still transporting the passengers on their way to their destination. This kind of action should not be tolerated as this can cause probable accidents in the future whenever the driver on duty is being rushed to hurriedly go back to the campus because another errand is being told, when in fact an alternate driver is available in the campus at that time.
Internal	Availment of School Facilities	None, since everything was clearly explained and well-discussed.
Internal	Availment of School Facilities	accomodating
Internal	Availment of School Facilities	very good service
Internal	Availment of School Facilities	improve ventilation
Internal	Availment of School Facilities	ventilation is not conducive for cleaning
Internal	Processing of Requests for Personnel Documents	It's all good
Internal	Processing of Requests for Personnel Documents	Prompt action of the request
Internal	Processing of Requests for Personnel Documents	Thank you for the fast service po Ma'am Vangie. Kudos!
Internal	Processing of Requests for Personnel Documents	Thank you for the immediate response to my reimbursement and good service through maam Crizel. Thank you maam Grace Altar for the great service.
Internal	Processing of Requests for Personnel Documents	Thank you for your great services. Kudos!
Internal	Processing of Requests for Personnel Documents	Thank you ma'am Grace for the fast transaction, and ma'am Yen for the effort in bringing the signed documents at ASTB Library. It is highly appreciated.
Internal	Processing of Requests for Personnel Documents	Thank you ma'am Lea for the service.
Internal	Processing of Requests for Personnel Documents	Our HR is so approachable
Internal	Processing of Requests for Personnel Documents	The HR is approachable
Internal	Processing of Requests for Personnel Documents	So efficient...thanks so much
Internal	Processing of Requests for Personnel Documents	The HRMO was very friendly
Internal	Processing of Requests for Personnel Documents	Thanks
Internal	Processing of Requests for Personnel Documents	None, good job
Internal	Processing of Requests for Personnel Documents	Continue submission of complete attachments on time.
Internal	Processing of Requests for Personnel Documents	The office assisted all our needs and queries efficiently.
Internal	Processing of Requests for Personnel Documents	Laging maasahan, mabilis sa aksyon, sumasagot sa mga tanong, mababait sila lagi :)
Internal	Processing of Requests for Personnel Documents	The office provided prompt reply. There is no hassle in requesting my payslip.
Internal	Processing of Requests for Personnel Documents	Very accommodating
Internal	Processing of Requests for Personnel Documents	Very accommodating
Internal	Processing of Requests for Personnel Documents	Very accommodating
Internal	Processing of Requests for Personnel Documents	Very accommodating
Internal	Processing of Requests for Personnel Documents	Very fast in action on fixing problem
Internal	Processing of Requests for Personnel Documents	Quick and reliable

Internal	Processing of Requests for Personnel Documents	Just continue the efficient service. Para sa bayan!
Internal	Processing of Requests for Personnel Documents	None. Thanks for accommodating my request.
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	good job!
Internal	Processing of Requests for Personnel Documents	The HRMU staff are very helpful & vibran
Internal	Processing of Requests for Personnel Documents	HR personnel/s are very helpful and friendly in answering my queries.
Internal	Processing of Requests for Personnel Documents	Prompt service
Internal	Processing of Requests for Personnel Documents	HR personnel especially Ma'am Tine Jerez is very quick to respond may it be through online/personal transaction. Kudos!
Internal	Processing of Requests for Personnel Documents	All Good!
Internal	Processing of Requests for Personnel Documents	SATISFIED CLIENT
Internal	Processing of Requests for Personnel Documents	THANK YOU FOR YOUR SWIFT ACTION
Internal	Processing of Requests for Personnel Documents	The HR Officer was accomodating, making the transaction easy and completed in a timely fashion. Thank you
Internal	Processing of Requests for Personnel Documents	It was a prompt response from the Division.
Internal	Processing of Requests for Personnel Documents	Thank you.
Internal	Processing of Requests for Personnel Documents	None so far. The transaction is very smooth.
Internal	Processing of Requests for Personnel Documents	efficient office
Internal	Processing of Requests for Personnel Documents	Very efficient!
Internal	Processing of Requests for Personnel Documents	Iam satisfied by their services.
Internal	Processing of Requests for Personnel Documents	Complete the details on the training effectiveness form before signing.
Internal	Processing of Requests for Personnel Documents	Thanks for the best service
Internal	Processing of Requests for Personnel Documents	Processing is very fast.
Internal	Processing of Requests for Personnel Documents	The HR team is very accommodating and ther will explain everything in detail.
Internal	Processing of Requests for Personnel Documents	Congratulations! Prompt release of documents
Internal	Processing of Requests for Personnel Documents	Thank you for your very prompt response of documents. Congratulations!
Internal	Processing of Requests for Personnel Documents	Congratulations! Documents was received within an hour!
Internal	Processing of Requests for Personnel Documents	Free candy ^^
Internal	Processing of Requests for Personnel Documents	none
Internal	Processing of Requests for Personnel Documents	none
Internal	Processing of Requests for Personnel Documents	none
Internal	Processing of Requests for Personnel Documents	Accommodating.
Internal	Processing of Requests for Personnel Documents	Approachable and kind.
Internal	Processing of Requests for Personnel Documents	Faster process times for documents.
Internal	Processing of Requests for Personnel Documents	Guides and answer my queries knowledgeably. Process my request on time.
Internal	Processing of Requests for Personnel Documents	N/A (4)
Internal	Processing of Requests for Personnel Documents	None (7)
Internal	Processing of Requests for Personnel Documents	Reliable.
Internal	Processing of Requests for Personnel Documents	Thank you for making me your favorite animal. Love.
Internal	Processing of Requests for Personnel Documents	The Best!
Internal	Processing of Requests for Personnel Documents	Keep it up!
Internal	Processing of Requests for Personnel Documents	Thank you, sir Chris!
Internal	Processing of Requests for Personnel Documents	He is very accomodating, thank you sir Tope!

Internal	Processing of Requests for Personnel Documents	amazing!good job!
Internal	Processing of Requests for Personnel Documents	accomodating
Internal	Processing of Requests for Personnel Documents	none so far, the secretary is very responsive. Ty
Internal	Processing of Requests for Personnel Documents	ok lang
Internal	Processing of Requests for Personnel Documents	accomodating
Internal	Processing of Requests for Personnel Documents	make filing of gatepass more convenient
Internal	Processing of Requests for Personnel Documents	Satisfied
Internal	Processing of Requests for Personnel Documents	Satisfied customer
Internal	Processing of Requests for Personnel Documents	Satisfied
Internal	Processing of Requests for Personnel Documents	Satisfied
Internal	Processing of Requests for Personnel Documents	clerk is okay
Internal	Processing of Requests for Personnel Documents	The secretary is very accomodating and efficient.
Internal	Processing of Requests for Personnel Documents	amazing
Internal	Processing of Requests for Personnel Documents	keep it up.
Internal	Processing of Requests for Personnel Documents	accomodating.
Internal	Processing of Requests for Personnel Documents	Thank you for accomodating my request maam Mae and maam Hannah.
Internal	Processing of Requests for Personnel Documents	Good job
Internal	Processing of Requests for Personnel Documents	he staff is responsible and approachable
Internal	Processing of Requests for Personnel Documents	thank you for accomodating sir! highly commendable
Internal	Processing of Requests for Personnel Documents	very friendly and professional, keep it up
Internal	Processing of Requests for Personnel Documents	immediate response to query. admirable! thanks
Internal	Processing of Requests for Personnel Documents	good personnel
Internal	Processing of Requests for Personnel Documents	make the restrooms more cleaner.
Internal	Processing of Requests for School Credentials (students of current school year)	Air Conditioned room & better wifi
Internal	Processing of Requests for School Credentials (students of current school year)	Aircon sa room haha /j
Internal	Processing of Requests for School Credentials (students of current school year)	AIRCON SA SECOND FLOOR OUTSIDE THE DOORS!!!
Internal	Processing of Requests for School Credentials (students of current school year)	Allow room hopping for educational purposes
Internal	Processing of Requests for School Credentials (students of current school year)	elevator
Internal	Processing of Requests for School Credentials (students of current school year)	Excellent service
Internal	Processing of Requests for School Credentials (students of current school year)	fast transaction
Internal	Processing of Requests for School Credentials (students of current school year)	Good service
Internal	Processing of Requests for School Credentials (students of current school year)	Good!
Internal	Processing of Requests for School Credentials (students of current school year)	its good
Internal	Processing of Requests for School Credentials (students of current school year)	Just the water
Internal	Processing of Requests for School Credentials (students of current school year)	More books (Sana okay lang rin kapag fictional)
Internal	Processing of Requests for School Credentials (students of current school year)	More fictional books
Internal	Processing of Requests for School Credentials (students of current school year)	Nothing else, thank you for your service.
Internal	Processing of Requests for School Credentials (students of current school year)	pabalik elevator flis
Internal	Processing of Requests for School Credentials (students of current school year)	perfect
Internal	Processing of Requests for School Credentials (students of current school year)	Thank you for being friendly to your client Ms Cindy Noche & Ms Jen
Internal	Processing of Requests for School Credentials (students of current school year)	Thank you for your service
Internal	Processing of Requests for School Credentials (students of current school year)	Very efficient & friendly staff. I will miss
Internal	Processing of Requests for School Credentials (students of current school year)	VERY GOOD SERVICE, WILL AVAIL AGAIN

