



Freedom of Information Section

Website: www.ddosc.edu.ph Email: foi@ddosc.edu.ph

FOI NARRATIVE FEEDBACK REPORT

OVERVIEW:

Davao de Oro State College (DDOSC) implements the Freedom of Information (FOI) Program through Standard FOI and electronic FOI (eFOI) channels. At the completion of each request, the FOI Feedback Survey is used to assess timeliness, clarity of response, communication, and overall client satisfaction. The results are consolidated quarterly to support transparency, accountability, and continual improvement under the College's ISO 9001:2015 Quality Management System.

SCOPE:

This report covers FOI requests received from January to December 2025 and the valid feedback recorded in the 2025 FOI Registry. A total of fifty (50) requests were recorded: forty-six (46) Standard FOI requests and four (4) eFOI requests. The satisfaction rating is based on twenty-three (23) valid survey returns from Standard FOI clients. No completed eFOI feedback survey was recorded; therefore, the rating applies only to responding Standard FOI clients.

METHODOLOGY:

Upon issuance of the final response, the survey form or link was provided to the requesting party. Valid survey returns were grouped by calendar quarter and averaged using the recorded overall satisfaction score. Unreturned surveys were excluded from the rating and were not assigned a zero. The FOI Registry was used to determine request channel, final status, processing days, cost, extensions, appeals, and feedback results.

DATA INTERPRETATION:

The Registry recorded forty-five (45) successful requests, three (3) invalid requests, one (1) closed request, and one (1) request referred to another government agency. All requests were processed free of charge, with no recorded extension or appeal.



Rating Category	Equivalent Percentage Range	Feedback Score Range
Outstanding	96% – 100%	4.5 – 5.0
Very Satisfactory	91% – 95%	4.0 – 4.49
Satisfactory	85% – 90%	3.5 – 3.9
Good	80% – 85%	3.0 – 3.4
Poor	Below 80%	Below 3.0

Quarterly FOI and Feedback Results

Quarter	Requests (Standard/eFOI)	Final Statuses	Average Processing Days	Valid Standard Survey Returns	Average Score/ Rating
Q1	14- Standard 1- eFOI	12 Successful 2 Invalid 1 Closed	5.20	4	4.75 / Outstanding
Q2	9- Standard 2- eFOI	10 Successful 1 Referred	3.00	5	5.00 / Outstanding
Q3	7- Standard 1- eFOI	8 Successful	3.50	5	5.00 / Outstanding
Q4	16- Standard 0- eFOI	15 Successful 1 Invalid	3.63	9	4.89 / Outstanding
CY 2025	46- Standard 4- eFOI	45 Successful 3 Invalid 1 Closed 1 Referred	3.94	23	4.91 / Outstanding

The overall recorded processing period was 3.94 working days. Forty-nine (49) of fifty (50) requests, or 98%, were completed within the standard fifteen (15)-working-day period. One invalid Standard FOI request was recorded at eighteen (18) working days.

Twenty-three (23) valid Standard FOI surveys were recorded, representing 50% of Standard FOI requests and 46% of all requests. The annual average score was 4.91, equivalent to 98.3%, and interpreted as Outstanding. The results show strong satisfaction among responding Standard FOI clients. Since no eFOI survey was returned, no satisfaction rating can be established for the eFOI channel.

The Cradle of Golden Opportunities





RECOMMENDATION:

Because the available rating is Outstanding, the Improvement Action Plan required by Annex G for ratings from Satisfactory to Poor is not triggered. To sustain performance and improve feedback coverage, DDOSC shall:

- (1) provide the survey link with every final eFOI response and send one follow-up reminder;
- (2) monitor surveys issued and returned, response rates, and ratings by channel each quarter; and
- (3) validate Registry entries and review invalid requests or transactions exceeding fifteen working days:

Prepared by:

Reviewed and noted by:


JOECEL JAN M. GOMEZ

FOI Section Head/ FOI Receiving Officer


JANICE C. HERMOSILLA

Administrative Services Division Director

Certified by:


LILYBETH M. MATUNHAY

SUC President I/FOI Champion

Annex A

FOI FEEDBACK SURVEY FORM



Republic of the Philippines
DAVAO DE ORO STATE COLLEGE
Compostela, Davao de Oro
www.ddosc.edu.ph | foi@ddosc.edu.ph
DDOSC-FOI REQUEST FEEDBACK FORM



We would love to hear your thoughts or feedback on how we can improve your experience!

This Feedback Form is in compliance with Section 6.6.1 of Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2019-002, series of 2019 entitled Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and its Implementing Rules and Regulations (IRR) which mandates all government agencies to establish their own feedback and complaints mechanism to ensure that the citizens availing their services are heard and to enable the agency to continuously improve their services.

PRIVACY NOTICE

Accomplishing this Feedback Form signifies authorizing the Davao de Oro State College - Freedom of Information Unit to collect the information provided in this form. All personal information provided using this form shall be treated with utmost confidentiality. The data collected will be aggregated for analysis to help us continually improve our services. Disclosure of the personal information of the customers shall only be disclosed pursuant to applicable laws, guidelines, and regulations.

DIRECTIONS:

- Please answer the questions below to provide your feedback for the service provided by the institution.
- Mark your rating in the space provided.

Email: _____ Date Requested: _____ FOI Tracking no: _____

Organization/Affiliation:

- ☐ Government Employees
☐ Civil Society Organizations/Non-Government Organizations
☐ Academe (e.g. Researchers, Students, Private School Teachers/Lecturers)
☐ None of the above

Name of Organization/Affiliation:

Gender: ☐ Male ☐ Female ☐ Prefer Not to Say

Region: _____

Age Group:

☐ 20 and below ☐ 21 - 30 ☐ 31 - 40
☐ 41 - 50 ☐ 51 - 60 ☐ 61 and above

Educational Attainment:

- ☐ High School level and below ☐ Undergraduate tertiary education
☐ College graduate ☐ Post graduate

SERVICE RESPONSIVENESS (A): Are you satisfied with the handling of your FOI request?

☐ 5- Very Satisfied ☐ 4- Satisfied ☐ 3- Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

SERVICE RESPONSIVENESS (B): Did you receive your information within 15 to 35 working days?

- ☐ If YES, proceed to question B.1
☐ If NO, proceed to question B.2

SERVICE RESPONSIVENESS (B.1): For successful request, was the response you received easy to understand?

☐ 5 - Strongly Agree ☐ 4 - Agree ☐ 3 - Neither agree nor disagree ☐ 2 - Disagree ☐ 1 - Strongly disagree

SERVICE RESPONSIVENESS (B.2): For unsuccessful request, are you satisfied with the reason provided?

☐ 5- Very Satisfied ☐ 4- Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

QUALITY OF SERVICE: The personnel provide information with accuracy.

☐ 5- Very Satisfied ☐ 4- Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

ACCESS & FACILITIES: The personnel provide service in accessible manner.

