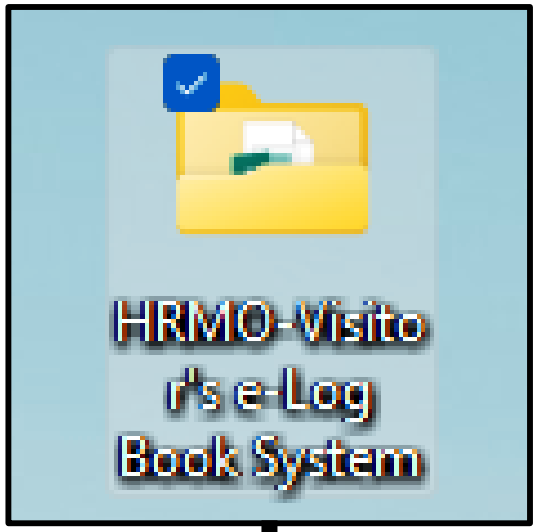
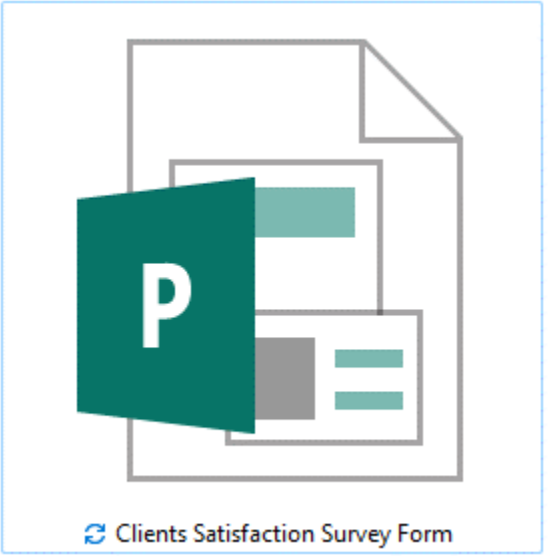


Main Folder of the system

Files inside the folder



MAIN SOURCE of all data. In this file, visitors enter information, date of visit, section to be visited and the purpose of visit

Data entered from SDO Visitor's e-Log Book will flow in this Visitor's Data workbook