Internal	Processing of Requests for School Credentials (students of current school year)	wow
Internal	Processing of Requests for School Credentials (students of current school year)	Sobrang bilis po magprocess ng request. Action Agad!!! We need a lot of efficient office in government service. Salamat po mga Mam
Internal	Processing of Requests for School Credentials (students of current school year)	Quick ACTION with results
Internal	Processing of Requests for School Credentials (students of current school year)	Just be polite and courteous and don't transfer a part of your job to others just for your own convenience. I received the files I requested but the staff (specifically Maam Lian Bautista and Sir Israel Padolina) were not courteous. I greeted everyone with a smile but no one responded. I only asked for the documents I requested but the staff transferred all the bulk of documents to me including those which I am not concerned with. They "tasked" me to distribute the files to other teachers as if not asking for a favor. They just said " para hindi magulo yung files sa amin (Ms Baustista)". It felt like they transferred their job to me. I would gladly do it for them if only they were courteous and polite in asking.
Internal	Processing of Requests for School Credentials (students of current school year)	Review every requested document first before releasing it
Internal	Processing of Requests for School Credentials (students of current school year)	Have direction
Internal	Processing of Requests for School Credentials (students of current school year)	What if yung CC nakadikit na direkta sa glass para kita talaga
Internal	Processing of Requests for School Credentials (students of current school year)	Just continue the efficient service. Para sa bayan!
Internal	Processing of Requests for School Credentials (students of current school year)	This is a major improvement compared to last S.Y.
Internal	Processing of Requests for School Credentials (students of current school year)	Provide online request system of documents.
Internal	Processing of Requests for School Credentials (students of current school year)	Online transactions thru email.
Internal	Processing of Requests for School Credentials (students of current school year)	none so far
Internal	Processing of Requests for School Credentials (students of current school year)	I have none. Thank you for the services!
Internal	Processing of Requests for School Credentials (students of current school year)	I dont really know
Internal	Processing of Requests for School Credentials (students of current school year)	Thank you for the friendly kind accomodation made our transaction
Internal	Processing of Requests for School Credentials (students of current school year)	I have none.
Internal	Processing of Requests for School Credentials (students of current school year)	I have none. Thank you for your services!
Internal	Processing of Requests for School Credentials (students of current school year)	I have none. Thank you for your services!
Internal	Processing of Requests for School Credentials (students of current school year)	Aircon labs
Internal	Processing of Requests for School Credentials (students of current school year)	Need to arrange the things inside the office
Internal	Processing of Requests for School Credentials (students of current school year)	None
Internal	Processing of Requests for School Credentials (students of current school year)	None
Internal	Processing of Requests for School Credentials (students of current school year)	none
Internal	Processing of Requests for School Credentials (students of current school year)	None. Thank you for your amazing service !
Internal	Processing of Requests for School Credentials (students of current school year)	None
Internal	Processing of Requests for School Credentials (students of current school year)	faster processing of grades
Internal	Processing of Requests for School Credentials (students of current school year)	none
Internal	Processing of Requests for School Credentials (students of current school year)	none
Internal	Processing of Requests for School Credentials (students of current school year)	none
Internal	Processing of Requests for School Credentials (students of current school year)	none
Internal	Processing of Requests for School Credentials (students of current school year)	none
Internal	Processing of Requests for School Credentials (students of current school year)	None
Internal	Processing of Requests for School Credentials (students of current school year)	none
Internal	Processing of Requests for School Credentials (students of current school year)	none
Internal	Processing of Requests for School Credentials (students of current school year)	n/a :)
Internal	Processing of Requests for School Credentials (students of current school year)	none
Internal	Processing of Requests for School Credentials (students of current school year)	none

Internal	Processing of Requests for School Credentials (students of current school year)	none
Internal	Processing of Requests for School Credentials (students of current school year)	none
Internal	Processing of Requests for School Credentials (students of current school year)	more streamlined method for getting signatures for request slip
Internal	Processing of Requests for School Credentials (students of current school year)	None.
Internal	Processing of Requests for School Credentials (students of current school year)	none
Internal	Processing of Requests for School Credentials (students of current school year)	None
Internal	Processing of Requests for School Credentials (students of current school year)	none
Internal	Processing of Requests for School Credentials (students of current school year)	None
Internal	Processing of Requests for School Credentials (students of current school year)	none
Internal	Processing of Requests for School Credentials (students of current school year)	none
Internal	Processing of Requests for School Credentials (students of current school year)	none
Internal	Processing of Requests for School Credentials (students of current school year)	NONE
Internal	Processing of Requests for School Credentials (students of current school year)	None
Internal	Processing of Requests for School Credentials (students of current school year)	none
Internal	Processing of Requests for School Credentials (students of current school year)	thank you for helping me
Internal	Processing of Requests for School Credentials (students of current school year)	None
Internal	Processing of Requests for School Credentials (students of current school year)	None
Internal	Processing of Requests for School Credentials (students of current school year)	None
Internal	Processing of Requests for School Credentials (students of current school year)	none dabest
Internal	Processing of Requests for School Credentials (students of current school year)	none
Internal	Processing of Requests for School Credentials (students of current school year)	None
Internal	Processing of Requests for School Credentials (students of current school year)	Ok na
Internal	Processing of Requests for School Credentials (students of current school year)	Keep being responsive :)
Internal	Processing of Requests for School Credentials (students of current school year)	Keep up the Good Work
Internal	Processing of Requests for School Credentials (students of current school year)	N/A (10)
Internal	Processing of Requests for School Credentials (students of current school year)	None (5)
Internal	Processing of Requests for School Credentials (students of current school year)	Reliable
Internal	Processing of Requests for School Credentials (students of current school year)	Dili kaayo visible sa mga tao kay mura lang shag dili sha office kon dili kaayo makita ang sign
Internal	Processing of Requests for School Credentials (students of current school year)	N/A
Internal	Processing of Requests for School Credentials (students of current school year)	The staff is accomodating.
Internal	Processing of Requests for School Credentials (students of current school year)	The accounting staff is considerate and responsive.
Internal	Processing of Requests for School Credentials (students of current school year)	very respnsive
Internal	Others (Internal)	*Accommodating and considerate *welcoming *elevator *additional personnel and sockets
Internal	Others (Internal)	☺
Internal	Others (Internal)	🤗🤗
Internal	Others (Internal)	😭
Internal	Others (Internal)	ac plz
Internal	Others (Internal)	Accommodating, efficient service
Internal	Others (Internal)	Add elevator on friday
Internal	Others (Internal)	Add more literary (filipino) books such as Lualhati Bautista's books [Dekada 70, Desaparisiaos]
Internal	Others (Internal)	Add more staff po sa library, work overload na si maam
Internal	Others (Internal)	additional socket please and ty ma'am georgina for letting us take a video po.
Internal	Others (Internal)	Additional sockets, AC extension until 5pm.

Internal	Others (Internal)	Agyaman unay iti anus mo, Sir Romel! God bless you always
Internal	Others (Internal)	aircon
Internal	Others (Internal)	aircon every room
Internal	Others (Internal)	Aircon until 5pm
Internal	Others (Internal)	Aircon, Free Wifi Great :)
Internal	Others (Internal)	All Good
Internal	Others (Internal)	All of the personnel are beautiful and nice and they are one of the best in school.
Internal	Others (Internal)	Already satisfied but there,Äôs something missing
Internal	Others (Internal)	Already satisfied but there's something missing
Internal	Others (Internal)	Amazing
Internal	Others (Internal)	Approachable/accommodating personnel
Internal	Others (Internal)	Approving dorm hopping
Internal	Others (Internal)	Bawasan niyo na po work ni Mam Jenyfer, naawa na po ako
Internal	Others (Internal)	Beautiful! Great!
Internal	Others (Internal)	best librarians, elevator please, more socket
Internal	Others (Internal)	Best office
Internal	Others (Internal)	Best office in PSHS
Internal	Others (Internal)	better communication
Internal	Others (Internal)	big clock for time
Internal	Others (Internal)	board games
Internal	Others (Internal)	Brighter reading areas
Internal	Others (Internal)	Bring back elevator po pls
Internal	Others (Internal)	card games
Internal	Others (Internal)	Charging ports
Internal	Others (Internal)	commendable for outstanding librarian, ma'am we love the library, paopen po elevator pls. huhu
Internal	Others (Internal)	complete & clear service process!
Internal	Others (Internal)	complete service
Internal	Others (Internal)	Continue the good work
Internal	Others (Internal)	continue the good work po
Internal	Others (Internal)	Dorm wifi especially 213
Internal	Others (Internal)	Earlier Aircon because it is too hot
Internal	Others (Internal)	Earlier aircon, elevator
Internal	Others (Internal)	Easy transaction
Internal	Others (Internal)	efficient & smooth transaction, 5 stars
Internal	Others (Internal)	Efficient and effective responder of queries
Internal	Others (Internal)	Efficient Service
Internal	Others (Internal)	Elevator
Internal	Others (Internal)	elevator
Internal	Others (Internal)	Elevator & AC until 5pm
Internal	Others (Internal)	Elevator & Charging Ports
Internal	Others (Internal)	Elevator & sockets (more pls)
Internal	Others (Internal)	Elevator & until 5pm AC
Internal	Others (Internal)	elevator aircon 2nd floor
Internal	Others (Internal)	Elevator and AC until 5pm
Internal	Others (Internal)	elevator is not available
Internal	Others (Internal)	Elevator on every Friday
Internal	Others (Internal)	elevator on Friday