☐ 5- Very Satisfied ☐ 4- Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

COMMUNICATION: Did you feel that we communicated with you effectively, from start to finish?

☐ 5 - Strongly Agree ☐ 4 - Agree ☐ 3 - Neither agree nor disagree ☐ 2 - Disagree ☐ 1 - Strongly disagree

COST OF SERVICE: The personnel provide services appropriate for clients need with efficient cost to time and other resources.

☐ 5- Very Satisfied ☐ 4- Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

INTEGRITY: The personnel convey and show trust, respect and confidence while dealing with clients.

☐ 5- Very Satisfied ☐ 4- Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

ASSURANCE: The personnel is knowledgeable to answer queries and concerns.

☐ 5- Very Satisfied ☐ 4- Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

OUTCOME: The personnel make you feel like a valued client.

☐ 5- Very Satisfied ☐ 4- Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

How would you rate your OVERALL SATISFACTION with regard to the quality-of-service delivery?

☐ 5- Very Satisfied ☐ 4- Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

Is there anything we could do to improve our service in the future?

You may also use this form for commendations or complaints.

Simply choose the corresponding icon and provide the details on the space provided.

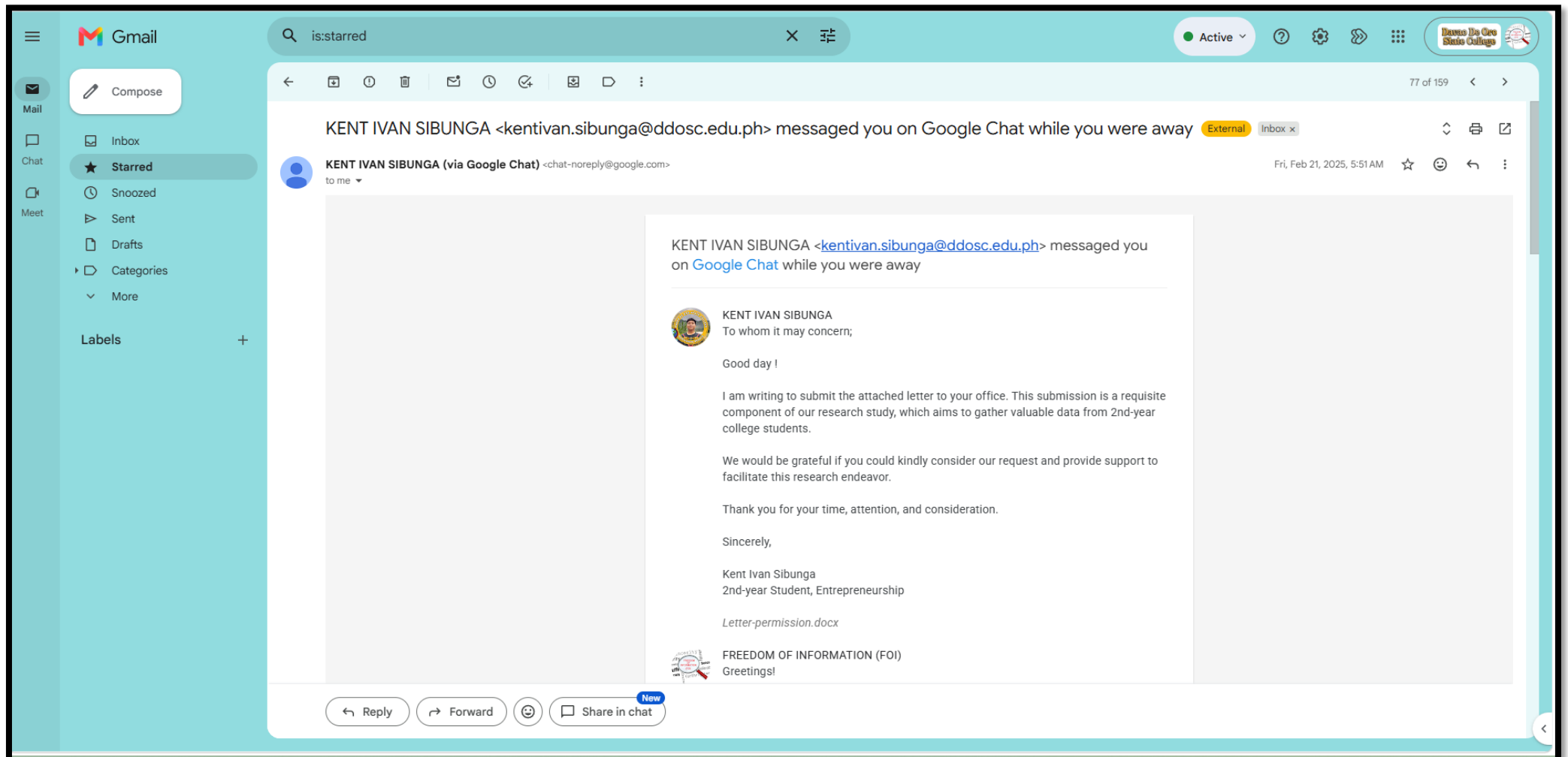
☐ Commendation/s ☐ Complaint/s

Details of Commendation/Complaint:

Thank you very much!

Annex B
FOI REQUEST REPLIES WITH ATTACHED FOI FEEDBACK SURVEY
FIRST QUARTER (2025) VIA EMAL

A) RECEIPT OF REQUEST



B) ATTACHED LETTER



DAVAO DE ORO STATE COLLEGE - MONTEVISTA BRANCH

San Jose, Montevista, Davao de Oro

February 17, 2025

RIESHA P. VALE, MAED

Academic Services Section Head

Davao de Oro State College-Montevista Branch

Thru: **APRIL G. SAMSON**

Registrar I

Students Records Unit-Montevista Branch

Dear Ma'am,

A blessed day to you!

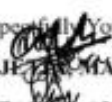
This letter politely requests the total number of second year students in Davao de Oro State College-Montevista Branch for the Second Semester of AY 2024-2025, including a breakdown of the total number of male and female students. This information is essential for our study entitled, "The Impact of Online Shopping on Consumer Buying Behavior among Second Year Students of Davao de Oro State College - Montevista Branch."

The data will be used exclusively for academic purposes and treated with strict confidentiality. We are willing to comply with any requirements your office may have.

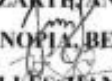
We anticipate a favorable action for this request.

Thank you so much, and may God bless you.

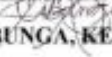
Respectfully Yours,


COJEN MAY S.

LAZARTE ANGEL


ORNOPA BENJIE

RELLES, HANNA


SIBUNGA, KENT IVAN G.