SDO Visitor's e-Log Book

Visitor's Data

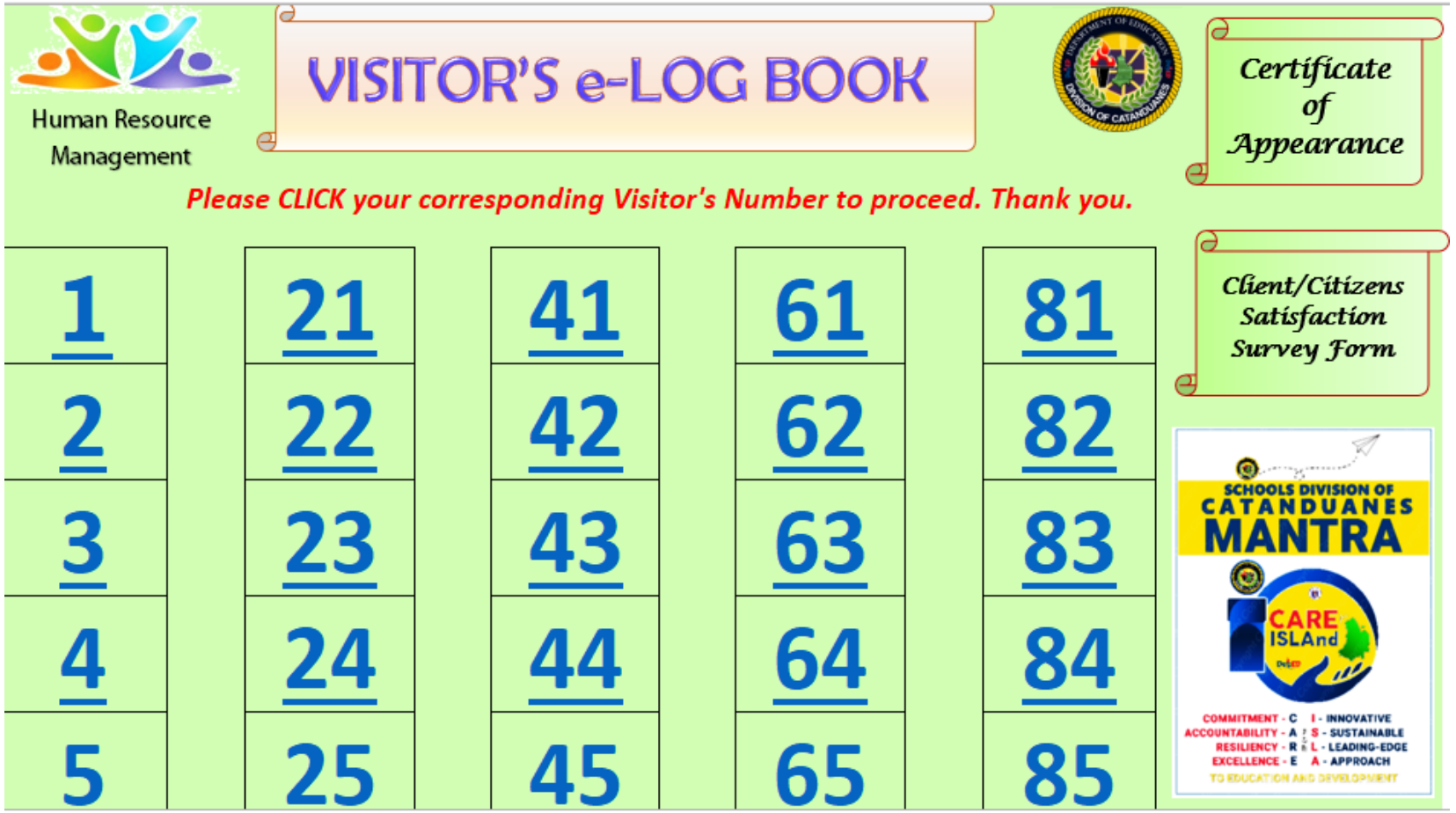
SDO Certificate of Appearance

Visitor's Data will serve as the source for the merge field for printing certificate of appearance and Client/Citizens Satisfaction Survey Form

