

Central Philippine University Lopez Jaena St., Jaro Iloilo City	Doc. Title: PROCEDURE IN HANDLING OF STUDENTS' FEEDBACK & COMPLAINTS	
	Control Number: SAS-01	Rev. 0
	Effectivity Date: January 31, 2023	Page 1 of 2

1.0 PROCEDURE

1.1 Student feedback/complaint shall be handled depending on its type –

1.1.1 Academic concerns – shall be addressed through the proper channels (from dept. head to the dean to the VPAA to the President)

1.1.2 Non-academic matters shall also follow proper channels (from dept./unit head to the President)

In case of doubt on the part of the students as to where to file their feedback/complaint, they can go directly to the VPSA.

1.2 Feedback/complaint shall be classified either as academic or non-academic.

1.3 Academic feedback/complaint involves the following:

1.3.1 Course or Class Program

1.3.2 Coverage/scope of course program

1.3.3 Quality of instruction

1.3.4 Quality of practical experiences (practicum, laboratory, internship, clinical or field experience)

1.3.5 Quality of available courses

1.3.6 Quality of academic advising

1.3.7 Quality of career advising and job placement

1.3.8 Availability of books, reference materials

1.3.9 Grading procedures

1.3.10 Usefulness of printed information (e.g., catalog, brochures) about course program

1.4 Non-academic feedback/complaint involves the following:

1.4.1 Quality of staff service

1.4.2 Student organizations

1.4.3 Community outreach

1.4.4 Cafeteria, dining hall, other public areas

1.4.5 Dormitories, classrooms, computer facilities, other buildings and grounds

1.4.6 Water and electricity

1.4.7 Safety and security

1.4.8 Student accident insurance, medical and other services

1.4.9 Availability and prices of food and other items sold on campus

1.4.10 Tuition and other fees

- 1.5 The VPSA office secretary (for non-academic) and the VPAA secretary (for academic) shall regularly take note of and coordinate student feedback/complaint.
- 1.6 For monitoring, each feedback/complaint shall be noted down through CPU-SAS Form#1. Attachments (e.g. letter of complaint, printed email copy, printed Facebook copy and other social media information) shall be attached to the form.
- 1.7 The VPSA or VPAA Secretary shall give a report of this feedback/complaint to the VPSA or VPAA respectively. Issues that need immediate resolution shall not wait for the weekly report.