Noted by:


CLARILYN MAE P. TAGULAO

Research Adviser


MARIELA PAULA POTESTAS

Market research instructor

C) FOI REQUEST FORM



Republic of the Philippines
DAVAO DE ORO STATE COLLEGE
P-10, Poblacion, Compostela, Davao de Oro Province
www.ddosc.edu.ph

FOI Tracking Number:

DDOSC-FOI- 117

FREEDOM OF INFORMATION

(REQUEST FORM)

Please read the following information carefully before processing with your application. Use blue or black ink. Write neatly and in BLOCK letters. Improper or incorrectly-filled out forms will not be acted upon. Tick or mark boxes with "X" where necessary. Note: (<) denotes a MANDATORY field.

A. REQUESTING PARTY

You are required to supply your name and address for correspondence. Additional contact details will help us deal with your application and correspond with you in the manner you prefer.

Title (e.g. Mr., Mrs., Ms.) **Given Name/s (including M.I.)** Surname
MR. < KENT IVAN G. < SIBUNGA

Complete Address (Apartment/House No., Street, City/Municipality, Province)

< PUROK 8, NUEVA VISAYAS MAWAB, DAVAO DE ORO

Landline / Fax Mobile E-mail

< 09457848837 < KENTIVAN.SIBUNGA@DDOSC.EDU.PH

Preferred Mode of Communication: ☐ Landline ☐ Mobile Number ☒ E-mail ☐ Postal Address

(If your request is successful, you will be notified in this manner)

Preferred Mode of Reply: ☒ E-mail ☐ Postal Address ☐ Pick-up at Agency

Type of ID Given (Please ensure your IDs contain your photo and signature) SCHOOL ID

ID Number: MO-202305420510

B. REQUESTED INFORMATION

Agency – Connecting Agency (if applicable) < N/A

< N/A

Title of Document/Record Requested (Please be as detailed as possible)

< TOTAL NUMBER OF SECOND-YEAR STUDENTS FOR THE SECOND SEMESTER OF AY 2024 – 2025, INCLUDING MALE AND FEMALE BREAK DOWN.

Date or Period (DD/MM/YY) Document Type Reference Number (if known)

< 2024-2025 < PDF

Purpose

< FOR ACADEMIC PURPOSES RELATE D TO THE STUDY THE IMPACT OF ONLINE SHOPPING ON CONSUMER BUYING BEHAVIOR AMONG SECOND YEAR STUDENT OF DAVAO DE ORO STATE COLLEGE MONTEVISTA BRANCH.

Any other Relevant Information

C. DECLARATION

Privacy Notice: Once deemed valid, your information from your application will be used by the agency you have applied to, to deal with your application as set out in the Freedom of Information Executive Order No. 2. If the Department or Agency gives you access to a document, and if the document contains no personal information about you, the document will be published online in the Department's or Agency's disclosure log, along with your name and the date you applied, and, if another person, company or body will use or benefit from the documents sought, the name of that person, entity or body.

I declare that:

- The information provided in the form is complete and correct;
- I have read the Privacy notice;
- I have presented at least one (1) government-issued ID to establish proof of my identity.

I understand that it is an offense to give misleading information about my identity, and that doing so may result in a decision to refuse to process my application.

SIGNATURE: <

DATE ACCOMPLISHED (DD/MM/YYYY): < 20/02/2025

D. FOI RECEIVING OFFICER (INTERNAL USE ONLY)

Name (Print Name) < ASTRID JEANETTE B. ACULADO

Agency – Connecting Agency (if applicable, otherwise N/A) <

Date entered on eFOI (if applicable, or N/A) <

The request is recommended to be ☐ Approved ☐ Denied, reason: ☐ Invalid ☐ Incomplete ☐ Available online ☐ Exception:

Second Receiving Officer Assigned < APRIL G. SAMSON

Decision Maker Assigned to Application < DR. GLORYJEAN C. ALTAMERA

Date Request Finished (DD/MM/YYYY) < Date Documents (if any) Sent <

FOI Registry Accomplished ☐ Yes ☐ No

RO Signature < Date:

DDOSC FREEDOM OF INFORMATION

D) RELEASE OF THE REQUESTED INFORMATION



FREEDOM OF INFORMATION (FOI) <foi@ddosc.edu.ph>
to KENT ▾

Mar 21, 2025, 9:45 AM ☆ 😊 ↶ ⋮

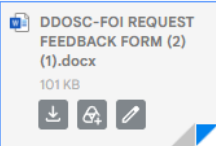
Greetings!

We already sent your request data dated March 4, 2025. Attached below is the screenshot of the file sent your email. Thank you.

2 Attachments • Scanned by Gmail ⓘ ⬇️ 📁 Add all to Drive



10. Second Semester...



DDOSC-FOI REQUEST
FEEDBACK FORM (2)
(1).docx
101 KB

⬇️ 📁 ✎

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😊

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E) ACCOMPLISHED FEEDBACK FORM



Republic of the Philippines
DAVAO DE ORO STATE COLLEGE
 Compostela, Davao de Oro

www.ddosc.edu.ph | foi@ddosc.edu.ph

DDOSC-FOI REQUEST FEEDBACK FORM



We would love to hear your thoughts or feedback on how we can improve your experience!

This Feedback Form is in compliance with Section 6.6.1 of Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2019-002, series of 2019 entitled Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and its Implementing Rules and Regulations (IRR) which mandates all government agencies to establish their own feedback and complaints mechanism to ensure that the citizens availing their services are heard and to enable the agency to continuously improve their services.

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DIRECTIONS:

- Please answer the questions below to provide your feedback for the service provided by the institution.
- Mark your rating in the space provided.

Email: _____ Date Requested: 02-11-25 FOI Tracking no: DDOSC-FOI-117

Organization/Affiliation:

- ☐ Government Employees
☐ Civil Society Organizations/Non-Government Organizations
☒ Academe (e.g., Researchers, Students, Private School Teachers/Lecturers)
☐ None of the above

Name of Organization/Affiliation:

Gender: ☐ Male ☒ Female ☐ Prefer Not to Say

Region: _____

Age Group:

☐ 20 and below ☒ 21 - 30 ☐ 31 - 40
☐ 41 - 50 ☐ 51 - 60 ☐ 61 and above

Educational Attainment:

- ☐ High School level and below ☒ Undergraduate tertiary education
☐ College graduate ☐ Post graduate

SERVICE RESPONSIVENESS (A): Are you satisfied with the handling of your FOI request?

☒ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

SERVICE RESPONSIVENESS (B): Did you receive your information within 15 to 35 working days?

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Is there anything we could do to improve our service in the future?

You may also use this form for commendations or complaints.

