



FOI FEEDBACK REPORT

I. Overview

Mindoro State University (MinSU) remains committed to upholding the constitutional right to information by continuously refining its Freedom of Information (FOI) processes. To ensure high-quality service, the University has integrated the **FOI Feedback Survey** into its standard operations. This report summarizes the efforts exerted in gathering and interpreting public feedback to enhance the operationalization of the right to access information.

II. Scope

This report covers the application of the FOI Feedback Survey Form for the Fiscal Year (FY) 2025. For FY 2025, there were **35 requests** received by MinSU, submitted either via email or through walk-in applications. The scope includes two specific categories of requests:

- **Simple Requests:** Inquiries that did not require clearance from the University's Data Privacy Officer (DPO).
- **Sensitive/Personal Information Requests:** Inquiries involving sensitive data that required security clearance from the DPO and the execution of a Non-Disclosure Warranty (NDW) by the requestor, as mandated by the Data Privacy Act and University protocol.

Of the 35 total requestors, only 14 individuals provided responses to the FOI feedback survey form. These respondents were primarily walk-in requestors who completed the survey upon the conclusion of their transactions.

III. Methodology

The University utilized a structured process for gathering feedback from Requesting Parties for Standard Requests. Requestors evaluated the service based on handling, timeliness, clarity of information, and effective communication. Ratings were collected and summarized per quarter of the fiscal year to ensure a continuous assessment of the FOI program's implementation.

IV. Data Interpretation

Quantitative Discussion

Based on the gathered feedback, the University obtained the following performance ratings throughout the quarters of FY 2025:

Quarter	Number of Feedback Responses	Average Satisfaction Rating	Qualitative Interpretation
Q1	7	4.40	Very Satisfactory
Q2	3	4.53	Outstanding



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Q3	3	4.60	Outstanding
Q4	1	4.60	Outstanding
Total	14	4.49	Very Satisfactory

Qualitative Interpretation

The agency achieved an overall annual satisfaction rating of **4.49**, which is classified as **Very Satisfactory**.

- **Communication and Assistance:** Requestors specifically highlighted that while the requirements for personal information are extensive due to the Data Privacy Act, University staff effectively explained why it is necessary for them to follow the protocol and assisted them in accomplishing all requirements to successfully gather needed data.
- **Process Efficiency:** Data for several requests were successfully released following the securing of DPO certifications and executed Non-Disclosure Warranties.
- **Timeliness and Clarity:** Most respondents indicated high satisfaction with receiving information within the required period and the clarity of the University's communication.
- **Service Satisfaction:** The majority of respondents expressed satisfaction with the University's clear and effective communication throughout the process.

V. Recommendation

As the University received a "Very Satisfactory" rating, it is not strictly required to create an Improvement Action Plan (mandatory only for ratings of "Satisfactory" to "Poor"). However, to reach an **Outstanding** rating in the next fiscal year, the following actions are recommended:

- **Digital Feedback Integration:** Develop a more robust method for email-based requestors to respond to the feedback survey to increase the sample size beyond walk-in participants. Also, the University is currently developing a system for the Data Requests with integrated automatic feedback mechanism from the requestor.
- **Streamlined DPO Assistance:** Continue providing proactive assistance for requestors navigating the Data Privacy Act requirements and Non-Disclosure Warranties.

Prepared by:

JEZELL D. DELA CRUZ
FOI Focal Person

Noted by:

MELGAR G. FADRIQUE
Supervising Administrative Officer





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12 September 2025

MR. LEE-MAR M. ARACON

Staff, College of Computer Studies
MinSU Main Campus

Dear **Mr. Arcon**:

Greetings!

Thank you for your request dated under Executive Order No. 2 (s. 2016) on Freedom of Information in the Mindoro State University.

You asked for **Alumni data of the College of Computer Studies, specifically for Graduates of BSIT, BSCpE Programs (Sensitive Personal Information).**

Your FOI request is **APPROVED**.

Enclosed is a copy of the requested information.

Thank you.