Clients Satisfaction Survey Form

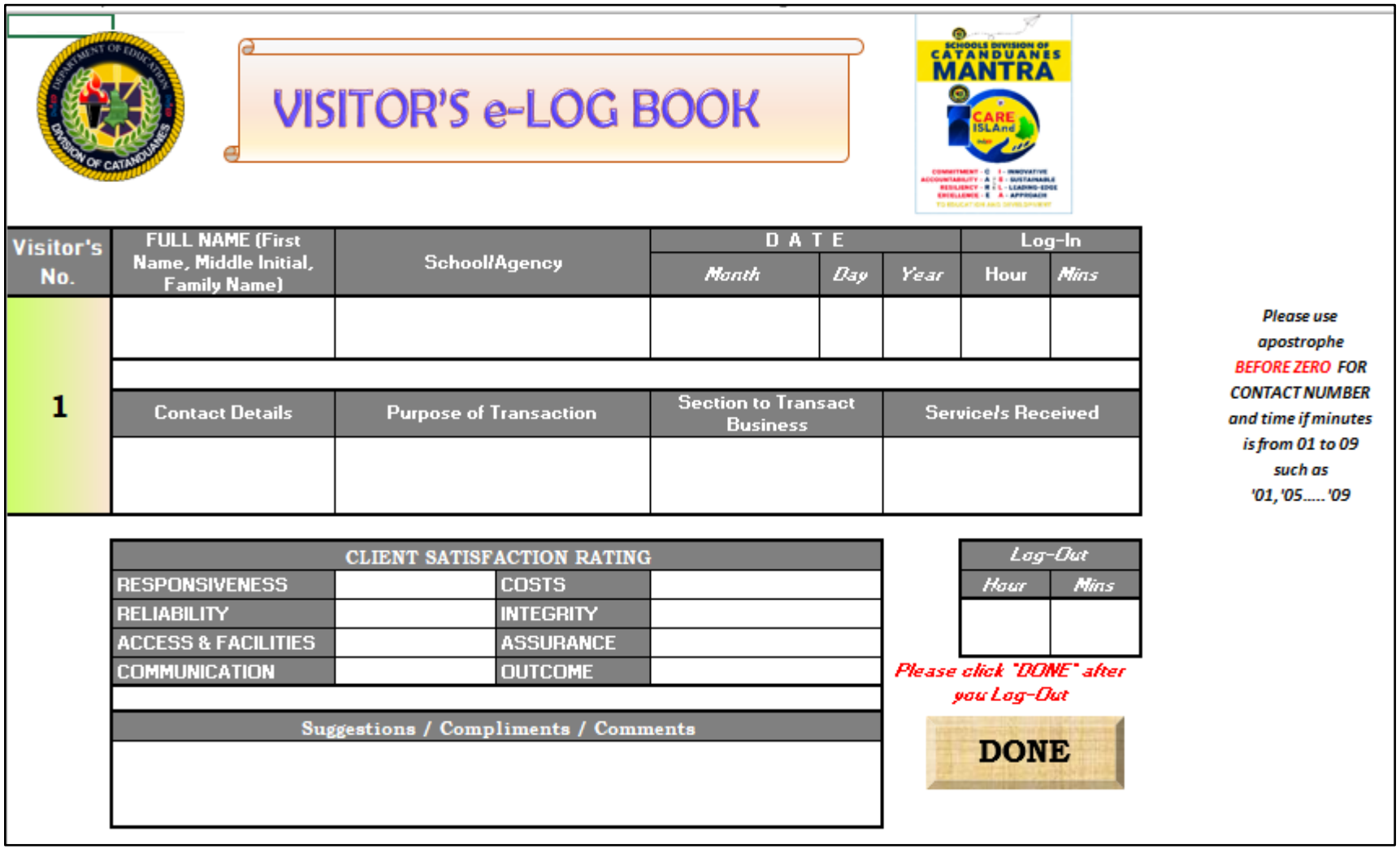
Personnel in-charge of the visitor's log book will give corresponding number to visitors who will transact business in the different section of the SDO Catanduanes. The visitor then click his/her corresponding number

SDO Visitor's e-Log Book



Before transacting business, the visitor fill the necessary information. He/she may use drop down button to select from the choices. *(month, year, section to transact business and assessment of service/transaction were provided with drop down list)*

After the transaction were made, the visitor will assess the services offered using the Client satisfaction rating box and finally logs out and wait for the printing of his/her certificate of appearance



VISITOR'S e-LOG BOOK

Visitor's No.	FULL NAME (First Name, Middle Initial, Family Name)	School/Agency	DATE			Log-In	
			Month	Day	Year	Hour	Mins
1							

Contact Details	Purpose of Transaction	Section to Transact Business	Service/s Received

CLIENT SATISFACTION RATING			
RESPONSIVENESS		COSTS	
RELIABILITY		INTEGRITY	
ACCESS & FACILITIES		ASSURANCE	
COMMUNICATION		OUTCOME	

Suggestions / Compliments / Comments

Log-Out	
Hour	Mins

Please click "DONE" after you Log-Out

DONE

Please use apostrophe BEFORE ZERO FOR CONTACT NUMBER and time if minutes is from 01 to 09 such as '01, '05..... '09

Data entered from SDO Visitor’s e-Log Book will flow in this worksheet. All information in this file will flow to the Certificate of Appearance once merge field is fully connected

