



ST. PAUL UNIVERSITY MANILA

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SPU MANILA SERVICE UNITS SATISFACTION SURVEY RESULT FOR FIRST SEMESTER A.Y. 2025-2026

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St. Paul University Manila remains steadfast in its commitment to deliver holistic and transformative Catholic education to its students. Guided by its mission of service and excellence, the university places the highest priority on ensuring that students receive the finest academic and non-academic support from its dedicated staff and employees. This commitment is rooted in the belief that quality Catholic education is complemented by responsive, efficient, and compassionate service across all university units.

In line with this commitment, the university conducted a service unit satisfaction survey covering the first semester of A.Y. 2025-2026, from August to December 2025. The survey, which is administered biannually, serves as a vital mechanism for assessing and monitoring the quality, efficiency, and effectiveness of services rendered by the various school units. Through this initiative, the university seeks to gather meaningful feedback from its constituents, identify areas for improvement, and continuously enhance the delivery of services in support of its students' academic endeavors, university experience, and overall formation.

For this cycle, the survey obtained a total of seventy-eight (78) responses. The service units that were evaluated are the following: Admissions Office, General Services Office, University Library, TESDA Assessment Center, Guidance Office, Registrar's Office, Finance Office, Music Therapy Center, Health Services, Canteen,

Office / Service Unit	Tally of Reviews
General Services Office	17
College of Music and the Performing Arts	11
TESDA Assessment Center	10
College of Business and Management	8
University Library	6
Canteen	5
Admissions and Academic Internationalization Office	3 (2 for Admissions Office)
Guidance Office	3
Health Services	3
College of Education and Liberal Arts	2
Finance Office	2
Registrar's Office	2
Campus Ministry	1
Graduate School of Education	1
Music Therapy Center	1
Office of the Vice President for Student Services and Christian Formation	1
Paulinian Center for Culture and Heritage	1
Senior High School Department	1
TOTAL	78

Campus Ministry, Office of the Vice President for Student Services and Christian Formation, Paulinian Center for Culture and Heritage, and Senior High School Department, CELA (formerly CASE), Graduate School of Education, CBM, and CMPA.

Indicators	Question asked	Yes	No
Service Quality	<i>Were you satisfied with the quality of service provided?</i>	96.2%	3.8%
Staff Competence and Helpfulness	<i>Were the staff members of the service unit helpful and knowledgeable?</i>	97.4%	2.6%
Information Adequacy	<i>Did you receive all the necessary information during your visit?</i>	96.2%	3.8%
Response Time	<i>Was the response time to your inquiries acceptable?</i>	97.4%	2.6%

The satisfaction survey results reflect an overwhelmingly positive evaluation of the university's services. Service Quality received 96.2% affirmative responses, indicating a high level of satisfaction with the standard and reliability of services. Staff Competence and Helpfulness earned a 97.4% positive rating, highlighting the professionalism and supportive attitude of employees. Information Adequacy also achieved a 96.2% satisfaction rate, showing that most respondents found the information clear and sufficient. Lastly, Response Time garnered a 97.4% affirmative rating, demonstrating the efficiency and timeliness of service delivery. Overall, the consistently high percentages indicate that the university is effectively meeting the needs of its constituents, with only minimal areas for improvement.

To further enhance student satisfaction and improve the overall quality of university services, the following recommendations are proposed:

- **Designated Study Rooms:** Provide dedicated study spaces for students during free time to promote productivity and support focused activities such as reading, research, and examination reviews.
- **Improved Communication and Accessibility:** Strengthen communication systems by ensuring functional landlines, clear hotlines, and timely responses on messaging platforms to address student concerns efficiently and reinforce trust in the university's services.

Positive Feedback

- Excellent (mentioned 2x)
- Thank you po for your service!
- The staff are all kind and approachable. They were easy to talk about the things we need. (mentioned 4x)
- None!! I love how healthy our environment
- They are always so warm and helpful to me, whether it's printing documents or logging into academic websites. Even though my English isn't very good, I can still feel their kindness and enthusiasm. I love my school. From Wang Fan
- They are all good and very helpful (mentioned 3x)
- We would like to thank maam Cristy and maam Bing for the warm welcome
- Very accommodating, professional, and enticing. Looking forward to referring patients for music therapy :) (mentioned 3x)
- Very interesting field. I would like to explore more about their services offered for our patients with neurodevelopmental conditions.
- I was satisfied that my item was safe here at the general service I was afraid to buy another earphone because it's costly
- amazing hosts
- Super fun experience po (mentioned 2x)
- I was one of the clients / students who visit guidance for consultation and it was a good and loving experience
- I'm very satisfied with how organized they are and how they process documents.
- Nothing to recommend since I am satisfied with what I experienced inside the department