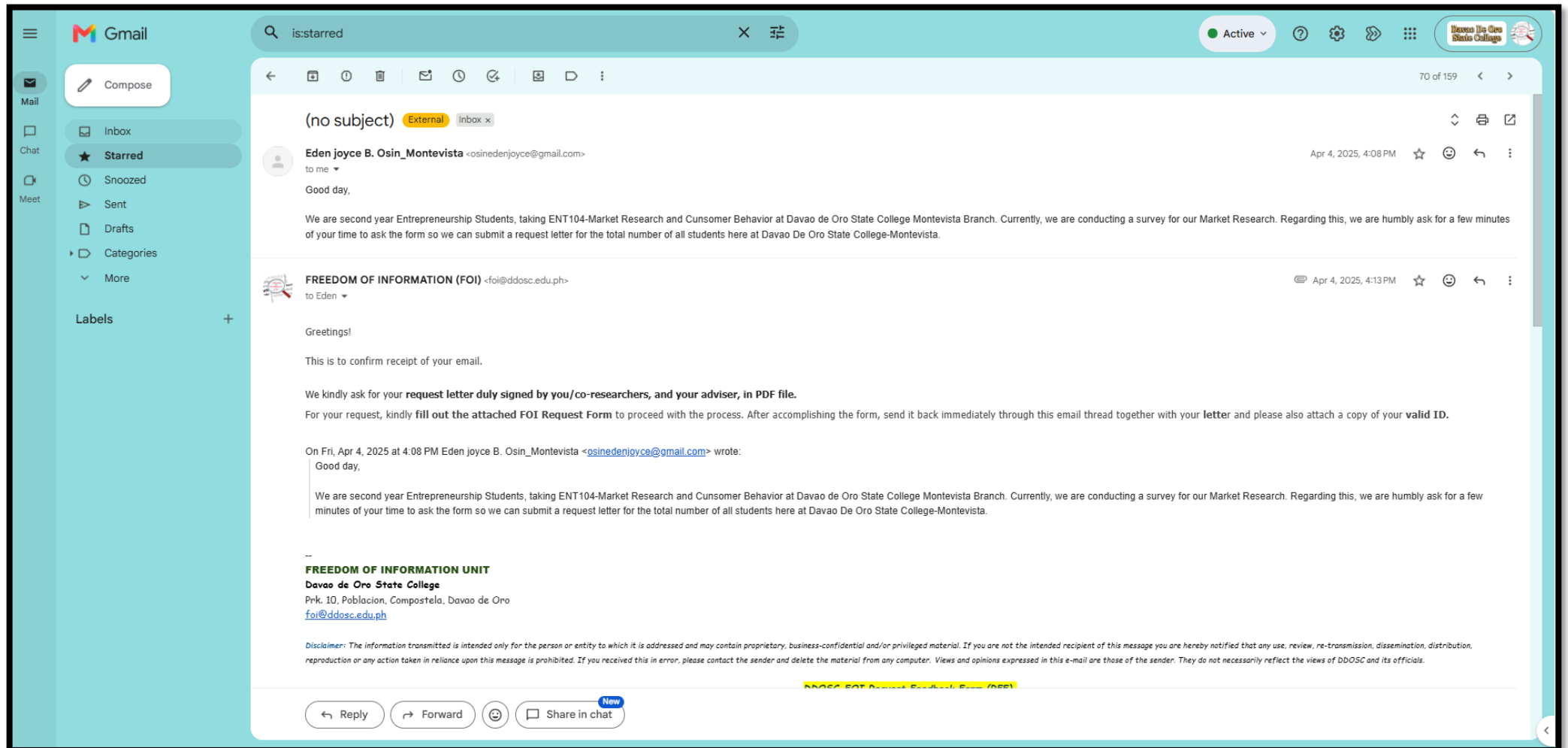
Simply choose the corresponding icon and provide the details on the space provided.

☐ Commendation/s ☐ Complaint/s

Details of Commendation/Complaint:

Annex B
FOI REQUEST REPLIES WITH ATTACHED FOI FEEDBACK SURVEY
SECOND QUARTER (2025) VIA EMAIL

A) RECEIPT OF REQUEST



B) ATTACHED LETTER



DAVAO DE ORO STATE COLLEGE - MONTEVISTA BRANCH

San Jose, Montevista, Davao de Oro

March 31, 2025

APRIL ROSE DIANNE ABELLA- VELLARO, DBM

Branch Director

Davao de Oro State College-Montevista Branch

Thru: **APRIL G. SAMSON**

Registrar I

Students Records Unit-Montevista Branch

Dear Ma'am,

Greetings!

We are market research students of this institution currently conducting a study on "Evaluating the service quality and customer satisfaction of Davao de Oro State College Montevista Canteen". In this regard, we would like to request data on the total number of enrolled students for the second semester of SY 2024-2025, categorized by male and female.

Please be assured that the requested data will be used solely for research purposes and handled in compliance with Republic Act No. 10173 (Data Privacy Act of 2012).

We appreciate your time and assistance and look forward to your response. Should you require any further details, please feel free to contact us at 09947996176 or osinedenjoyce@gmail.com.

Respectfully Yours,


EDEN JOYCE B. OSIN


FIRST D. LABUAN

JESRYL U. RESPECIA


ORLY AARON H. ENTECOSA


ROLANDO KLENT G. AGURA




C) FOI REQUEST FORM



Republic of the Philippines
DAVAO DE ORO STATE COLLEGE
 P-10, Poblacion, Compostela, Davao de Oro Province
www.ddosc.edu.ph

FOI Tracking Number:

FREEDOM OF INFORMATION

(REQUEST FORM)

Please read the following information carefully before processing with your application. Use blue or black ink. Write neatly and in BLOCK letters. Improper or incorrectly filled out forms will not be acted upon. Tick or mark boxes with "X" where necessary. Note: (4) denotes a MANDATORY field.

A. REQUESTING PARTY

You are required to supply your name and address for correspondence. Additional contact details will help us deal with your application and correspond with you in the manner you prefer.

Title (e.g. Mr., Mrs., Ms.) Ms. Given Name/s (including A.M.I.) Eden Joyce B. Surname Dain

Complete Address (Apartment/House No., Street, City/Municipality, Province)
< Purok 2, Bukal, Nabunturan, Davao De Oro

Landline / Fax < Mobile < 09647995176 E-mail < _esinedenjoyce@gmail.com

Preferred Mode of Communication: ☐ Landline ☐ Mobile Number ☒ E-mail ☐ Postal Address

(If your request is successful, you will be notified in this manner)

Preferred Mode of Reply: ☒ E-mail ☐ Postal Address ☐ Pick-up at Agency

Type of ID Given (Please ensure your ID contains your photo and signature) School ID

ID Number: MO-202352421310

B. REQUESTED INFORMATION

Agency – Connecting Agency (if applicable) <N/A

Title of Document/Record Requested (Please be as detailed as possible)
Request for Population of Student enrolled at Montevista Davao De Oro State College- Montevista Branch

Date or Period (DD/MM/YYYY) < 10/04/2025 Document Type Letter of Request for Student Enrollment Data Reference Number (if known)

Purpose < Market Research and Consumer Behavior

Any other Relevant Information N/A

C. DECLARATION

Privacy Notice: Once deemed valid, your information from your application will be used by the agency you have applied to, to deal with your application as set out in the Freedom of Information Executive Order No. 2. If the Department or Agency gives you access to a document, and if the document contains no personal information about you, the document will be published online in the Department's or Agency's disclosure log, along with your name and the date you applied, and, if another person, company or body will use or benefit from the documents sought, the name of that person, entity or body.