Respectfully,

JEZELL DT. DELA CRUZ
FOI Focal Person





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24 February 2025

MR. ARIEL N. FALLARIA

Student

MinSU Graduate School

Dear **Mr. Fallaria**:

Greetings!

Thank you for your request dated under Executive Order No. 2 (s. 2016) on Freedom of Information in the Mindoro State University.

You asked for **List of names and total number of the students and faculty members (personal information) in Graduate Programs during the First semester of the Academic Year 2024-2025.**

FOI request is **APPROVED**.

Enclosed is a copy of the requested information.

Thank you.

Respectfully,

MELGAR G. FADRIQUELAN

FOI Receiving Officer





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05 May 2025

MS. KRISZA D. EBUEZA

3RD Year, Bachelor of Secondary Education

MinSU Main Campus

Dear **Ms. Ebueza**:

Greetings!

Thank you for your request dated under Executive Order No. 2 (s. 2016) on Freedom of Information in the Mindoro State University.

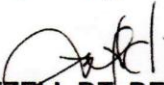
You asked for **Grade point average (GPA) of Major Courses of the students, with data privacy consent, enrolled in Bachelor of Secondary Education major in Science AY 2023-2024 (1st semester and 2nd semester) and AY 2024-2025 (1st semester) in the three campuses (sensitive personal information).**

FOI request is **APPROVED**.

Enclosed is a copy of the requested information.

Thank you.

Respectfully,


JEZELL DT. DELA CRUZ
FOI Focal Person





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Freedom of Information (FOI) Requests Feedback Survey Form

This survey aims to gather feedback from citizens/clients regarding their experience with the FOI request process. Your responses will help improve the implementation of the FOI Program and enhance public service delivery.

RESPONDENT INFORMATION (Optional)

Name: _____ Agency/Organization (if any): _____

Email/Contact Number: _____ Date of Request Filed: _____

I. SURVEY INSTRUCTIONS

Please evaluate your experience with the University's FOI services by encircling or marking the rating that best reflects your feedback.

Rating Scale: 1 - Strongly Disagree 2 - Disagree 3 - Neither Agree nor Disagree
4 - Agree 5 - Strongly Agree

II. FOI REQUEST FEEDBACK

Particulars	1	2	3	4	5
A. If request is successful					
1) I am satisfied with the handling and processing of my FOI request.					
2) I received the information within the required period (15-35 working days).					
3) The information provided was complete and easy to understand.					
4) The University communicated with me clearly and effectively throughout the process.					
5) Overall, I am satisfied with the FOI service of the University.					
B. If request is unsuccessful or denied					
1) I am satisfied with the explanation or reason provided.					

III. COMMENTS & SUGGESTIONS

Please let us know if there is anything we can improve in the future:

Thank you for taking the time to provide feedback. Your inputs are valuable in improving FOI service delivery within Mindoro State University.



•Main Campus, Alcate, Victoria

•Bonabone Campus, Labasan, Bonabone

•Calapan City Campus, Masipit, Calapan City



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RESPONDENT INFORMATION (Optional)

Name: Brynntris E. Tubola Agency/Organization (if any): ANCC
 Email/Contact Number: forfactorg@gmail.com Date of Request Filed: 4/24/2025

I. SURVEY INSTRUCTIONS

Please evaluate your experience with the University's FOI services by encircling or marking the rating that best reflects your feedback.

Rating Scale: 1 - Strongly Disagree 2 - Disagree 3 - Neither Agree nor Disagree
 4 - Agree 5 - Strongly Agree

II. FOI REQUEST FEEDBACK

Particulars	1	2	3	4	5
A. If request is successful					
1) I am satisfied with the handling and processing of my FOI request.				/	
2) I received the information within the required period (15-35 working days).				/	
3) The information provided was complete and easy to understand.				/	
4) The University communicated with me clearly and effectively throughout the process.				/	
5) Overall, I am satisfied with the FOI service of the University.				/	
B. If request is unsuccessful or denied					
1) I am satisfied with the explanation or reason provided.					

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•Main Campus, Alcate, Victoria

•Bongabong Campus, Labasan, Bongabong

•Calapan City Campus, Masipit, Calapan City



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RESPONDENT INFORMATION (Optional)

Name: Rueza D. Boura Agency/Organization (if any): ESD Minsu
Email/Contact Number: 0909 429 4729 Date of Request Filed: 05/02/2025

I. SURVEY INSTRUCTIONS

Please evaluate your experience with the University's FOI services by encircling or marking the rating that best reflects your feedback.

Rating Scale: 1 - Strongly Disagree 2 - Disagree 3 - Neither Agree nor Disagree
4 - Agree 5 - Strongly Agree

II. FOI REQUEST FEEDBACK

Particulars	1	2	3	4	5
A. If request is successful					
1) I am satisfied with the handling and processing of my FOI request.				✓	
2) I received the information within the required period (15-35 working days).				✓	
3) The information provided was complete and easy to understand.				✓	
4) The University communicated with me clearly and effectively throughout the process.				✓	
5) Overall, I am satisfied with the FOI service of the University.				✓	
B. If request is unsuccessful or denied					
1) I am satisfied with the explanation or reason provided.					

III. COMMENTS & SUGGESTIONS

Please let us know if there is anything we can improve in the future:

My request regarding my personal information was resolved due to Data Privacy Act but they explained to me that I needed a copy of my ID and assisted us in how to accomplish all the requirements and eventually, got the data we needed.

Thank you for taking the time to provide feedback. Your inputs are valuable in improving FOI service delivery within Mindoro State University.





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RESPONDENT INFORMATION (Optional)

Name: Lea M. M. M. M. Agency/Organization (if any): _____
 Email/Contact Number: 091177784 Date of Request Filed: SEP. 5, 2015

I. SURVEY INSTRUCTIONS

Please evaluate your experience with the University's FOI services by encircling or marking the rating that best reflects your feedback.

Rating Scale: 1 - Strongly Disagree 2 - Disagree 3 - Neither Agree nor Disagree
 4 - Agree 5 - Strongly Agree

II. FOI REQUEST FEEDBACK

Particulars	1	2	3	4	5
A. If request is successful					
1) I am satisfied with the handling and processing of my FOI request.					/
2) I received the information within the required period (15-35 working days).					/
3) The information provided was complete and easy to understand.					/
4) The University communicated with me clearly and effectively throughout the process.					/
5) Overall, I am satisfied with the FOI service of the University.					/
B. If request is unsuccessful or denied					
1) I am satisfied with the explanation or reason provided.					

III. COMMENTS & SUGGESTIONS

Please let us know if there is anything we can improve in the future:

Thank you for.

Thank you for taking the time to provide feedback. Your inputs are valuable in improving FOI service delivery within Mindoro State University.



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RESPONDENT INFORMATION (Optional)

Name: JESIE RAY B. MACUNDAPAN Agency/Organization (if any): ADMISSIONS

Email/Contact Number: _____ Date of Request Filed: Oct 20, 2025

I. SURVEY INSTRUCTIONS

Please evaluate your experience with the University's FOI services by encircling or marking the rating that best reflects your feedback.

Rating Scale: 1 - Strongly Disagree 2 - Disagree 3 - Neither Agree nor Disagree
4 - Agree 5 - Strongly Agree

II. FOI REQUEST FEEDBACK

Particulars	1	2	3	4	5
A. If request is successful					
1) I am satisfied with the handling and processing of my FOI request.					✓
2) I received the information within the required period (15-35 working days).				✓	
3) The information provided was complete and easy to understand.				✓	
4) The University communicated with me clearly and effectively throughout the process.					✓
5) Overall, I am satisfied with the FOI service of the University.					✓
B. If request is unsuccessful or denied					
1) I am satisfied with the explanation or reason provided.					

III. COMMENTS & SUGGESTIONS

Please let us know if there is anything we can improve in the future:

Thank you for taking the time to provide feedback. Your inputs are valuable in improving FOI service delivery within Mindoro State University.



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