Internal	Others (Internal)	elevator on fridays
Internal	Others (Internal)	Elevator please
Internal	Others (Internal)	elevator please
Internal	Others (Internal)	elevator please !!!
Internal	Others (Internal)	Elevator please:)
Internal	Others (Internal)	elevator pls
Internal	Others (Internal)	Elevator pls & more sockets
Internal	Others (Internal)	elevator pls and more selection of fantasy books like narnia harry potter etc.
Internal	Others (Internal)	Elevator pls since lib is too far
Internal	Others (Internal)	elevator pls! overall great ambience
Internal	Others (Internal)	elevator pls. more socket sa taas at baba
Internal	Others (Internal)	elevator po please
Internal	Others (Internal)	Elevator, extra sockets, AC extension
Internal	Others (Internal)	Elevators every clearance day
Internal	Others (Internal)	Elevators on Friday/Clearance Day
Internal	Others (Internal)	excellent :)
Internal	Others (Internal)	excellent service
Internal	Others (Internal)	Excellent service
Internal	Others (Internal)	excellent!
Internal	Others (Internal)	Excellent!
Internal	Others (Internal)	Extension of aircon, more sockets
Internal	Others (Internal)	extension of school AC until 5pm, additional sockets
Internal	Others (Internal)	fast
Internal	Others (Internal)	Fast & Accommodating. Pls elevator and aircon love ma'am Gina!
Internal	Others (Internal)	Fast processing of requests
Internal	Others (Internal)	fast response
Internal	Others (Internal)	Fast service
Internal	Others (Internal)	fast service, communication
Internal	Others (Internal)	fast services, kudos!
Internal	Others (Internal)	fast transaction
Internal	Others (Internal)	Fast transaction
Internal	Others (Internal)	fast transaction, very approachable, and easy
Internal	Others (Internal)	Fast transactions, no further action needed
Internal	Others (Internal)	faster registration
Internal	Others (Internal)	Fix CRs
Internal	Others (Internal)	Fix elevator pls.
Internal	Others (Internal)	fix the cupholchers pls
Internal	Others (Internal)	Flandez
Internal	Others (Internal)	FLUSH MAAM
Internal	Others (Internal)	Free internet no sign up
Internal	Others (Internal)	Free/available elevator on Fridays
Internal	Others (Internal)	Friday elevator
Internal	Others (Internal)	Friday elevator for auditorium and library
Internal	Others (Internal)	Friendly and responsive.
Internal	Others (Internal)	Fst transactions.
Internal	Others (Internal)	get a sleep corner
Internal	Others (Internal)	Get another copy of HTML5 by Kris Jamsa
Internal	Others (Internal)	good

Internal	Others (Internal)	good
Internal	Others (Internal)	Good
Internal	Others (Internal)	Good
Internal	Others (Internal)	Good
Internal	Others (Internal)	Good
Internal	Others (Internal)	Good
Internal	Others (Internal)	Good
Internal	Others (Internal)	good
Internal	Others (Internal)	Good
Internal	Others (Internal)	good
Internal	Others (Internal)	Good
Internal	Others (Internal)	Good :)
Internal	Others (Internal)	good :)
Internal	Others (Internal)	Good :)
Internal	Others (Internal)	good :)
Internal	Others (Internal)	good and excellent service
Internal	Others (Internal)	good job
Internal	Others (Internal)	Good Job!
Internal	Others (Internal)	Good Job! Keep up the good work!
Internal	Others (Internal)	Good service
Internal	Others (Internal)	Good service
Internal	Others (Internal)	Good service
Internal	Others (Internal)	Good service
Internal	Others (Internal)	Good service
Internal	Others (Internal)	Good so far no need
Internal	Others (Internal)	Good!
Internal	Others (Internal)	great
Internal	Others (Internal)	He is always cheerful & accommodating
Internal	Others (Internal)	However, noise is very evident in the first floor.
Internal	Others (Internal)	I am already satisfied with the services provided.
Internal	Others (Internal)	I am pleased with the Library Unit's service.
Internal	Others (Internal)	I am satisfied with the service availed.
Internal	Others (Internal)	I heart maam tina
Internal	Others (Internal)	I love ma'am Gina & wifi voucher very fast transaction!! SO fun
Internal	Others (Internal)	i love maam joy
Internal	Others (Internal)	i love the library
Internal	Others (Internal)	I love the service perfect 100% library. I love Maam Georgina's service
Internal	Others (Internal)	I recommend doing your SCALE here.
Internal	Others (Internal)	I want soduko & some board games
Internal	Others (Internal)	I wish the elevator will be fixed already to make the library more accessible
Internal	Others (Internal)	I'm already satisfied
Internal	Others (Internal)	If it has more books that is what we want to learn, it would make much easier
Internal	Others (Internal)	Internal
Internal	Others (Internal)	Is okay
Internal	Others (Internal)	Is okay po
Internal	Others (Internal)	Is okay po haha

Internal	Others (Internal)	Is okay po😘
Internal	Others (Internal)	Is okay poüòò
Internal	Others (Internal)	it so amazing here
Internal	Others (Internal)	It's okay pi
Internal	Others (Internal)	It's okay po haha
Internal	Others (Internal)	It's okay po maam
Internal	Others (Internal)	It's okay po mwahh
Internal	Others (Internal)	Its okay po
Internal	Others (Internal)	Just make sure to maintain every thing because in my opinion its already perfect
Internal	Others (Internal)	keeo up the good work, and thank you ma'am faye
Internal	Others (Internal)	Keep it uo
Internal	Others (Internal)	keep it up
Internal	Others (Internal)	Keep it up
Internal	Others (Internal)	Keep it up thank you for fast service
Internal	Others (Internal)	keep it up!
Internal	Others (Internal)	Keep it Up!
Internal	Others (Internal)	keep it up!
Internal	Others (Internal)	keep it up! God bless
Internal	Others (Internal)	Keep smiling! T.Y.
Internal	Others (Internal)	Keep up
Internal	Others (Internal)	keep up the good work
Internal	Others (Internal)	keep up the good work.
Internal	Others (Internal)	Labyu maam Gina thank you for your service <33
Internal	Others (Internal)	Librarian is approachable & nice.
Internal	Others (Internal)	library is orderly and peaceful, conducive for studying
Internal	Others (Internal)	Listen more to customer feedback, respond faster to concerns, and keep updating products or services to match current needs.
Internal	Others (Internal)	log in/out & wifi voucher does not work well
Internal	Others (Internal)	Logging online and elevator availability needs to be improved, make wifi more accessible and easier
Internal	Others (Internal)	longer hours for using wife per code. wonderful service
Internal	Others (Internal)	longer time on wifi vouchers
Internal	Others (Internal)	Ma'am Cindy is very patient
Internal	Others (Internal)	ma'am georgina helped me very much, thank you ma'am!
Internal	Others (Internal)	ma'am georgina was very welcoming and helped us with our cconcerns
Internal	Others (Internal)	Ma'am Gina is easy to deal & approach! Keep it up ma'am!
Internal	Others (Internal)	Ma'am mas maganda sa last location, ang inconvenient ng new location
Internal	Others (Internal)	ma'am was very helpful and guided us throughout
Internal	Others (Internal)	Maam Georgina is very helpful. She's the best
Internal	Others (Internal)	Mabilis po ang serbisyo. Thank you Ma'am Georgina.
Internal	Others (Internal)	Maintain everything because in my opinion everything is already perfect
Internal	Others (Internal)	make elevator work pls
Internal	Others (Internal)	Make library more strict in noise please.
Internal	Others (Internal)	make study period last longer please
Internal	Others (Internal)	make the elevator more available

Internal	Others (Internal)	Make transaction quicker please
Internal	Others (Internal)	Make transactions like this faster please
Internal	Others (Internal)	mas maganda dating clinic
Internal	Others (Internal)	More active
Internal	Others (Internal)	More aircons even though it's already cold :)
Internal	Others (Internal)	more ballpen
Internal	Others (Internal)	more board games
Internal	Others (Internal)	More board games, more aircon, more bean bags :)
Internal	Others (Internal)	More books po pls. Pls allow the students to recommend books
Internal	Others (Internal)	More books, thankful for ma'am Georgina (so accommodating and approachable)
Internal	Others (Internal)	more charging ports
Internal	Others (Internal)	More electrical outlets
Internal	Others (Internal)	more facilities and elevator please
Internal	Others (Internal)	more games
Internal	Others (Internal)	more games like uno
Internal	Others (Internal)	More happy
Internal	Others (Internal)	More library time with faster transaction
Internal	Others (Internal)	More opportunities to ask guidance.
Internal	Others (Internal)	More options for 21st century fiction books
Internal	Others (Internal)	More outlets
Internal	Others (Internal)	More seats and tables
Internal	Others (Internal)	More silent & more sockets
Internal	Others (Internal)	more socket please
Internal	Others (Internal)	More sockets
Internal	Others (Internal)	more sockets
Internal	Others (Internal)	more sockets po!!
Internal	Others (Internal)	More sockets po.
Internal	Others (Internal)	More sockets, more pillows, comic books, game of the generals
Internal	Others (Internal)	More sockets, more pillows, ibalik ang bean bags sa itaas, board games
Internal	Others (Internal)	More sockets. Generally love the atmosphere sa library.
Internal	Others (Internal)	Ms. Georgina is very approachable and accomodating. She's always checking on us if there is anything we need. Always making sure that we are taken cared off.
Internal	Others (Internal)	My request for the approval of my reimbursements for NBW 2025 and Annual Medical-dental examination, dated Nov 25, are received with the very approachable secretary of OCD, Ms. Yen. Thank you for the great service also to ma'am Mary Grace Navarro, our Campus Director.
Internal	Others (Internal)	NA good aircon i like it
Internal	Others (Internal)	NA, so amazing so good, so smooth so safe
Internal	Others (Internal)	Nice
Internal	Others (Internal)	nice
Internal	Others (Internal)	nice ambiance, locked in well for reqs
Internal	Others (Internal)	Nice place. Good service
Internal	Others (Internal)	Nice service
Internal	Others (Internal)	Nice service and experience po.
Internal	Others (Internal)	nice, elevator
Internal	Others (Internal)	nice!
Internal	Others (Internal)	Nice!
Internal	Others (Internal)	no cc in clinic