Visitor's Data

Number	Full Name	School	Date	Section	Purpose	Log-In	Log-Out
1	EFREN T. GURROBAT	San Andres Vocational School	October 31, 2022	Personnel Section	Submit electronic visitor's e-Log Book with Certificate of A	9:36	9:55
2			,			:	:
3			,			:	:
4			,			:	:
5			,			:	:
6			,			:	:
7			,			:	:
8			,			:	:
9			,			:	:
10			,			:	:
11			,			:	:
12			,			:	:
13			,			:	:
14			,			:	:
15			,			:	:
16			,			:	:
17			,			:	:
18			,			:	:
19			,			:	:
20			,			:	:
21			,			:	:
22			,			:	:
23			,			:	:
24			,			:	:
25			,			:	:
26			,			:	:
27			,			:	:
28			,			:	:
29			,			:	:
30			,			:	:
31			,			:	:
32			,			:	:
33			,			:	:
34						:	:

Visitor's e- Log Book

Visitor's Certificate o Appearance

MAIN SOURCE of all data. In this file, visitors enter information, date of visit, section to be visited and the purpose of visit

Data entered from SDO Visitor's e-Log Book will flow in this Visitor's Data workbook

SDO Visitor's e-Log Book

Visitor's Data

SDO Certificate of Appearance

Clients Satisfaction Survey Form

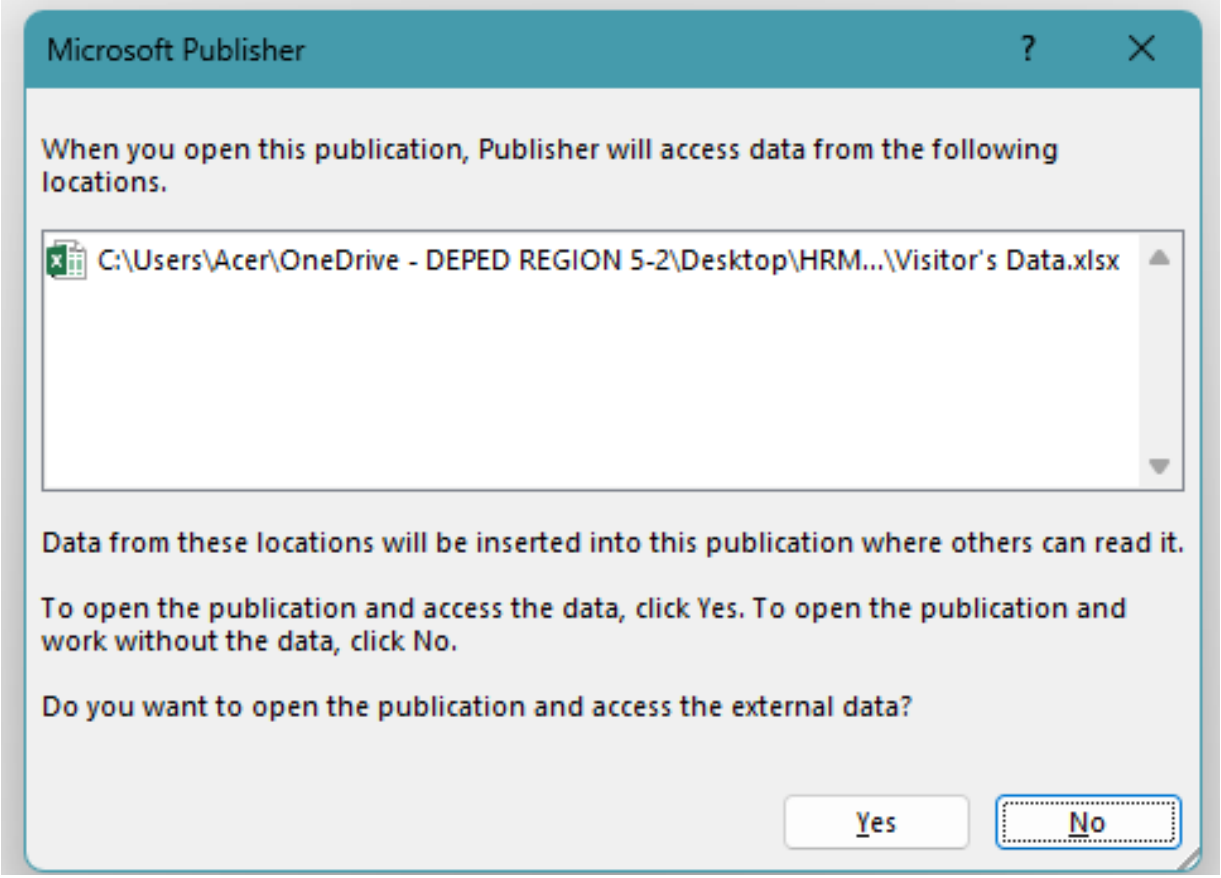
Visitor's Data will serve as the source for the merge field for printing certificate of appearance and Client/Citizens Satisfaction Survey Form