I declare that:

- The information provided in the form is complete and correct;
- I have read the Privacy notice;
- I have presented at least one (1) government-issued ID to establish proof of my identity.

I understand that it is an offense to give misleading information about my identity, and that doing so may result in a decision to refuse to process my application.

SIGNATURE: 

DATE ACCOMPLISHED (DD/MM/YYYY): < 10/04/2025

D. FOI RECEIVING OFFICER (INTERNAL USE ONLY)

Name (Print Name) <

Agency – Connecting Agency (if applicable, otherwise N/A) <

Date entered on eFOI (if applicable, or N/A) <

The request is recommended to be ☐ Approved ☐ Denied, reason: ☐ Invalid ☐ Incomplete ☐ Available online

☐ Exception:

Second Receiving Officer Assigned <

Decision Maker Assigned to Application <

Date Request Finished (DD/MM/YYYY) < Date Documents (if any) Sent <

FOI Request Accomplished ☐ Yes ☐ No

DDOSC FREEDOM OF INFORMATION

D) RELEASE OF THE REQUESTED INFORMATION



FREEDOM OF INFORMATION (FOI)

<foi@ddosc.edu.ph>

to Eden

Apr 10, 2025, 2:00 PM

Good day Ms. Osin:

Respectfully sending herewith the requested documents acted upon by the office of the Admission and Student Records Section of **MONTEVISTA BRANCH** for your reference.

Meanwhile, as required by the PBB-FOI, we would like to request your end to fill out the attached Client's Feedback Form. We already indicated the FOI Tracking No (DDOSC-FOI-125) in the said feedback form for monitoring purposes.

Thank you very much and please acknowledge receipt of this email.

2 Attachments • Scanned by Gmail

Second Semester...

DDOSC-FOI REQ...

Reply

Forward

Share in chat

E) ACCOMPLISHED FEEDBACK FORM



Republic of the Philippines
DAVAO DE ORO STATE COLLEGE
Compostela, Davao de Oro
www.ddosc.edu.ph | foi@ddosc.edu.ph
DDOSC-FOI REQUEST FEEDBACK FORM



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DIRECTIONS:

- Please answer the questions below to provide your feedback for the service provided by the institution.
- Mark your rating in the space provided.

Email: georabella.taala@ddosc.edu.ph Date Requested: **April 03, 2025** FOI Tracking no: **DDOSC - FOI -126**

Organization/Affiliation:

- ☐ Government Employees
☐ Civil Society Organizations/Non-Government Organizations
☒ Academe (e.g., Researchers, Students, Private School Teachers/Lecturers)
☐ None of the above

Name of Organization/Affiliation:

Davao De Oro State College - New Bataan Branch

Gender: ☐ Male ☒ Female ☐ Prefer Not to Say

Region: Church Of Christ

Age Group:

☐ 20 and below ☒ 21 - 30 ☐ 31 - 40
☐ 41 - 50 ☐ 51 - 60 ☐ 61 and above

Educational Attainment:

- ☐ High School level and below ☒ Undergraduate tertiary education
☐ College graduate ☐ Post graduate

SERVICE RESPONSIVENESS (A): Are you satisfied with the handling of your FOI request?

☒ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

SERVICE RESPONSIVENESS (B): Did you receive your information within 15 to 35 working days?

- ☒ If YES, proceed to question B.1
☐ If NO, proceed to question B.2

SERVICE RESPONSIVENESS (B.1): For successful request, was the response you received easy to understand?

☒ 5 - Strongly Agree ☐ 4 - Agree ☐ 3 - Neither agree nor disagree ☐ 2 - Disagree ☐ 1 - Strongly disagree

SERVICE RESPONSIVENESS (B.2): For unsuccessful request, are you satisfied with the reason provided?

☒ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

QUALITY OF SERVICE: The personnel provide information with accuracy.

☒ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

ACCESS & FACILITIES: The personnel provide service in accessible manner.

☒ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

COMMUNICATION: Did you feel that we communicated with you effectively, from start to finish?

☒ 5 - Strongly Agree ☐ 4 - Agree ☐ 3 - Neither agree nor disagree ☐ 2 - Disagree ☐ 1 - Strongly disagree

COST OF SERVICE: The personnel provide services appropriate for clients need with efficient cost to time and other resources.

☒ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

INTEGRITY: The personnel convey and show trust, respect and confidence while dealing with clients.

☒ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

ASSURANCE: The personnel is knowledgeable to answer queries and concerns.

☒ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

OUTCOME: The personnel make you feel like a valued client.

☒ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

How would you rate your OVERALL SATISFACTION with regard to the quality-of-service delivery?

☒ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

Is there anything we could do to improve our service in the future?

You may also use this form for commendations or complaints.

Simply choose the corresponding icon and provide the details on the space provided.