Internal	Others (Internal)	no feedback, fast transaction
Internal	Others (Internal)	No suggestions because its okay as it is
Internal	Others (Internal)	none po and hopefully its very nice
Internal	Others (Internal)	none so far. Thank you very much!
Internal	Others (Internal)	None, it's already good
Internal	Others (Internal)	None, it's already good
Internal	Others (Internal)	none, the service was good
Internal	Others (Internal)	None, they have the best guidance personnel and are the nicest. They have the best services and I love it.
Internal	Others (Internal)	none, very nice.
Internal	Others (Internal)	None. Fast transactions as always.
Internal	Others (Internal)	None. Keep going
Internal	Others (Internal)	none. Thank you!
Internal	Others (Internal)	none. very accommodating
Internal	Others (Internal)	nothing else, ty!
Internal	Others (Internal)	nurse mclaren and abby provided excellent care :) wifi please
Internal	Others (Internal)	okay :)
Internal	Others (Internal)	Okay na po love you all mwahh
Internal	Others (Internal)	Online AdSlip, more ballpens
Internal	Others (Internal)	open elevator please
Internal	Others (Internal)	pakibalik elevator po please
Internal	Others (Internal)	paopen po elevator please huhu
Internal	Others (Internal)	Patient and accommodating
Internal	Others (Internal)	paunahin mga 6-7 hrs byahe especially kapag required umuwi lahat ng dormers po :))
Internal	Others (Internal)	Perfect
Internal	Others (Internal)	perfect
Internal	Others (Internal)	Perfect librarian
Internal	Others (Internal)	Please elevator
Internal	Others (Internal)	Please fix elevator
Internal	Others (Internal)	Please get another copy of HTML 5
Internal	Others (Internal)	pls elevator, games, more books
Internal	Others (Internal)	Pls give more water to the east wing bathroom 2nd floor
Internal	Others (Internal)	Pogi ako
Internal	Others (Internal)	prim & proper
Internal	Others (Internal)	Processing of my Reimbursements are fast and Ma'am Sandrea Ana's Service is highly appreciated. Thank you ma'am Ana.
Internal	Others (Internal)	prompt
Internal	Others (Internal)	prompt action & very accommodating personnel
Internal	Others (Internal)	prompt feedback
Internal	Others (Internal)	prompt response & very accommodating!
Internal	Others (Internal)	Prompt response. Kudos!
Internal	Others (Internal)	prompt response/action & approachable personnel. Kudos!
Internal	Others (Internal)	Prompt!
Internal	Others (Internal)	purchase supplies in advance pls. Anyway, fast transaction.
Internal	Others (Internal)	Repair elevator
Internal	Others (Internal)	Repair elevator, breathless, unable to study
Internal	Others (Internal)	Repair elevator, my feet hurts
Internal	Others (Internal)	Repair elevator, nakakasakal and nakakapagod, extra sockets

Internal	Others (Internal)	repair toilet flush mechanism (in some toilets)
Internal	Others (Internal)	Salamat po sa service ma'am Georgina!
Internal	Others (Internal)	See you when I see you again, sir Romel! Ingat lagi & always drive safety!
Internal	Others (Internal)	send an email to the borrower at least 2 days before the due date/deadline of returning the book/s
Internal	Others (Internal)	service is fast
Internal	Others (Internal)	Service was great
Internal	Others (Internal)	Set the wifi in the dorm where others can accessing their room
Internal	Others (Internal)	she is good but strict!
Internal	Others (Internal)	should have better and more efficient way of getting gatepass.
Internal	Others (Internal)	so good
Internal	Others (Internal)	sockets
Internal	Others (Internal)	Sockets, recreational area
Internal	Others (Internal)	sockets/outlets in 2nd floor
Internal	Others (Internal)	strong internet
Internal	Others (Internal)	Strong internet
Internal	Others (Internal)	sure
Internal	Others (Internal)	Thank for your services to Julyna while she's on her journey in Pisay. Though her journey is very challenging but her growth and success is very meaningful for her as one of the alternate scholars on her batch... Kudos to PSHS IRC!
Internal	Others (Internal)	Thank u
Internal	Others (Internal)	thank you
Internal	Others (Internal)	Thank you and keep it up.
Internal	Others (Internal)	thank you dor the service.
Internal	Others (Internal)	Thank you for a very fast and convenient transaction.
Internal	Others (Internal)	Thank you for accommodating us.
Internal	Others (Internal)	Thank you for being accommodating & understanding Sir. Your TRUST to me is highly appreciated.
Internal	Others (Internal)	Thank you for fast service & for being approachable
Internal	Others (Internal)	Thank you for helping me borrow a book ma'am Georgina!!
Internal	Others (Internal)	Thank you for maintaining the quiet environment in the library ma'am Georgina! Kudos to your unending dedication of serving us...
Internal	Others (Internal)	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 (Internal)	Thank you for the fast ransacion & good service
Internal	Others (Internal)	Thank you for the fast service
Internal	Others (Internal)	thank you for the fast service
Internal	Others (Internal)	Thank you for the fast service & response to our request. I highly appreciated!
Internal	Others (Internal)	Thank you for the fast service ma'am Georgina
Internal	Others (Internal)	thank you for the fast service on my request. Kudos ma'am Grace!
Internal	Others (Internal)	thank you for the fast services sir Rodel & sir Christian
Internal	Others (Internal)	Thank you for the fast services. Kudos Sir Christian A.!
Internal	Others (Internal)	Thank you for the fast transaction even online via messenger ma'am Sheena and ma'am Lea.
Internal	Others (Internal)	Thank you for the fast transaction of my request & for being approachable sir Josh! Kudos!
Internal	Others (Internal)	Thank you for the fast transaction.
Internal	Others (Internal)	Thank you for the good service
Internal	Others (Internal)	Thank you for the good service & fast transaction ma'am Vangie. Kudos!

Internal	Others (Internal)	Thank you for the good service through ma'am Crizel. Thank you Sir Ardean for the great service.
Internal	Others (Internal)	thank you for the great monitor.
Internal	Others (Internal)	Thank you for the great service and assistance during the event. Kudos to sir JR and sir Christian!
Internal	Others (Internal)	Thank you for the great service ma'am G!
Internal	Others (Internal)	Thank you for the great services Maam Vangie & Maam Joy
Internal	Others (Internal)	Thank you for the patience...
Internal	Others (Internal)	Thank you for the quiet ambiance of the library, it helps a lot!
Internal	Others (Internal)	Thank you for the quiet environment:)
Internal	Others (Internal)	thank you for the service
Internal	Others (Internal)	Thank you for the services.
Internal	Others (Internal)	Thank you for very responsive to my request for library. Kudos for the great service you are providing to us!
Internal	Others (Internal)	Thank you for your good service. Kudos! Merry Christamas
Internal	Others (Internal)	Thank you for your great great service. Your extra effort in communicating about the updates of my reimbursement docs, is highly appreciated and commendable sir Joshua.
Internal	Others (Internal)	Thank you for your service and very accommodating Personnels
Internal	Others (Internal)	Thank you for your service. God bless you always!
Internal	Others (Internal)	Thank you Gina!
Internal	Others (Internal)	Thank you Ma'am Alo for being supportive and helpful as always. No suggestions, just commendation ❤️
Internal	Others (Internal)	thank you ma'am crizel for the fast service
Internal	Others (Internal)	Thank you Ma'am Faye
Internal	Others (Internal)	Thank you ma'am Faye!
Internal	Others (Internal)	Thank you Ma'am Faye. Keep up the good work.
Internal	Others (Internal)	Thank you ma'am Georgina for the great service:))
Internal	Others (Internal)	Thank you ma'am Georgina for the quiet place!
Internal	Others (Internal)	Thank you Ma'am Georgina for the very accommodating and fast services.
Internal	Others (Internal)	Thank you Ma'am Georgina for your great service.
Internal	Others (Internal)	Thank you ma'am Georgina, for the online service to my research reference needs.
Internal	Others (Internal)	Thank you ma'am Gina!
Internal	Others (Internal)	Thank you ma'am Vangie for the service regarding my inquiries and informing me details online via messenger.
Internal	Others (Internal)	Thank you ma'am Yen!
Internal	Others (Internal)	Thank you Ma'am!
Internal	Others (Internal)	Thank you Ma'am. Best librarian po
Internal	Others (Internal)	thank you maam abby
Internal	Others (Internal)	Thank you maam ana for the fast service. kudos!
Internal	Others (Internal)	Thank you maam for assistance and fast service
Internal	Others (Internal)	thank you maam georgina for being accommodating and for the fast service :))))
Internal	Others (Internal)	Thank you maam Lagua for the fast services & help regarding my AP. Kudos!
Internal	Others (Internal)	Thank you maam, ang bait niyo (Miss Peregrine's Home for the Peculiar by Ransom Riggs)
Internal	Others (Internal)	Thank you manen kuys! Agan anus ka latta
Internal	Others (Internal)	Thank you more power
Internal	Others (Internal)	Thank you more power
Internal	Others (Internal)	thank you more power!!!
Internal	Others (Internal)	Thank you Ms. Ana Baldemoro
Internal	Others (Internal)	Thank you po

