



COMMISSION ON HIGHER EDUCATION

REGIONAL OFFICE III



CHEDRO-III MEMORANDUM
No. 234, series of 2023

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 : 4th QUARTER, FY 2023 CITIZEN/CLIENT SATISFACTION SURVEY (CCSS)

Date : December 15, 2023

The Commission on Higher Education (CHED), in support of 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 is vital in ensuring 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 will generate verifiable data and tangible evidence to assist CHED Central Luzon Regional Office (RO-III) in determining the effectiveness of implemented streamlining and process improvements through identified indicators or service dimensions.

As valued clients, this Office respectfully solicits the HEIs' experience in availing its services. The feedback will be used as bases for taking a proactive, responsive, and inclusive approach to delivering public services to clients.

In this connection, the following HEI officials are requested to rate specific CHEDRO-III services under their jurisdiction for the period **September 16, 2023 to December 31, 2023**, using the survey instrument, which can be accessed through this link: <https://forms.gle/8EH4mcjsYqkXkJ8TA>, on or before 5:00 P.M. of January 5, 2024.

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



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HEI Official/Rater	CHEDRO III Service
	Existing Policies, Standards and Guidelines (PSGs) and those that are under the Legal Education Board (LEB)
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 will be highly appreciated. Rest assured that all feedback will be taken constructively for the seamless delivery of public service.

Should there be any queries or clarification, the concerned staff may coordinate directly with Mr. Francis Dominic G. de Guzman, Education Supervisor II, at telephone number (045) 402-6659 or email at fdeguzman@ched.gov.ph.

For the concerned HEI Officials' immediate action, please.

MS. LORA L. YUSI
 Officer-In-Charge
 Office of the Director IV