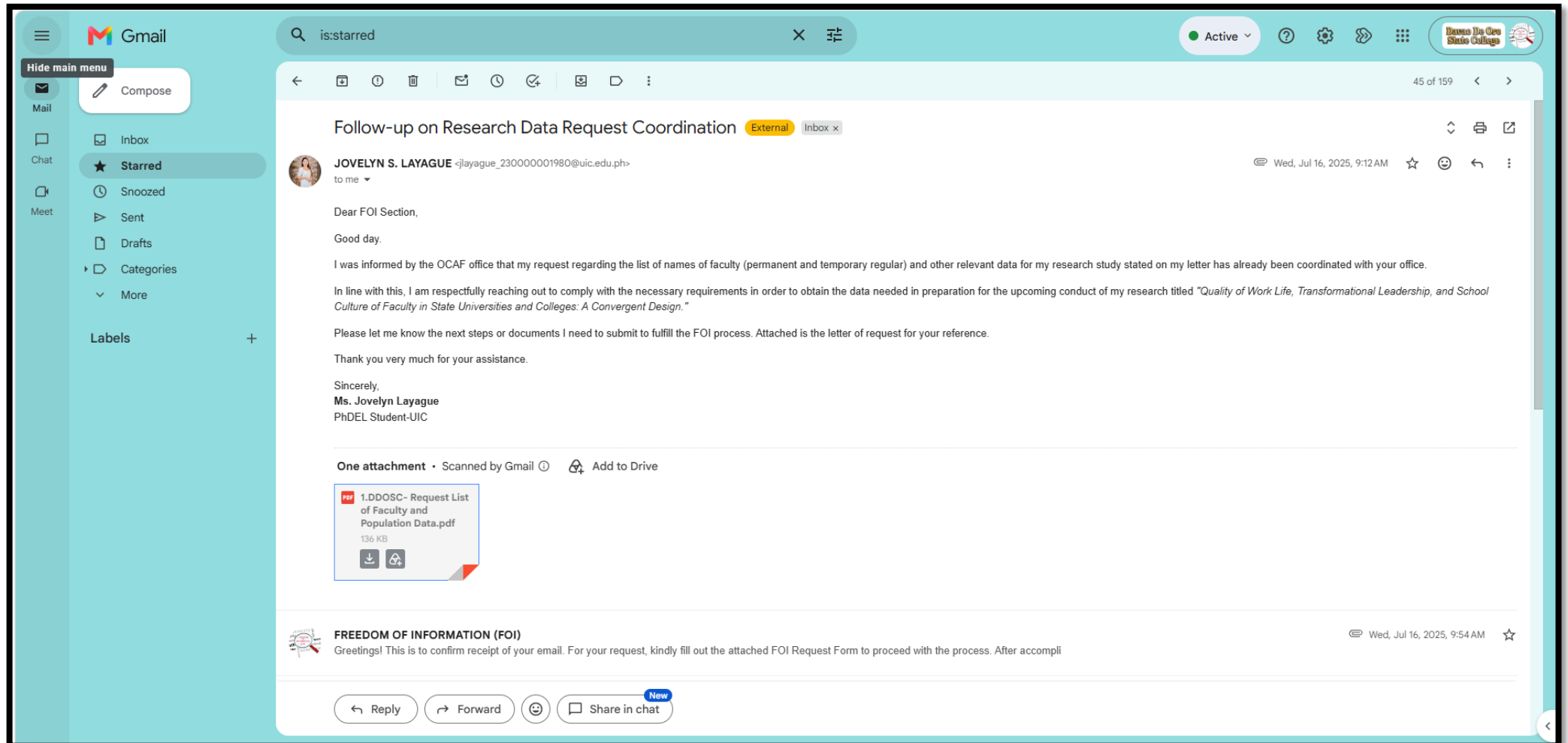
☐ Commendation/s ☐ Complaint/s

Details of Commendation/Complaint:

Thank you very much!

Annex B
FOI REQUEST REPLIES WITH ATTACHED FOI FEEDBACK SURVEY
THIRD QUARTER (2025) VIA EMAIL

A) RECEIPT OF REQUEST



B) ATTACHED LETTER

July 16, 2025

KIM F. BALOCA, CPA

Chief for Administration and Finance
Davao de Oro State College

Thru: REAH C. NIOG

Human Resource Management Unit Head
Davao de Oro State College

Subject: Request List of Faculty and Population Data for Upcoming Research Study

Dear Sir,

Warm greetings! I am Jovelyn S. Layague, a PhD candidate in Educational Leadership at the University of Immaculate Conception. I am currently preparing to undertake a research study entitled "**Quality of Work Life, Transformational Leadership, and School Culture of Faculty in State Universities and Colleges: A Convergent Design.**"

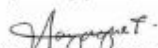
To ensure methodological rigor and representativeness, I plan to determine my sample size using the Raosoft sample size calculator in conjunction with a cluster random sampling design. Accordingly, I respectfully request the following information in your institution:

- List of Names of Faculty (permanent and temporary regular)
- Position/Designation
- Years of Teaching Experience/Years in Service

This data will be used exclusively to calculate the required number of survey participants; no direct data collection with faculty members will commence until all institutional clearances and ethical approvals have been secured. All figures provided will be treated with strict confidentiality and reported only in aggregate form within the study's methodology.

Thank you very much for your time and kind assistance. Your cooperation is invaluable to the successful planning and execution of this research, which aims to contribute to the enhancement of faculty work life and leadership practices in State Universities and Colleges.

Respectfully yours,



JOVELYN S. LAYAGUE

PhD in Educational Leadership – Candidate
09052489430@layague 230000001980@uic.edu.ph

Noted by:



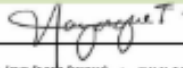
AVEE JOY B. DAYAGANON, PhD
Adviser

C) FOI REQUEST FORM

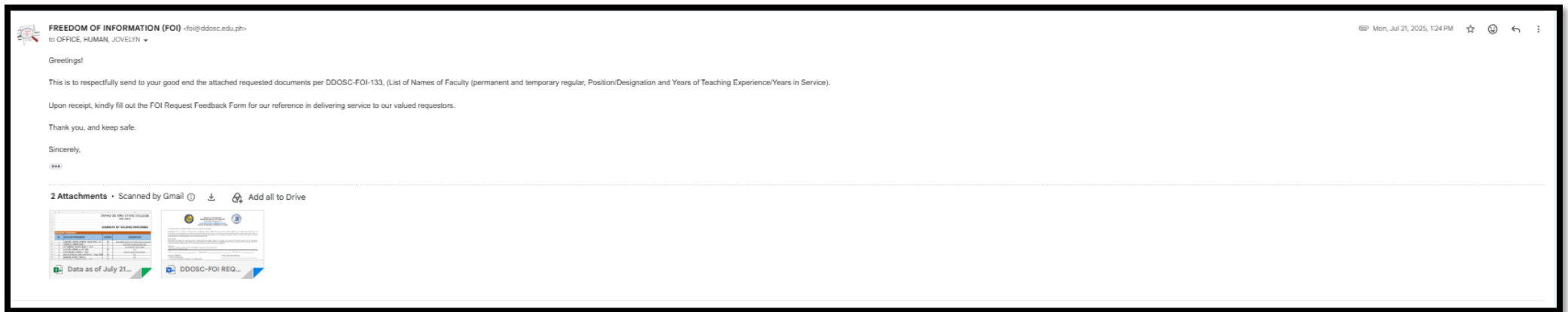
		Republic of the Philippines DAVAO DE ORO STATE COLLEGE P-10, Poblacion, Compostela, Davao de Oro Province www.ddosc.edu.ph		FOI Tracking Number:
FREEDOM OF INFORMATION (REQUEST FORM)				
Please read the following information carefully before processing with your application. Use blue or black ink. Write neatly and in BLOCK letters. Improper or incorrectly-filled out forms will not be acted upon. Tick or mark boxes with "X" where necessary. Note: (c) denotes a MANDATORY field.				
A. REQUESTING PARTY				
You are required to supply your name and address for correspondence. Additional contact details will help us deal with your application and correspond with you in the manner you prefer.				
Title (e.g. Mr., Mrs., Ms.)	Given Name/s (including M.I.)	Surname		
Ms.	< JOVELYN SANCHEZ	< LAYAGUE		
Complete Address (Apartment/House No., Street, City/Municipality, Province)				
PURON-EGUIERRA, POBLACION, MARAGUHAN, DAVAO DE ORO				
Landline / Fax	Mobile	E-mail		
	< 09052489430	< layague_230000001980@ddosc.edu.ph		
Preferred Mode of Communication: ☐ Landline ☐ Mobile Number ☒ E-mail ☐ Postal Address				
(if your request is successful, you will be notified in this manner)				
Preferred Mode of Reply: ☒ E-mail ☐ Postal Address ☐ Pick-up at Agency				
Type of ID Given (Please ensure your IDs contain your photo and signature) <u>PSC</u>				
ID Number: <u>1660360</u>				
B. REQUESTED INFORMATION				
Agency – Connecting Agency (if applicable) < _____				
< _____				
Title of Document/Record Requested (Please be as detailed as possible)				

-REQUEST LIST OF NAMES				
FACULTY permanent and temporary				
regular				
-Position and Designation				
- Years in Service				
Date or Period (DD/MM/YY)	Document Type	Reference Number (if known)		
< 2020-Present	< _____	_____		
Purpose				
< Identify Sample Size of my Participant in connection to the preparation on the conduct of my study.				