Internal	Others (Internal)	Thank you po for the fast transactions.
Internal	Others (Internal)	Thank you po ma'am for your great service! You are a big help to us.:)
Internal	Others (Internal)	Thank you po ma'am Georgina for the fast transactions and your service is a great help to us.:)
Internal	Others (Internal)	Thank you po ma'am Georgina, for the great experiences while doing the SCALE service, creativity, and leadership. It honed my skills and leadership within me.
Internal	Others (Internal)	Thank you po ma'am Gina for being very accommodating to our needs. Love you, ma'am!
Internal	Others (Internal)	Thank you po Ma'am Sandrea Ana for the great service.
Internal	Others (Internal)	Thank you po maam Georgina for the great service!
Internal	Others (Internal)	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 (Internal)	thank you po.
Internal	Others (Internal)	Thank you sir jipsy for the fast transaction and very accommodating service.
Internal	Others (Internal)	thank you sir Joshua for the approachable and fast transaction.
Internal	Others (Internal)	Thank you Sir Rodel for the fast response to my request. Kudos for the awesome service!
Internal	Others (Internal)	thank you sir! very prompt as always :)
Internal	Others (Internal)	Thank you so much :)
Internal	Others (Internal)	Thank You so much!
Internal	Others (Internal)	Thank you ti anus mo kanyak ma'am. See you when I see You again. God bless you always ma'am!
Internal	Others (Internal)	Thank you very much for the fast transaction and very accommodating ma'am Gemma.
Internal	Others (Internal)	thank you woohoo woohoo
Internal	Others (Internal)	Thank you, Georgina, for the fast transaction and good service.
Internal	Others (Internal)	Thank you, Ma'am for accommodating us.
Internal	Others (Internal)	Thank you, Ma'am Georgina for accommodating us and serving us.
Internal	Others (Internal)	Thank you, Ma'am Grace, for being supportive, understanding, and considerate of us employees, especially when it comes to our health and family matters.
Internal	Others (Internal)	Thank you, Ma'am Krizza, for the service regarding my inquiries about the editable market scoping form. Sending it to my email as requested via Messenger is highly appreciated.
Internal	Others (Internal)	Thank you, more power!
Internal	Others (Internal)	Thank you, Sir Joshua, for the service regarding my inquiries about some documents for submission or attachment of reimbursement and AP details through online via messenger.
Internal	Others (Internal)	Thank you!
Internal	Others (Internal)	Thank You!
Internal	Others (Internal)	Thank You!
Internal	Others (Internal)	thank you!
Internal	Others (Internal)	Thank You!

Internal	Others (Internal)	thank you!
Internal	Others (Internal)	thank you!
Internal	Others (Internal)	Thank you.
Internal	Others (Internal)	Thank you.
Internal	Others (Internal)	Thanks for the ride I really apreciate it po
Internal	Others (Internal)	Thanks kuya, God bless you always. Anus lang!
Internal	Others (Internal)	Thanks Ma'am Georgina for the great service!
Internal	Others (Internal)	The best of the best talaga ang Guidance Office.
Internal	Others (Internal)	the best office!!
Internal	Others (Internal)	The guidance is a really nice place, it's relaxing and it has fun games. Ma'am Glyza, Ma'am Alex and Ma'am Vanz are really nice, if you have problems they can comfort you and give you advice. There are also books and in the bulletin board there are quotes and it's comforting and reassuring. If you're feeling hot, it's really cold here. I suggest that there should be fun entertaining fidget boards for those who have anxiety and we can reactive bulletin boards like we can put quotes and etc. Yes, thank you!
Internal	Others (Internal)	The guidance is so cold, fun and the teachers/staff are super helpful, fun and kind!
Internal	Others (Internal)	The librarian is very accommodating.
Internal	Others (Internal)	The librarians are easy to talk to.
Internal	Others (Internal)	the service is satisfactory
Internal	Others (Internal)	The service was very good.
Internal	Others (Internal)	The support and service were all well-provided.
Internal	Others (Internal)	There should be more ventilation in the library because it gets uncomfortably hot inside. Improving airflow would make the space much more comfortable for everyone using it.
Internal	Others (Internal)	thnknyiu
Internal	Others (Internal)	Till next time, thank you
Internal	Others (Internal)	Transaction is fast and librarian is approachable
Internal	Others (Internal)	Ty ma'am georgina for letting me sleep after studying
Internal	Others (Internal)	Ty maam for allowing us to review (kahit medyo maingay) hehe
Internal	Others (Internal)	Ver Excellent
Internal	Others (Internal)	very accommodating of library services and refreshing personnel, very comfortable to stay:)
Internal	Others (Internal)	Very accommodating to every student with diverse learning habits. Maam Georgina helped me in completing my SCALE and teaching me activities in the library
Internal	Others (Internal)	Very accomodating staff!
Internal	Others (Internal)	Very approachable & prompt response/accommodating! Kudos!
Internal	Others (Internal)	Very approachable and very fast service
Internal	Others (Internal)	Very approachable, fast transaction
Internal	Others (Internal)	Very approachable!
Internal	Others (Internal)	Very Caring
Internal	Others (Internal)	Very detailed instructions
Internal	Others (Internal)	very fast 5 stars
Internal	Others (Internal)	Very fast transaction & very approachable librarian, more variety of books
Internal	Others (Internal)	very friendly and approachable
Internal	Others (Internal)	Very good
Internal	Others (Internal)	very good
Internal	Others (Internal)	Very Good Ma'am Cindy

Internal	Others (Internal)	very good service
Internal	Others (Internal)	Very good service
Internal	Others (Internal)	Very Good Service
Internal	Others (Internal)	very good service, will comeback again :P
Internal	Others (Internal)	Very good service!
Internal	Others (Internal)	Very Good Service! :)
Internal	Others (Internal)	Very good service. Applause to maam Cindy
Internal	Others (Internal)	Very Good Service. Clinic is Clean
Internal	Others (Internal)	Very good service. World Class
Internal	Others (Internal)	very good servie. Gave tips to be compliant. Both librarians are very kind. More power outlets
Internal	Others (Internal)	very good!
Internal	Others (Internal)	very inconvenient, wala akong sink na masukaan, at pagwashan ng face during nosebleed. Drinking water is too far and people crowd it, thus I was unable to drink. Its very tragic.
Internal	Others (Internal)	very peaceful
Internal	Others (Internal)	very peaceful library
Internal	Others (Internal)	Very professional and clean
Internal	Others (Internal)	very prompt
Internal	Others (Internal)	Very prompt response/action & accomodating personnel. Kudos!
Internal	Others (Internal)	Very prompt service
Internal	Others (Internal)	Very Prompt!
Internal	Others (Internal)	Very responsive & approachable as always! Kudos!
Internal	Others (Internal)	Very responsive/prompt/action/response
Internal	Others (Internal)	VG!
Internal	Others (Internal)	VG! Service VG! Ma'am Cindy :)
Internal	Others (Internal)	Wala naman na Basta Yung door ng stall sa bathroom
Internal	Others (Internal)	Welcoming and accomodating
Internal	Others (Internal)	When elevator pls
Internal	Others (Internal)	wifi and outlet pls
Internal	Others (Internal)	wifi code voucher always xpired, pens don't work
Internal	Others (Internal)	wifi please
Internal	Others (Internal)	wifi voucher is often expired/not working
Internal	Others (Internal)	wow
Internal	Others (Internal)	Wow, I felt very productive
Internal	Others (Internal)	wow! amazing!
Internal	Others (Internal)	very good
Internal	Others (Internal)	Thank you sir Ricky
Internal	Others (Internal)	Thank you sir
Internal	Others (Internal)	Thank you po
Internal	Others (Internal)	Best Nurses!
Internal	Others (Internal)	The Registrar is very kind & accomodating. Thank you keep iup the good work.
Internal	Others (Internal)	Please inform the accountant for the status of request of the parent for installment of scholarship refund (for the recording of Other Receivable and preparation of Order of Payment).
Internal	Others (Internal)	None. Good job as always!
Internal	Others (Internal)	NO HR PERSONNEL TO ATTEND TO INQUIRY... HR OFFICE ALWAYS ABSENT. NOT RETURNING CALLS
Internal	Others (Internal)	BE MORE APPROACHABLE
Internal	Others (Internal)	Thank you for the efficient service

