

STUDENT DISCIPLINE FORMATION OFFICE
STUDENTS' EVALUATION OF SDFO SERVICE

NOTE: Your honest appraisal will be very helpful in improving our service. Thank you very much for your time.

ID Number: _____ **Date:** _____ **Time:** _____ **College:** _____

Nature of service/s or transaction/s availed of (*pleases check all applicable*):

<input type="checkbox"/> Certificate of Good Moral Character	<input type="checkbox"/> NFC Interview
<input type="checkbox"/> Application for Clearance Service	<input type="checkbox"/> Inquiry (regarding _____)
<input type="checkbox"/> Consultation with Discipline Education, Advocacy and Programs Section (DEAPS)	<input type="checkbox"/> Assistance of Discipline Officer (regarding _____)
<input type="checkbox"/> Lost and Found Service	<input type="checkbox"/> Others (please specify _____)

*Kindly rate the items below based on your level of satisfaction **after** your transaction with the SDFO or **after** you have availed of the SDFO service. Please encircle your response to the items:*

1 **2** **3** **4** **5** **NA**
 Not Satisfied Moderately Satisfied Satisfied to a Satisfied to a Not applicable
 Satisfied Great Extent Very Great Extent

Part 1.

1. I was well-attended to by the SDFO Staff.	NA	5	4	3	2	1
2. All my inquiries were properly and clearly addressed.	NA	5	4	3	2	1
3. I was given appropriate feedback regarding the status of my request.	NA	5	4	3	2	1
4. The SDFO Staff was well-equipped with knowledge and information regarding the nature of my request	NA	5	4	3	2	1
5. I was given additional helpful information as part of SDFO's customer service.	NA	5	4	3	2	1
6. My interest to avail of other SDFO services increased after this transaction.	NA	5	4	3	2	1
7. Overall, I was very satisfied with the kind of service I availed of.	NA	5	4	3	2	1

Part 2:

- A. Would you like to identify a particular DO whom you wish to commend for a service well-offered or job well-done? Yes, Mr./Ms. _____ No.
- B. Is there a particular DO whom you think should improve in terms of meeting total customer satisfaction and handling of discipline-related queries/requests? Yes, Mr./Ms. _____ No.
- C. Additional comments and suggestions. _____

STUDENT DISCIPLINE FORMATION OFFICE
STUDENTS' EVALUATION OF SDFO SERVICE

NOTE: Your honest appraisal will be very helpful in improving our service. Thank you very much for your time.

ID Number: _____ **Date:** _____ **Time:** _____ **College:** _____

Nature of service/s or transaction/s availed of (*pleases check all applicable*):

<input type="checkbox"/> Certificate of Good Moral Character	<input type="checkbox"/> NFC Interview
<input type="checkbox"/> Application for Clearance Service	<input type="checkbox"/> Inquiry (regarding _____)
<input type="checkbox"/> Consultation with Discipline Education, Advocacy and Programs Section (DEAPS)	<input type="checkbox"/> Assistance of Discipline Officer (regarding _____)
<input type="checkbox"/> Lost and Found Service	<input type="checkbox"/> Others (please specify _____)

*Kindly rate the items below based on your level of satisfaction **after** your transaction with the SDFO or **after** you have availed of the SDFO service. Please encircle your response to the items:*

1 **2** **3** **4** **5** **NA**
 Not Satisfied Moderately Satisfied Satisfied to a Satisfied to a Not applicable
 Satisfied Great Extent Very Great Extent

Part 1.

8. I was well-attended to by the SDFO Staff.	NA	5	4	3	2	1
9. All my inquiries were properly and clearly addressed.	NA	5	4	3	2	1
10. I was given appropriate feedback regarding the status of my request.	NA	5	4	3	2	1
11. The SDFO Staff was well-equipped with knowledge and information regarding the nature of my request	NA	5	4	3	2	1
12. I was given additional helpful information as part of SDFO's customer service.	NA	5	4	3	2	1
13. My interest to avail of other SDFO services increased after this transaction.	NA	5	4	3	2	1
14. Overall, I was very satisfied with the kind of service I availed of.	NA	5	4	3	2	1

Part 2:

- A. Would you like to identify a particular DO whom you wish to commend for a service well-offered or job well-done? Yes, Mr./Ms. _____ No.
- B. Is there a particular DO whom you think should improve in terms of meeting total customer satisfaction and handling of discipline-related queries/requests? Yes, Mr./Ms. _____ No.
- C. Additional comments and suggestions. _____