

**CUSTOMER SATISFACTION SURVEY TOOL ON**

**LEARNING RESOURCE QUALITY ASSURANCE SERVICES**

The Learning Resource Management Section of the Curriculum Implementation Division of the Schools Division Office of Batanes is committed to ensure that its services bring delight to its customers. That is why we appreciate if you could spare time to fill out this survey on how you assess our Learning Resource Quality Assurance Services. Rest assured that your responses will be treated with utmost confidentiality and shall serve as bases for continual improvement of our services.

Using the scale below, please rate your level of satisfaction on the following areas of Learning Resource Quality Assurance:

**5 – Very Satisfied**

**4 – Satisfied**

**3 – Neither Satisfied Nor Dissatisfied**

**2– Dissatisfied**

**1– Very Dissatisfied**

**A. Individual**

|  |  |
| --- | --- |
| **The Division Learning Resource Quality Assurance Team** | **Rating** |
| 1. Accomplished the editing process before or within the prescribed time frame |  |
| 1. Thoroughly and comprehensively edited all aspects of the learning resource |  |
| 1. Demonstrated expertise and competence in evaluating the following areas:  * Content * Language * Format, Page Layout and Design and Other Technical Specifications |  |
| 1. Provided the learning resource developers with appropriate, clear and complete information for the identified revisions in the learning resource |  |
| 1. Demonstrated courtesy, politeness and professionalism while communicating the Quality Assurance Findings with the learning resource developers |  |
| **Total** |  |

**Do you have any other comments which may help us improve our service?**

**Please feel free to write them down.**

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Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Summary No. of Evaluators: \_\_\_\_\_\_9\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| --- | --- | --- | --- | --- | --- |
| **The Division Learning Resource Quality Assurance Team** | **5** | **4** | **3** | **2** | **1** |
| 1. Descriptor 1 | 7 | 2 |  |  |  |
| 2. Descriptor 2 | 7 | 2 |  |  |  |
| 3. Descriptor 3 | 7 | 2 |  |  |  |
| 4. Descriptor 4 | 8 | 1 |  |  |  |
| 5. Descriptor 5 | 8 | 1 |  |  |  |
| **Total** | 37 | 8 |  |  |  |

1. **Summary of Recommendation.**
2. To review the materials thoroughly to minimize the resending of the manuscript for revision on/or finalization. Less work for everyone.