Internal	Others (Internal)	Maam Bennie is the best.
Internal	Others (Internal)	Can there be another plantilla item for nurse so that there will be 2 nurses in the campus or assistant of the nurse considering the total number of population in the campus both for the students and employees. Please consider this suggestion. Thank you.
Internal	Others (Internal)	Hindi bagay yung eval sa event kahapon.
Internal	Others (Internal)	Thanks po Nurse Megie
Internal	Others (Internal)	reliable and quick to respond to customer's needs
Internal	Others (Internal)	keep up the good work
Internal	Others (Internal)	The ITU staff are all responsive
Internal	Others (Internal)	very fast transaction
Internal	Others (Internal)	I think the service is great
Internal	Others (Internal)	thank you for the unwavering support and technical expertise during our events. Your efficient setup and on the spot troubleshooting ensured everything ran smoothly from start to finish
Internal	Others (Internal)	thank you for being accommodating. Highly appreciated po.
Internal	Others (Internal)	very prompt in attending job requests
Internal	Others (Internal)	I truly appreciate the IT team's responsiveness and professionalism throughout our evn preparations and. Your behind the scenes work made a significant impact on the event's success
Internal	Others (Internal)	ITU is always professional, communicates beforehand to identify their technical and device preps. Working quietly at the back and with a loud impact to the entire activity. Always grateful to this 3-man unit
Internal	Others (Internal)	accommodating and provides generous assistance. Thank you very much
Internal	Others (Internal)	ITU made the work easier with the vehicle app. I commend the innovative-functional initiative. Kudos. Salamat po sa palaging mabilis na action sa mga needs ng mga bata, BAC and Music team.
Internal	Others (Internal)	GSU staff deserve plantilla item; innovation on other GSU requests like for vehicle requests
Internal	Others (Internal)	Staff was available and accommodating.
Internal	Others (Internal)	MASIPAG, MAASAHAN, MABILIS ANG AKSYON AT MABAIT (SILANG 2 :)
Internal	Others (Internal)	Thank you!
Internal	Others (Internal)	Very pleasant to transact with.
Internal	Others (Internal)	Maam Cj and Maam Jane are always very supportive of GCU activities and we feel it every time we transact from their office.
Internal	Others (Internal)	Ms. Aila and Ms. Sally are both reliable and efficient
Internal	Others (Internal)	Thank you Ma'am Sally
Internal	Others (Internal)	Good Job!
Internal	Others (Internal)	Mabait po si Ma'am Sally at Aila. Thank you!
Internal	Others (Internal)	Thank you for your service! I greatly appreciate it!
Internal	Others (Internal)	They were not able to help me find my missing item. It also takes them several months to look for it
Internal	Others (Internal)	More Sofas
Internal	Others (Internal)	More kids books in book swap
Internal	Others (Internal)	Remove the haircut policy
Internal	Others (Internal)	Excellent initiative by the GCU to update the school's collection of local references.
Internal	Others (Internal)	Responsive to request.
Internal	Others (Internal)	Please double check submissions before approval to avoid repeating work. Thank you.
Internal	Others (Internal)	Payslips should reflect what employees actually receive — accuracy is more important than expediency
Internal	Others (Internal)	Please indicate the number of copies of documents that is needed based on the announcement to avoid wasting resources and time. Thank you!
Internal	Others (Internal)	Please be kind and considerate in responding to your clients, not all of us can remember your office's processes in one sitting. It does not cause you anything to be polite when answering to your clients.

Internal	Others (Internal)	Quick in answering question when neededThank you so much for the very responsive and fast transaction
Internal	Others (Internal)	Very accommodating
Internal	Others (Internal)	Assistance was fast and very helpful
Internal	Others (Internal)	There are instances when employee benefits are delayed, and the reason seems to be prioritizing procedural ease on the office side rather than considering valid circumstances such as official business. This results in employees feeling deprived of their statutory benefits. It may help if processes could be more flexible and responsive to ensure fairness.
Internal	Others (Internal)	Reliable and quick
Internal	Others (Internal)	I respectfully suggest that documents routed or submitted even a few minutes before the end of office hours (5:00PM) should still be received (as per CSC MC No. 14, s.1991).
Internal	Others (Internal)	Thank you po Ma'am Gail for your prompt response sa request ko
Internal	Others (Internal)	Thank you for the very fast transactions.
Internal	Others (Internal)	First and foremost, I would like to clarify that this feedback is intended not as a personal criticism but as an honest observation meant to support improvement. If this input is received through the lens of growth and development, it can contribute positively to our collective goals. However, if viewed otherwise, it might be misconstrued as a personal issue, which is not the intent.
Internal	Others (Internal)	Have visible CC
Internal	Others (Internal)	It has been eight years since the establishment of PSHS-MRC, and yet key processes such as the encoding of grades and other administrative tasks continue to be done manually. This manual approach significantly affects efficiency and increases the risk of errors. Moreover, it appears that the ICT group does not have a clear plan or roadmap for improving and automating these essential processes. In today's fast-paced and technology-driven environment, having a strategic plan for digital transformation and process automation is crucial for institutional growth and improved service delivery. I believe that developing and implementing a comprehensive ICT plan will greatly enhance the productivity of our team and improve overall operations. I hope this feedback encourages a reassessment of current practices and the adoption of more efficient technological solutions.
Internal	Others (Internal)	Easy to transact with specially when the transaction needs approval
Internal	Others (Internal)	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 (Internal)	Mr. Aragones & Mr. Gonzaga are very efficient and quick to response when their services and needed. They are commendable.
Internal	Others (Internal)	Thank you Ma'am Jeany
Internal	Others (Internal)	Thank you ma'am
Internal	Others (Internal)	The office assistant is very helpful & welcoming
Internal	Others (Internal)	Thank you Ma'am Jeany!Fighting!
Internal	Others (Internal)	Thank you for the efficient delivery of Services
Internal	Others (Internal)	make citizen charter visible in the QMSO Office
Internal	Others (Internal)	Prompt Services
Internal	Others (Internal)	Thank you
Internal	Others (Internal)	Thank you for the prompt services
Internal	Others (Internal)	Thank you
Internal	Others (Internal)	Easy Transaction! Keep it Up!
Internal	Others (Internal)	Very Helpful
Internal	Others (Internal)	Thank you!
Internal	Others (Internal)	show real life examples
Internal	Others (Internal)	Amazing si Angel
Internal	Others (Internal)	HRMO JO are the best

Internal	Others (Internal)	Prompt action of request :P
Internal	Others (Internal)	Thank you for the prompt service! =)
Internal	Others (Internal)	Keep up the good work
Internal	Others (Internal)	Thank you
Internal	Others (Internal)	Incorporate service at agency website
Internal	Others (Internal)	Thank you for the swift approval.
Internal	Others (Internal)	May consider sending the approved loans separately to each applicant for confidentiality. if multiple names are indicated in one list, may consider hiding the names of other applicants prior to sending.
Internal	Others (Internal)	Thank you Maam Thess
Internal	Others (Internal)	Thank you very much.
Internal	Others (Internal)	Love and gratitude, Ma'am Arthess and FAD
Internal	Others (Internal)	Ma'am Thess was very prompt in approving my loan request. Thank you
Internal	Others (Internal)	Be humble to your personnel.
Internal	Others (Internal)	Continue the best services your office give to your client
Internal	Others (Internal)	Amazing driving skills
Internal	Others (Internal)	School needs to deputize employees to drive since there are times the official drivers are not available on requested dates & time.
Internal	Others (Internal)	thanks for the prompt service =)
Internal	Others (Internal)	very helpful to my request
Internal	Others (Internal)	Thank you for your service.
Internal	Others (Internal)	All good! TY, Ma'am D!
Internal	Others (Internal)	So far. the employee incharge is approachable and provide clear and easy to understand instructions. the incharge is well-verse and very capable in his tasks.
Internal	Others (Internal)	Thank you!
Internal	Others (Internal)	I believe that students are unaware of the GCU's consultation services, and information on it would help.
Internal	Others (Internal)	The service is fast and the staffs are very nice.
Internal	Others (Internal)	Thank you for being a source of strength even if my parents aren't with me.
Internal	Others (Internal)	I felt seen after the sessions of tears and all of that. The reassurance was great too. The suggestions really helped me as well.
Internal	Others (Internal)	First time to see Maam Maan, thought she's intimidating but she helped me a lot. Giving me a chance!
Internal	Others (Internal)	Please give chance to my son.
Internal	Others (Internal)	DO is very accommodating. Helps a lot. She knows what she is doing. Kudos to the DO, we thought she will cause so much trouble but I am wrong.
Internal	Others (Internal)	maintain your goods performance, maintain your good assessment
Internal	Others (Internal)	The registrar needs one more staff member to handle transactions.
Internal	Others (Internal)	IM A STUDENT
Internal	Others (Internal)	Employee should stand in front of the person who will administer the Oath.
Internal	Others (Internal)	Communicate and take action on the approved letter, rather than returning it to the requestor.
Internal	Others (Internal)	Properly communicate the scheduling of the computer laboratory and its availability for permanent blocking during class schedules. Despite multiple attempts by the requestor—through face-to-face communication, email, and messaging—the reservation remained unsuccessful. Posting the schedule in the laboratory or implementing an online scheduling system could help. Additionally, scheduling the laboratory time before classes begin would be beneficial.
Internal	Others (Internal)	No suggestion service was exceptional and very accomodating
Internal	Others (Internal)	General Services Unit has been consistently disappointing and far below the standards expected of a department tasked with ensuring efficiency, order, and reliability.
Internal	Others (Internal)	Always ready to assist with financial concerns.
Internal	Others (Internal)	Approachable and accomodating

