



UNIVERSITY CAREER CENTER

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SURVEY QUESTIONNAIRE TO DETERMINE CUSTOMER'S SATISFACTION

To the Respondents:

Your opinion is sought on how you rate our office. You are given the opportunity to disclose our strengths and weaknesses. Your sincere and honest evaluation is therefore requested. Thank you.

Instructions:

1. Read each statement below.
2. Using the scale, check the appropriate box that corresponds to your rating.

Scale:

| | |
|-----------------------|-----------------------------|
| 5 - Outstanding | 2 - Moderately Satisfactory |
| 4 - Very Satisfactory | 1 - Needs Improvement |
| 3 - Satisfactory | |

1. How would you rate your satisfaction with the following aspects of the services you have received or accessed?

| STAFF/PERSONNEL | 5 | 4 | 3 | 2 | 1 |
|--|---|---|---|---|---|
| 1. Quality of services provided | | | | | |
| 2. Professionalism and courtesy of staff | | | | | |
| 3. Timeliness of services provided | | | | | |
| 4. Awareness of the services offered | | | | | |

2. How satisfied are you with the **PROGRAMS AND SERVICES** being catered by CTU-PESO?

- 5 Outstanding
- 4 Very Satisfactory
- 3 Satisfactory
- 2 Moderately Satisfactory
- 1 Needs Improvement

3. How satisfied are you with the sources of information offered by CTU-PESO?

| INFORMATION SOURCES | 5 | 4 | 3 | 2 | 1 |
|---------------------|---|---|---|---|---|
| 1. Bulletin Board | | | | | |
| 2. Telephone/Fax | | | | | |
| 3. SMS | | | | | |
| 4. e-mail | | | | | |
| 5. Facebook | | | | | |
| 6. Website | | | | | |

Do you have any comments about our information sources and communications?
