



COMMISSION ON HIGHER EDUCATION

REGIONAL OFFICE III



**RELEASED**  
13 MAR 2025  
CHEDRO III

**CHEDRO-III MEMORANDUM**

No. 036, series of 2025

**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 :** 1<sup>ST</sup> QUARTER, FY 2025 CITIZEN/CLIENT SATISFACTION SURVEY (CCSS)

**DATE :** 11 MARCH 2025

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 a basis 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 **January 1, 2025 to March 31, 2025**, using the survey instrument, which can be accessed through this link: <https://tinyurl.com/HEIsCCSS>, on or before **5:00 P.M. of April 7, 2025**.

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)

<b>HEI Official/Rater</b>	<b>CHEDRO III Service</b>
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 Ms. Kristine Joie C. Cuellar, Program Technical Staff III, at mobile number 0970-805-1207 or email at [chedro3@ched.gov.ph](mailto:chedro3@ched.gov.ph).

For the concerned HEI Officials' immediate action, please.

**DR. LORA L. YUSI**  
Director IV