AREA IV

SUPPORT TO STUDENTS

O.1. The students are satisfied with the Student Services Program.

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Table 2. Monthly Client Satisfaction Results.

Month	Over-all Rating	Rating Description
January	100.00%	Outstanding
February	94.39%	Very Satisfactory
March	100.00%	Outstanding
April	97.14%	Outstanding
May	98.04%	Outstanding
June	100.00%	Outstanding

The survey results are supported by students' participation in and benefit from the program. In SY 2025-2026, 1,879 students received scholarships through 24 programs, which shows broad access to scholarships and financial assistance. Students are active in organizations and activities, as shown by the Junior Philippine Institute of Accountants (JPIA) USM Chapter's results in Pasiklaban 2026 (champion in Patintero and placements in debate, essay writing, and canvas painting) and its third place in the IDEA CTRL: CBMS Innovation Challenge at the 2026 Komunikasyon. The chapter also gives support such as a prayer meeting for CPA licensure examinees.

The feedback gathered is reviewed by the SAS Unit, which uses it to improve services [add specific actions taken, such as changes in procedures or new services]. This continuing evaluation shows that the University values students' views and acts on them, which supports the outcome that students are satisfied with the Student Services Program.