Internal	Others (Internal)	Clearer communication and a more respectful tone are encouraged to foster better coordination between units.
Internal	Others (Internal)	COntinue on providing excellent quality and reasonable standard on work
Internal	Others (Internal)	EFFICIENT & SATISFACTORY
Internal	Others (Internal)	Efficient in processing transactions while maintaining a friendly attitude.
Internal	Others (Internal)	Extend work for all.
Internal	Others (Internal)	Extends beyond work hours for clients.
Internal	Others (Internal)	Flexible and can extend work when needed.
Internal	Others (Internal)	Flexible and willing to stay and work beyond office hours whenever needed.
Internal	Others (Internal)	Frequent absence from duty often affects the office's operations, which usually impacts the majority.
Internal	Others (Internal)	Good job sir lex!
Internal	Others (Internal)	GSU staff is very accomodating and responds to queries quickly.
Internal	Others (Internal)	Helpful and approachable
Internal	Others (Internal)	Helpful and easy to approach.
Internal	Others (Internal)	helpful and very accommodating
Internal	Others (Internal)	Keep it up
Internal	Others (Internal)	Keep it up the good work
Internal	Others (Internal)	Keep it up!
Internal	Others (Internal)	Keep up the good work
Internal	Others (Internal)	Keep up the promptness in addressing employees concerns.
Internal	Others (Internal)	Kind and smiling always
Internal	Others (Internal)	Kudos
Internal	Others (Internal)	Magaling sila.
Internal	Others (Internal)	N/A (16)
Internal	Others (Internal)	No action has been taken on my request.
Internal	Others (Internal)	None (22)
Internal	Others (Internal)	Nothing. The HR assistant is very accommodating and efficient!
Internal	Others (Internal)	Observe proper diligence in handling of documents and work load.
Internal	Others (Internal)	Please ensure documents are handled carefully and kept properly to avoid misplacement or mishandling.
Internal	Others (Internal)	Prompt feedback from the office. Kudos!
Internal	Others (Internal)	REcords officer is approachable when I have clarifications and questions. Don't take negativity to heart.
Internal	Others (Internal)	Records officer is very accommodating.
Internal	Others (Internal)	Regarding salary release, according to Advisory 23-22, the vouchers should already be at the level of the FAD Chief and CD by the 12th day of the month. However, there have been instances when this timeline was not followed, even when holidays were already anticipated on those days. The same goes for MAGNA CARTA benefits—there have been delays as well, often due to the frequent absence of the Accountant. Sometimes, they only realize the delay late, and then rush the process just to meet the schedule. But for me, these tasks are routine, so hopefully, delays like this won't happen anymore
Internal	Others (Internal)	SERVICE WAS PROMPT & RELIABLE
Internal	Others (Internal)	Short notice of request but delivered tasks excellently. Thank you, Mams!
Internal	Others (Internal)	Sir Lex is dependable despite not feeling well.
Internal	Others (Internal)	STRONG WI-FI (Starlink)
Internal	Others (Internal)	strong wifi on the dormitory
Internal	Others (Internal)	Thank you for the service.
Internal	Others (Internal)	Thank you for your consistent assistance with my documents!
Internal	Others (Internal)	Thank you for your guidance in processing our requests, Sir Lex.

Internal	Others (Internal)	Thank you for your prompt assistance.
Internal	Others (Internal)	Thank you!
Internal	Others (Internal)	Thank you.
Internal	Others (Internal)	The ITU responds promptly and completed the request efficiently
Internal	Others (Internal)	The personnel knows their tasks very well. Often gives suggestions on how to improve things to the end-user. They are very hepful.
Internal	Others (Internal)	The service of the assistant cid chief was efficient and he is also very accommodating.
Internal	Others (Internal)	They cater our requests well and equipped with knowledge. Easy to get along with.
Internal	Others (Internal)	To the Budget Officer: Be professional when you do your job. Treat everyone equally without favoritism. Documents tend to stay far too long in your office, I suggest you systematized your approach. Also, every now and then, your comments to our documents are inconsistent, please be consistent to avoid confusion.
Internal	Others (Internal)	Transaction are easy and fast.
Internal	Others (Internal)	Very accommodating and approachable. Keep it up!
Internal	Others (Internal)	Very accomodating and helpful.
Internal	Others (Internal)	Very accomodating.
Internal	Others (Internal)	Very approachable
Internal	Others (Internal)	Very approachable
Internal	Others (Internal)	Very approachable
Internal	Others (Internal)	Very considerate
Internal	Others (Internal)	Very considerate
Internal	Others (Internal)	Very helpful and very accomodating.
Internal	Others (Internal)	Very keen attention to detail. Often spots errors.
Internal	Others (Internal)	very prompt to respond and always consider requests
Internal	Others (Internal)	very reliable
Internal	Others (Internal)	Very responsive and helpful.
Internal	Others (Internal)	Very very helpful.
Internal	Others (Internal)	Amazing!
Internal	Others (Internal)	N/A
Internal	Others (Internal)	Responsive
Internal	Others (Internal)	Thank you!
Internal	Others (Internal)	Approachable
Internal	Others (Internal)	very responsive, thank you
Internal	Others (Internal)	Thank you sir Tope for your assistance
Internal	Others (Internal)	N/A
Internal	Others (Internal)	Salamat kay gipakanta mi, unta naa pod sa lain division
Internal	Others (Internal)	very accomodating.
Internal	Others (Internal)	no more suggestrions, already establish fast transactions
Internal	Others (Internal)	very profound and accomodating
Internal	Others (Internal)	Ma'am Angie is Approachable
Internal	Others (Internal)	Very accomodating
Internal	Others (Internal)	Very responsive, thank you ma'am con
Internal	Others (Internal)	very accomodating
Internal	Others (Internal)	fast transaction, thank you maam jasmine and maam jessa
Internal	Others (Internal)	Very accomodating, fast transaction. Thank you maam Mich and maam wenn.
Internal	Others (Internal)	Thank you.
Internal	Others (Internal)	Thank you Ms. Jai.
Internal	Others (Internal)	Thank you for free Milo!

Internal	Others (Internal)	kind and responsive
Internal	Others (Internal)	kind and responsive. Thank you maam
Internal	Others (Internal)	Thank you MIs for the fast response and very accomodating
Internal	Others (Internal)	better ventilation
Internal	Others (Internal)	buy more books
Internal	Others (Internal)	Thank you ma'am Jai.
Internal	Others (Internal)	Very responsive and accomodating.
Internal	Others (Internal)	very accomodating, thank you sir JR.
Internal	Others (Internal)	
Internal	Others (Internal)	The SSD Secretary is very resposive and quick to adapt
Internal	Others (Internal)	very professional and accomodating
Internal	Others (Internal)	Thank you for accomodating ma'am Gene.
Internal	Others (Internal)	accomodating
Internal	Others (Internal)	Good professional skills
Internal	Others (Internal)	thank you sir juanito for accomodating my request, OCD personnelare very approachable. Thank you!
Internal	Others (Internal)	food are always available and personnel are accomodating
Internal	Others (Internal)	Thank you ma'am iv.
Internal	Others (Internal)	the bookkepeer is professional
Internal	Others (Internal)	thank you for your assistance maam.
Internal	Others (Internal)	smiling
Internal	Others (Internal)	Thank you
Internal	Others (Internal)	very accomodating staff, keep it up
Internal	Others (Internal)	Good job!
Internal	Others (Internal)	very professional. Thank you
Internal	Others (Internal)	Satisfied
Internal	Others (Internal)	Satisfied
Internal	Others (Internal)	Satisfied Client
Internal	Others (Internal)	Thank you sir Mike for your prompt action on my request. You are indeed great in your work. Please do not get tired being a good and kind person.
Internal	Others (Internal)	Accomodating. Thank you maam Flor.
Internal	Others (Internal)	Thank you maam Angie for the fast transaction.
Internal	Others (Internal)	okay
Internal	Others (Internal)	Thank you sir JR and sir Tope.
Internal	Others (Internal)	None, good service already
Internal	Others (Internal)	entertaining and have a positive vibes.
Internal	Others (Internal)	the clerk is giving...
Internal	Others (Internal)	none
Internal	Others (Internal)	okay
Internal	Others (Internal)	Fast transaction, thank you sir Junlou.
Internal	Others (Internal)	Thank you.
Internal	Others (Internal)	Thank you.
Internal	Others (Internal)	Please do your job
Internal	Others (Internal)	Keep it up!
Internal	Others (Internal)	very approchable
Internal	Others (Internal)	quick response
Internal	Others (Internal)	Thank you ma'am jing.
Internal	Others (Internal)	The clerk is responsive
Internal	Others (Internal)	our transaction was completed