Any other Relevant Information				

C. DECLARATION				
Privacy Notice: Once deemed valid, your information from your application will be used by the agency you have applied to, to deal with your application as set out in the Freedom of Information Executive Order No. 2, if the Department or Agency gives you access to a document, and if the document contains no personal information about you, the document will be published online in the Department's or Agency's disclosure log, along with your name and the date you applied, and, if another person, company or body will use or benefit from the documents sought, the name of that person, entity or body.				
I declare that:				
• The information provided in the form is complete and correct;				
• I have read the Privacy notice;				
• I have presented at least one (1) government-issued ID to establish proof of my identity.				
I understand that it is an offense to give misleading information about my identity, and that doing so may result in a decision to refuse to process my application.				
SIGNATURE: < 				
DATE ACCOMPLISHED (DD/MM/YYYY): < JULY 16, 2025				
D. FOI RECEIVING OFFICER (INTERNAL USE ONLY)				
Name (Print Name) < _____				
Agency – Connecting Agency (if applicable, otherwise N/A) < _____				
Date entered on eFOI (if applicable, or N/A) < _____				
The request is recommended to be ☐ Approved ☐ Denied, reason: ☐ Invalid ☐ Incomplete ☐ Available online				
☐ Exception: _____				
Second Receiving Officer Assigned < _____				
Decision Maker Assigned to Application < _____				
DDOSC FREEDOM OF INFORMATION				

D) RELEASE OF THE REQUESTED INFORMATION



E) ACCOMPLISHED FEEDBACK FORM



Republic of the Philippines
DAVAO DE ORO STATE COLLEGE
Compostela, Davao de Oro
www.ddosc.edu.ph | foi@ddosc.edu.ph
DDOSC-FOI REQUEST FEEDBACK FORM



We would love to hear your thoughts or feedback on how we can improve your experience!

This Feedback Form is in compliance with Section 6.6.1 of Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2019-002, series of 2019 entitled Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and its Implementing Rules and Regulations (IRR) which mandates all government agencies to establish their own feedback and complaints mechanism to ensure that the citizens availing their services are heard and to enable the agency to continuously improve their services.

PRIVACY NOTICE

Accomplishing this Feedback Form signifies authorizing the Davao de Oro State College - Freedom of Information Unit to collect the information provided in this form. All personal information provided using this form shall be treated with utmost confidentiality. The data collected will be aggregated for analysis to help us continually improve our services. Disclosure of the personal information of the customers shall only be disclosed pursuant to applicable laws, guidelines, and regulations.

DIRECTIONS:

- Please answer the questions below to provide your feedback for the service provided by the institution.
- Mark your rating in the space provided.

Email: jlayague_230000001980@uic.edu.ph Date Requested: July 16, 2025 FOI Tracking no: DDOSC-FOI-193

Organization/Affiliation:

- ☐ Government Employees
☐ Civil Society Organizations/Non-Government Organizations
☒ Academe (e.g. Researchers, Students, Private School Teachers/Lecturers)
☐ None of the above

Name of Organization/Affiliation:

University of Immaculate Conception- Bonifacio St. Davao City

Gender: ☐ Male ☒ Female ☐ Prefer Not to Say

Region: Region XI

Age Group:

☐ 20 and below ☐ 21 - 30 ☒ 31 - 40
☐ 41 - 50 ☐ 51 - 60 ☐ 61 and above

Educational Attainment:

- ☐ High School level and below ☐ Undergraduate tertiary education
☐ College graduate ☒ Post graduate

SERVICE RESPONSIVENESS (A): Are you satisfied with the handling of your FOI request?

☒ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

SERVICE RESPONSIVENESS (B): Did you receive your information within 15 to 35 working days?

- ☒ If YES, proceed to question B.1
☐ If NO, proceed to question B.2

SERVICE RESPONSIVENESS (B.1): For successful request, was the response you received easy to understand?

☒ 5 - Strongly Agree ☐ 4 - Agree ☐ 3 - Neither agree nor disagree ☐ 2 - Disagree ☐ 1 - Strongly disagree

SERVICE RESPONSIVENESS (B.2): For unsuccessful request, are you satisfied with the reason provided?

☐ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

QUALITY OF SERVICE: The personnel provide information with accuracy.

☒ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

ACCESS & FACILITIES: The personnel provide service in accessible manner.

☒ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

COMMUNICATION: Did you feel that we communicated with you effectively, from start to finish?

☒ 5 - Strongly Agree ☐ 4 - Agree ☐ 3 - Neither agree nor disagree ☐ 2 - Disagree ☐ 1 - Strongly disagree

COST OF SERVICE: The personnel provide services appropriate for clients need with efficient cost to time and other resources.

☒ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

INTEGRITY: The personnel convey and show trust, respect and confidence while dealing with clients.

☒ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

ASSURANCE: The personnel is knowledgeable to answer queries and concerns.

☒ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

OUTCOME: The personnel make you feel like a valued client.

☒ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

How would you rate your OVERALL SATISFACTION with regard to the quality-of-service delivery?

☒ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

Is there anything we could do to improve our service in the future?

You may also use this form for commendations or complaints.

Simply choose the corresponding icon and provide the details on the space provided.

