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CHEDRO III

CHEDRO-III MEMORANDUM
No. ___134___ series of 2021

For	:	**ALL PRESIDENTS OF PUBLIC AND PRIVATE HIGHER EDUCATION INSTITUTIONS (HEIs) IN REGION III**
Attention	:	**VICE PRESIDENTS FOR ACADEMIC AFFAIRS, REGISTRARS, NSTP COORDINATORS, BOARD SECRETARIES, SCHOLARSHIP COORDINATORS, FINANCE OFFICERS**
Subject	:	**3RD QUARTER, FY 2021 CITIZEN CLIENT SATISFACTION SURVEY (CCSS) WITH DEADLNE ON 05 OCTOBER 2021**
Date	:	**22 SEPTEMBER 2021**

The Commission on Higher Education (CHED), in support of the government-wide improvement through seamless public service delivery, has institutionalized service quality standards in delivering critical services. Measuring and reporting the satisfaction level of citizens/clients served are vital in ensuring that these standards are attained.

Hence, the CHED devised a Citizen Client Satisfaction Survey (CCSS) to determine and report the fulfillment of critical services to citizens/clients. The CCSS shall generate verifiable data and tangible evidence to assist CHEDRO-III determine the effectiveness of implemented streamlining and process improvements through identified indicators or service dimensions.

As valued clients, may we respectfully solicit the HEIs' experience in availing CHEDRO-III services. The feedbacks shall be bases in taking proactive, responsive and inclusive approach in the delivery of public services to our clients.

In this connection, the following HEI officials are requested to rate specific CHEDRO III services under jurisdiction for the period 01 June to 15 September, 2021 using the survey instrument which can be accessed through this link: https://forms.gle/7iszJ3dgGZJ4AdPCA, **on or before 05 October 2021**.

HEI Official/Rater	CHEDRO III Service
Finance Officer	Application for Increase in Tuition and Other School Fees (TOSF)
Vice President for Academic Affairs	Application for Initial Permit (IP)/Government Recognition (GR)/Certificate of Program Compliance (COPC) for Undergraduate Programs, Except Medicine, Dentistry, Nursing, Engineering, Bachelor of Science in Marine Transportation (BSMT), Bachelor of Science in Maritime Engineering (BSMarE), Programs Without Existing Policies, Standards and Guidelines (PSGs) and those that are under the Legal Education Board (LEB)

HEI Official/Rater	CHEDRO III Service
Registrar	Application for Issuance of Special Orders (SOs)
NSTP Coordinator	Application for National Service Training Program (NSTP) Serial Numbers
Vice President for Academic Affairs	Application for Permit/Recognition/Certificate of Program Compliance (COPC) to operate Graduate Programs, Dentistry, Nursing, Engineering and Programs Without Existing Policies, Standards and Guidelines (PSGs) – Phase 1: Issuance of Certificate of Eligibility
Vice President for Academic Affairs	Application for Renewal Permit to Operate Undergraduate Programs, Except Medicine, Dentistry, Nursing, Engineering, Bachelor of Science in Marine Transportation (BSMT), Bachelor of Science in Maritime Engineering (BSMarE), Programs Without Existing Policies, Standards and Guidelines and those under the Legal Education Board (LEB)
Vice President for Academic Affairs	Filing of Complaints, Appeals or Motions for Reconsideration
HEI Board Secretary	Request for Endorsement of Articles of Incorporation and By-Laws of New Private Higher Education Institutions (PHEIs) to SEC
Scholarship Coordinator	Request for Payment of Financial Benefits for STUFAPs Grantees

The HEIs' participation in this survey shall be highly appreciated. Rest assured that all feedbacks will be taken constructively for the seamless delivery of public service especially in this time of pandemic.

Should there be any queries or clarification, the designated staff of the President may coordinate directly with Ms. Jo Ann C. Gamboa, Education Supervisor II, at telephone number (045) 402-6659 or email at jagamboa@ched.gov.ph.

For the concerned HEI Officials' immediate action, please.

MARIA TERESITA MACANAS-SEMANA, PhD, CESO IV
Officer-In-Charge, Office of the Director IV