RELEASED

01 JUL 2024

CHEDRO III

CHEDRO-III MEMORANDUM
No. 124 , series of 2024

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	:	**2nd QUARTER, FY 2024 CITIZEN/CLIENT SATISFACTION SURVEY (CCSS)**
Date	:	**July 1, 2024**

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 feedbacks 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 jurisdiction for the period **March 27, 2024, to June 30, 2024,** using the survey instrument, which can be accessed through this link: https://forms.gle/8EH4mcjsYqkXkJ8TA, **on or before 5:00 P.M. of July 10, 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 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

HEI Official/Rater	CHEDRO III Service
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 feedbacks 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 Ms. Maricris Z. David, Education Program Specialist II, at telephone number (045) 402-6659 or email at mdavid@ched.gov.ph.

For the concerned HEI Officials' immediate action, please.

DR. LORA L. YUSI
Director IV

BY:

MS. EDEN DL. CAPATI
Chief Administrative Officer