MERGING DATA to Certificate of Appearance

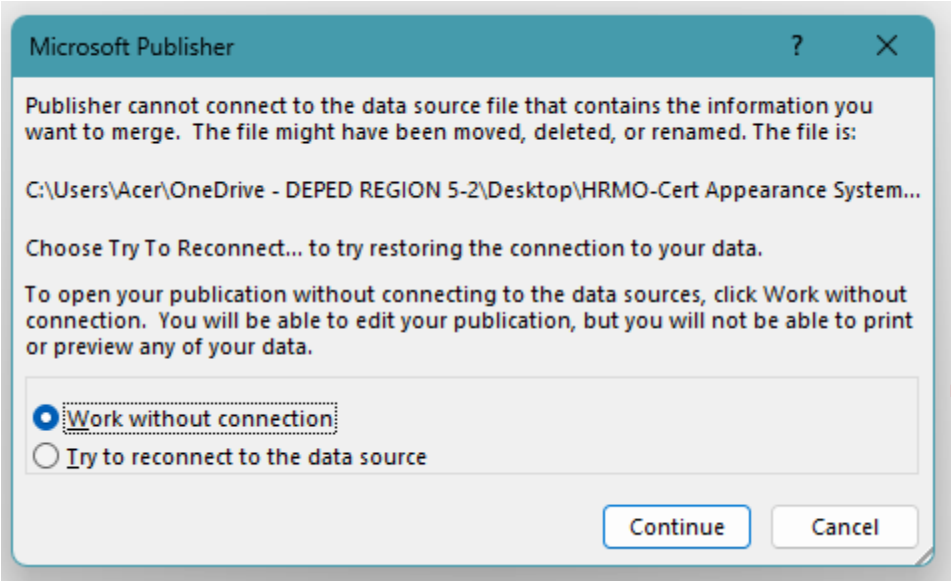
Open this publisher file or click the link provided in the Visitor's data or SDO Visitor's e-Log-Book

SDO Certificate of Appearance

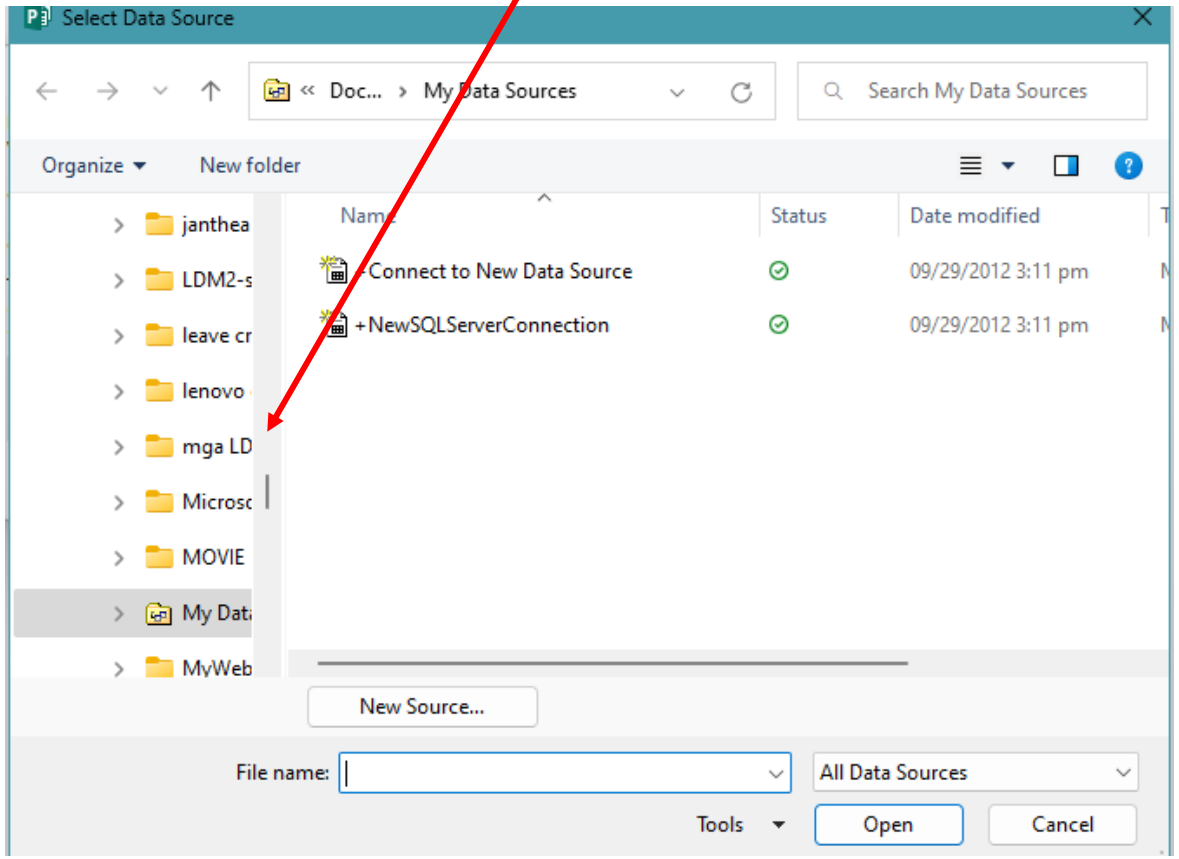
Click YES when this dialog box appear



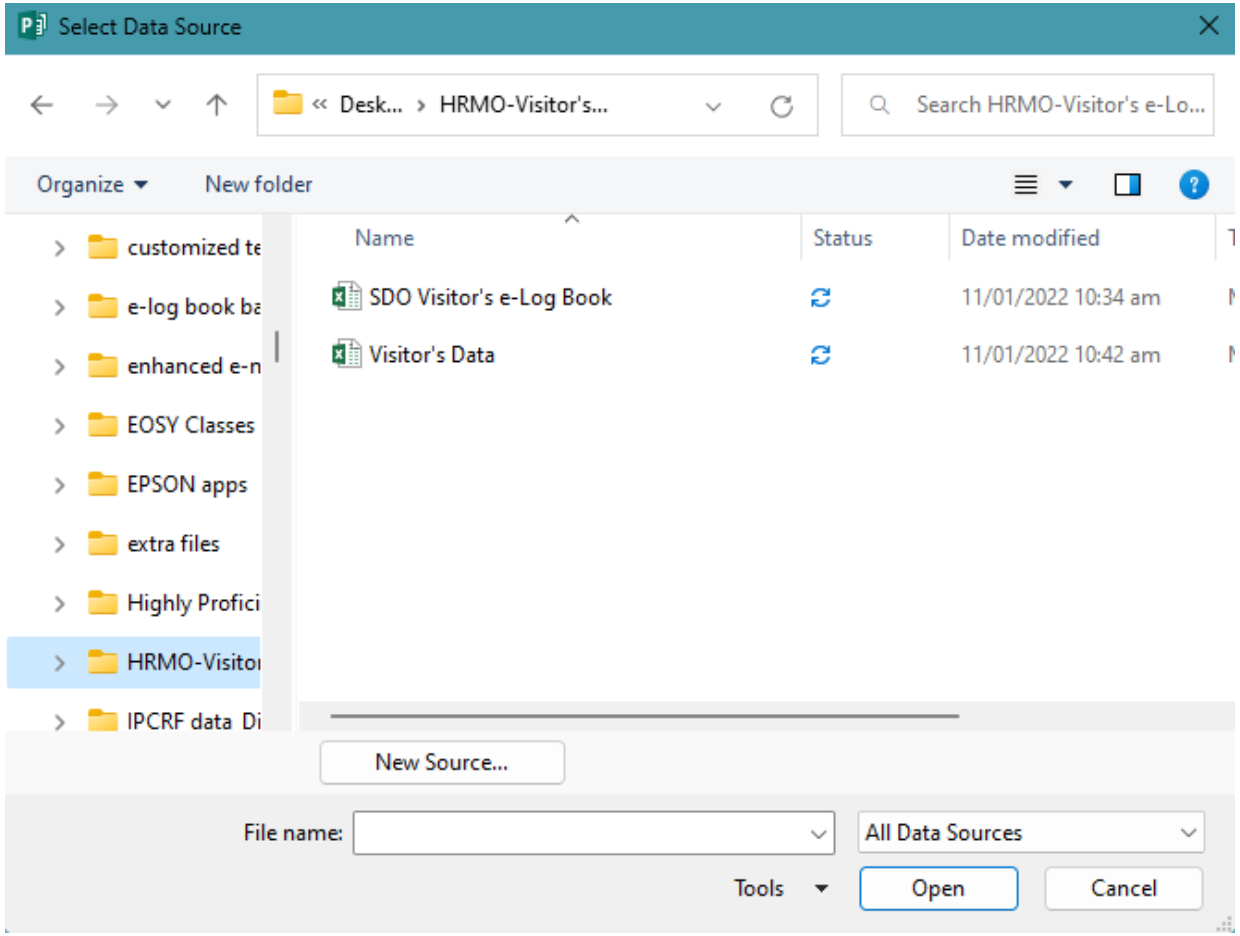
Tick Try to reconnect to the data source and click continue