Internal	Others (Internal)	The accounting staff is very professional. Good job!
Internal	Others (Internal)	None
Internal	Others (Internal)	prompt and good service.
Internal	Others (Internal)	immediate response of urgent reports
Internal	Others (Internal)	The most amazing and everything awesome.BMU is you ever expected in the government service.
Internal	Others (Internal)	I am satisfied with the service. Thank you
Internal	Others (Internal)	accomodating
Internal	Others (Internal)	Thank you, Ma'am
Internal	Others (Internal)	To remind the weekly responsibility of the division most especially during flag ceremonies
Internal	Others (Internal)	Please remind the units assigned during flag to do their task and to come on time. Causes delay to the conduct of school activities.
Internal	Others (Internal)	The OCD sec must be attentive to information that requires further dissemination, and a memorandum must be made available for dissemination. Often needs follow-up before it can be disseminated.
Internal	Others (Internal)	The HRU clerk is very accomodating and approachable.
Internal	Others (Internal)	great service
Internal	Others (Internal)	Thank you HSU for your accomodation.
Internal	Others (Internal)	Thank you Doc GRana, ma'am lor and maam marylle.
Internal	Others (Internal)	Thank you ma'am rae
Internal	Others (Internal)	Dorm is accomodating, attends to request fast.
Internal	Others (Internal)	Fast response. Keep up the good work
Internal	Others (Internal)	None
Internal	Others (Internal)	Thank you for your good service. God bless you and company.
Internal	Others (Internal)	The services is all good.
Internal	Others (Internal)	add aircons and better dorm quality
Internal	Others (Internal)	fix the lacks in the girls bathroom dormitory
Internal	Others (Internal)	aircon for the dorm in the near future, if naay budget.
Internal	Others (Internal)	prompt response - electronic appointment is efficient and commendable
Internal	Others (Internal)	the process is fast
Internal	Others (Internal)	the process is fast
Internal	Others (Internal)	sir tope takes time to give inhstructions
Internal	Others (Internal)	Thank you!
Internal	Others (Internal)	Thank you!
Internal	Others (Internal)	very accomodating
Internal	Others (Internal)	thank you!
Internal	Others (Internal)	maam Raeleen takes time to give instructions
Internal	Others (Internal)	hr is very accomodating
Internal	Others (Internal)	thank you
Internal	Others (Internal)	accounting office is very accomodating
Internal	Others (Internal)	Amazing!!
Internal	Others (Internal)	the process is fast
Internal	Others (Internal)	sir tope takes time to give instructions
Internal	Others (Internal)	thank you
Internal	Others (Internal)	thank you
Internal	Others (Internal)	very accomodating
Internal	Others (Internal)	thank you
Internal	Others (Internal)	Thank you ma'am Jay
Internal	Others (Internal)	The staff is responsive

Internal	Others (Internal)	Ms. Angela is very accomodating
Internal	Others (Internal)	Very accomodating and my request was granted, Thanks Ms. Angela
Internal	Others (Internal)	very good
Internal	Others (Internal)	very accomodating
Internal	Others (Internal)	thank you sir tops!
Internal	Others (Internal)	sir tops is very patient in assisting us
Internal	Others (Internal)	fast transaction
Internal	Others (Internal)	fast transaction, good job clerk
Internal	Others (Internal)	Thank you
Internal	Others (Internal)	approachable
Internal	Others (Internal)	thank you maam lor and Grace
Internal	Others (Internal)	very accomodating
Internal	Others (Internal)	Thank you
Internal	Others (Internal)	excellent customer service
Internal	Others (Internal)	excellent customer service
Internal	Others (Internal)	fast transaction, good job clerk!
Internal	Others (Internal)	very responsive ma'am Mika
Internal	Others (Internal)	Thanks maam Rae
Internal	Others (Internal)	accomodated my request
Internal	Others (Internal)	approachable and pretty. thank you
Internal	Others (Internal)	thank you maam Jay
Internal	Others (Internal)	cashier officer needs a clerk
Internal	Others (Internal)	The CMU's scope is big and complex so the CMU needs clerk.
Internal	Others (Internal)	the cashier management unit needs a clerk as the scope of her work is very large
Internal	Others (Internal)	CMU needs a clerk
Internal	Others (Internal)	none so far
Internal	Others (Internal)	thanks for advising travel maam
Internal	Others (Internal)	thank you maam Celon for guiding our concern
Internal	Others (Internal)	excellent
Internal	Others (Internal)	thank you
Internal	Others (Internal)	very fast, responsive! very accomodating. nice office
Internal	Others (Internal)	none, service is already great. thank you
Internal	Others (Internal)	ngood job
Internal	Others (Internal)	very approachable and immediate response
Internal	Others (Internal)	very accomodating
Internal	Others (Internal)	very responsive
Internal	Others (Internal)	the best boss!
Internal	Others (Internal)	have "the lord of the rings" books in the library
Internal	Others (Internal)	you can further improve your services by adding more history books, becauase I love history
Internal	Others (Internal)	very accomodating
Internal	Others (Internal)	
Internal	Others (Internal)	very approachable
Internal	Others (Internal)	
Internal	Others (Internal)	
Internal	Others (Internal)	responsive
Internal	Others (Internal)	well customer oriented office, very accomodating
Internal	Others (Internal)	always ready to help and responsive, thank you sir Chris!

Internal	Others (Internal)	very approachable
Internal	Others (Internal)	fast transaction
Internal	Others (Internal)	paspas ang clinic pagmaatiman sa students
Internal	Others (Internal)	best among the rest
Internal	Others (Internal)	aircon
Internal	Others (Internal)	improve ventilation system
Internal	Others (Internal)	better ventilation
Internal	Others (Internal)	better ventilation please
Internal	Others (Internal)	better ventilation aircon
Internal	Others (Internal)	good job
Internal	Others (Internal)	good job po!
Internal	Others (Internal)	good job!
Internal	Others (Internal)	thank you for being responsive and professional
Internal	Others (Internal)	provide the proctor schedule ahead of time so that if there are errors, corrections can be earlier and not 30 minutes before the exams begin.
Internal	Others (Internal)	the schedule for the exam may be posted 1 week of the schedule date
Internal	Others (Internal)	summative exam schedule must be posted and given a week before the exam, this is to prepare scholars and teachers. Also checl that no errors in the classroom and proctors schedule
Internal	Others (Internal)	schedule of exam should be 1 week earlier from the scheduled date
Internal	Others (Internal)	thank you
Internal	Others (Internal)	thank you
Internal	Others (Internal)	the staff is responsive, thank you
Internal	Others (Internal)	thank you
Internal	Others (Internal)	When changes to the IPC are made, please set a meeting with all employees so that everybody is aware of the changes instead of setting a submission reminder then expecting the employees to figure out the changes ourselves.
Internal	Others (Internal)	extension of the due date
Internal	Others (Internal)	thank you maam Ange
Internal	Others (Internal)	changes made in the IPCR Target Accomplishments and related details were not disseminated to the faculty. Deadline for IPC submission were set without proper meeting. Proper information dissemination on the IPC changes, meeting with employees should be conducted.
Internal	Others (Internal)	Thank you sa effort maam Celon in retrieving my request.
Internal	Others (Internal)	must improve the servcies of the dorm
Internal	Others (Internal)	make the restrooms more cleaner.
Internal	Others (Internal)	make the restrooms more cleaner.
Internal	Others (Internal)	so far, I have no suggestion but it has given we acknowledge
Internal	Others (Internal)	very accomodating, thank you
Internal	Others (Internal)	damage of items here in the dorm should be attended to ASAP since they tend to compound as time passes by, leading to more inconveniences and safety hazards for the dormers and visitors.
Internal	Others (Internal)	very good
Internal	Others (Internal)	thank you for the quick response!
Internal	Others (Internal)	HSU staff very accommodatring and services are wonderful together with Doc Grana.
Internal	Others (Internal)	Keep up the excellent service
Internal	Others (Internal)	Recognition for the personnel with good/healthy medical status. Address to HSU and HRU.

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

In Fiscal Year 2025, 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 ten (10) 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.

W20250421-87-13	Various Concerns Relative to Poor Management and Student Welfare in Philippine Science High School (PSHS)	Closed
G20250502-103-1	Alleged inefficient service of Mr. Bonifar Barluado, jr.	Closed
1.W20250505-801-2; 2.W20250505-801-3; 3.W20250505-801-4	1.Alleged Irregular Acts of a Public School Teacher in the PSHS-SRC 2. Alleged Irregular Acts of an Employee in PSHS-SRC Complaint Against an Employee in the PSHS-SRC	Closed
W20250502-986-4	Alleged Irregular Act of a Public School Teacher in Barangay Paraiso, City of Koronadal, South Cotabato	Closed
G20250626-456-12	Alleged Unreleased Clearance for Graduate Student in Public School in, GOA, Camarines Sur	Closed
W20250827-843-31	Alleged Unethical Behavior of Employees of a Public High School in Butuan City (For Referral to Philippine Science High School)	Closed
W20251211-943-10	Alleged Unqualified Personnel of the Philippine Science High School - Main Campus	Closed
P20251210-907-4	Concern Regarding Budget for Dormitory in the Philippine Science High School in Dipolog City from the Department of Science and Technology (DOST)	Closed
W20251113-856-26	Concern Regarding the Inappropriate Online Posting and Display of Politicians Relative to Funding of the Department of Science and Technology-Philippine Science High School System (DOST-PSHS)	Closed
EML-112025-797-010	Various Complaints Concerns in PSHS MIMAROPA	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.