☐ Commendation/s ☐ Complaint/s

Details of Commendation/Complaint:

Annex B
FOI REQUEST REPLIES WITH ATTACHED FOI FEEDBACK SURVEY
SECOND QUARTER (2025) VIA EMAIL

A) REQUEST LETTER

	Republic of the Philippines Davao de Oro State College Poblacion, Compostela, Davao de Oro Province	 
December 12, 2025		
Metzei P. Baste College Registrar Davao de Oro State College P-10 Poblacion, Compostela, Davao de Oro		
Dear Ma'am, I am writing to respectfully request the total population of Bachelor of Science in Criminology graduates from academic year 2024-2025. This information will be collected for research purposes as part of our ongoing study. Rest assured that all information provided will be kept confidential and used solely for the stated research objectives. I would sincerely appreciate your favorable response to this request at your earliest convenience. Should you need further details, you may contact me at gabriel.ando@ddosc.edu.ph Thank you very much for your time and assistance.		
Sincerely,		
 GABRIEL FLORENCE ANDO Researcher		DAVAO DE ORO STATE COLLEGE Freedom of Information Unit RECEIVED BY: JUVY TEVES - SORIA Date: DEC 12 2025 Time: 1:55 pm
 VICENTE REY L. ALIMA Researcher		
 JOHN DAVE C. YTAC Researcher		
 ROSE TONIE A. BANATE, MSCRIM Research Adviser		
Noted by:  MAIDA MAE B. CALPO, MSCRIM CD, Program Head		
The Cradle of Golden Opportunities VISION: A proactive academic pillar of development in the ASEAN Region. MISSION: DDOSC shall provide golden opportunities to its stakeholders towards producing globally competent graduates, relevant and responsive research, extension, and production services anchored on good governance. GOALS: • Quality Instruction • Relevant and Responsive Research, Extension and Production Services • Effective and Efficient Resource Management CORE VALUES: DDOSC is a trailblazer of learned individuals that values the culture of EXCELLENCE, INTEGRITY, and SOLIDARITY 		

B) FOI REQUEST FORM

	Republic of the Philippines DAVAO DE ORO STATE COLLEGE P-10, Poblacion, Compostela, Davao de Oro Province www.ddosc.edu.ph	FOI Tracking Number: DDOSC-FOI-151
FREEDOM OF INFORMATION (REQUEST FORM)		
A. DECLARATION Privacy Notice: The Davao de Oro State College (DDOSC), in line with the Republic Act 10173 or the Data Privacy Act of 2012, is committed to protect and secure personal information obtained in the performance of its mandate under RA 10598 and RA 11575. Once deemed valid, your information from your application will be used by the agency you have applied to, to deal with your application as set out in the Freedom of Information Executive Order No. 2. If the Agency gives you access to a document, and if the document contains no personal information about you, the document will be published online in the Department's or Agency's disclosure log, along with your name and the date you applied, and, if another person, company or body will use or benefit from the documents sought, the name of that person, entity or body. I declare that: • The information provided in the form is complete and correct; • I have read the Privacy notice; • I have presented at least one (1) government-issued ID to establish proof of my identity. I understand that it is an offense to give misleading information about my identity, and that doing so may result in a decision to refuse to process my application. Please read the following information carefully before processing with your application. Use blue or black ink. Write neatly and in BLOCK letters. Improper or incorrectly-filled out forms will not be acted upon. Tick or mark boxes with "X" where necessary. Note: (<) denotes a MANDATORY field.		
B. REQUESTING PARTY You are required to supply your name and address for correspondence. Additional contact details will help us deal with your application and correspond with you in the manner you prefer. Title (e.g. Mr., Mrs., Ms.) <u>Mr</u> Given Name/s (including M.I.) <u>< Vicente Rey To</u> Surname <u>< Alimon</u> Complete Address (Apartment/House No., Street, City/Municipality, Province) <u>< Purok 11, Baclog, Compostela, Davao de Oro</u> Landline / Fax: _____ Mobile: <u>< 09109373585</u> Email: <u>< vicentereyalimon02@gmail.com</u> Preferred Mode of Communication: ☐ Landline ☒ Mobile Number ☐ E-mail ☐ Postal Address: (If your request is successful, you will be notified in this manner) Preferred Mode of Reply: ☒ E-mail ☐ Postal Address ☐ Pick-up at Agency Type of ID Given (Please ensure your IDs contain your photo and signature) <u>School ID</u> ID Number: <u>00-202328591709</u>		
C. REQUESTED INFORMATION Agency – Connecting Agency (if applicable) _____ Title of Document/Record Requested (Please be as detailed as possible) <u>< Requesting the total population of Bachelor of Science in Criminology graduates from academic year 2024-2025.</u> Date or Period (DD/MM/YY) _____ Document Type _____ Reference Number (if known) _____ Purpose <u>< Research purposes only</u> Any other Relevant Information _____		
SIGNATURE: <u>[Signature]</u> DATE ACCOMPLISHED (DD/MM/YYYY): <u>< 12/12/2025</u>		
D. FOI RECEIVING OFFICER (INTERNAL USE ONLY) Name (Print Name) <u>< JHECEL JAN M. GOMEZ</u> Agency – Connecting Agency (if applicable, otherwise N/A) <u>< N/A</u> Date entered on eFOI (if applicable, or N/A) _____ The request is recommended to be ☒ Approved ☐ Denied, reason: ☐ Invalid ☐ Incomplete ☐ Available online Second Receiving Officer Assigned <u>< MCTHE C. BARTOLINA</u> Decision Maker Assigned to Application <u>< GLENN JUAN C. ALVARADO, Ph.D.</u> Date Request Finished (DD/MM/YYYY) <u>< DEC 15 2025</u> Date Documents (if any) Sent _____ FOI Registry Accomplished ☐ Yes ☐ No RO Signature: <u>[Signature]</u> Date: <u>DEC 15 2025</u>		

C) ACCOMPLISHED FEEDBACK FORM



Republic of the Philippines
DAVAO DE ORO STATE COLLEGE
 Compostela, Davao de Oro
www.ddosc.edu.ph | foi@ddosc.edu.ph
DDOSC-FOI REQUEST FEEDBACK FORM



We would love to hear your thoughts or feedback on how we can improve your experience!

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DIRECTIONS:

- Please answer the questions below to provide your feedback for the service provided by the institution.
- Mark your rating in the space provided.

Email: Vicente.reyaling021@gmail.com Date Requested: December 12, 2015 FOI Tracking no: DDOAC - K1 -

Organization/Affiliation:

- ☐ Government Employees
☐ Civil Society Organizations/Non-Government Organizations
☒ Academe (e.g., Researchers, Students, Private School Teachers/Lecturers)
☐ None of the above

Name of Organization/Affiliation:

Bachelor of Science in criminology

Gender: ☐ Male ☐ Female ☐ Prefer Not to Say

Region: XI

Age Group:

☐ 20 and below ☐ 21 – 30 ☐ 31 – 40
☐ 41 – 50 ☐ 51 – 60 ☐ 61 and above

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☐ College graduate ☐ Post graduate

SERVICE RESPONSIVENESS (A): Are you satisfied with the handling of your FOI request?

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☐ If NO, proceed to question B.2

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SERVICE RESPONSIVENESS (B.2): For unsuccessful request, are you satisfied with the reason provided?

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How would you rate your OVERALL SATISFACTION with regard to the quality-of-service delivery?

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Is there anything we could do to improve our service in the future?

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Simply choose the corresponding icon and provide the details on the space provided.

☐ Commendation/s ☐ Complaint/s

Details of Commendation/Complaint:

