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16 March 2023

**MEMORANDUM NO. 10**

Series of 2023

**TO: All Vice Chancellors, Deans, Directors, Department Chairs, and Unit Heads**

**SUBJECT: Implementation of CCSS in Qualtrics**

As agreed upon during our previous meetings, UPLB will implement the streamlined migration of the Citizen/Client Satisfaction Survey (CCSS) from google forms to Qualtrics effective 01 April 2023. The CCSS is one of the requirements of the Performance Based Bonus (PBB) under [DBM Memorandum Circular No. 2022-1](#).

All units are enjoined to update their feedback links in their official email using the new **CCSS in Qualtrics**: Below are the related links to the survey.

Citizen/Client Satisfaction Survey in Qualtrics for all UPLB units	<a href="https://tinyurl.com/UPLBCCSSurvey">https://tinyurl.com/UPLBCCSSurvey</a>
Downloadable Citizen/Client Satisfaction Survey Form in English	<a href="https://tinyurl.com/UPLBCCSSEnglish2023">https://tinyurl.com/UPLBCCSSEnglish2023</a>
Downloadable Citizen/Client Satisfaction Survey Form in Filipino	<a href="https://tinyurl.com/UPLBCCSSFilipino2023">https://tinyurl.com/UPLBCCSSFilipino2023</a>
CCSS QR Code	<a href="https://tinyurl.com/2023UPLBCCSSQR">https://tinyurl.com/2023UPLBCCSSQR</a>

For units with hard copies of CCSS, the designated administrative staff shall encode their clients' responses in the CCSS in Qualtrics. For verification purposes, scanned copies of responses must be saved in a Google Drive folder and to be shared with [hrdo.uplb@up.edu.ph](mailto:hrdo.uplb@up.edu.ph) and [ovca.uplb@up.edu.ph](mailto:ovca.uplb@up.edu.ph).

Please actively encourage your clients/customers/stakeholders to answer the CCSS form.

Thank you very much for your usual support and cooperation.

**ROLANDO T. BELLO**  
Vice Chancellor