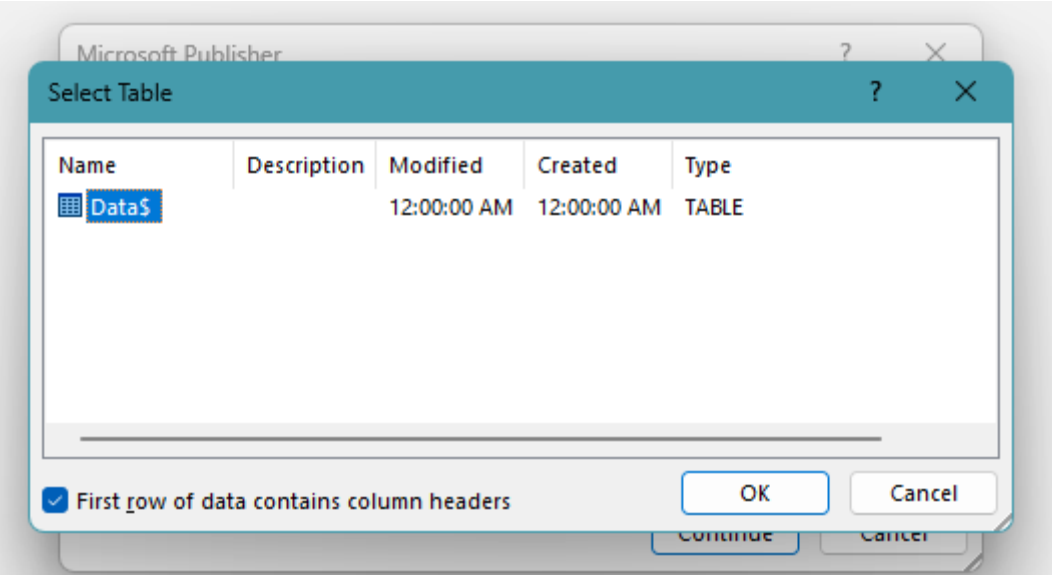
Locate the data source. You may move the slider to locate the folder



Open the folder then select Visitor's Data then click Open



Data worksheet is highlighted. Click OK



Certificate of appearance now opens,
if data is still blank do the following
in the next slide

Republic of the Philippines
Department of Education
REGION V - BICOL
SCHOOLS DIVISION OFFICE OF CATANDUANES
San Roque, Virac, Catanduanes

CERTIFICATE OF APPEARANCE

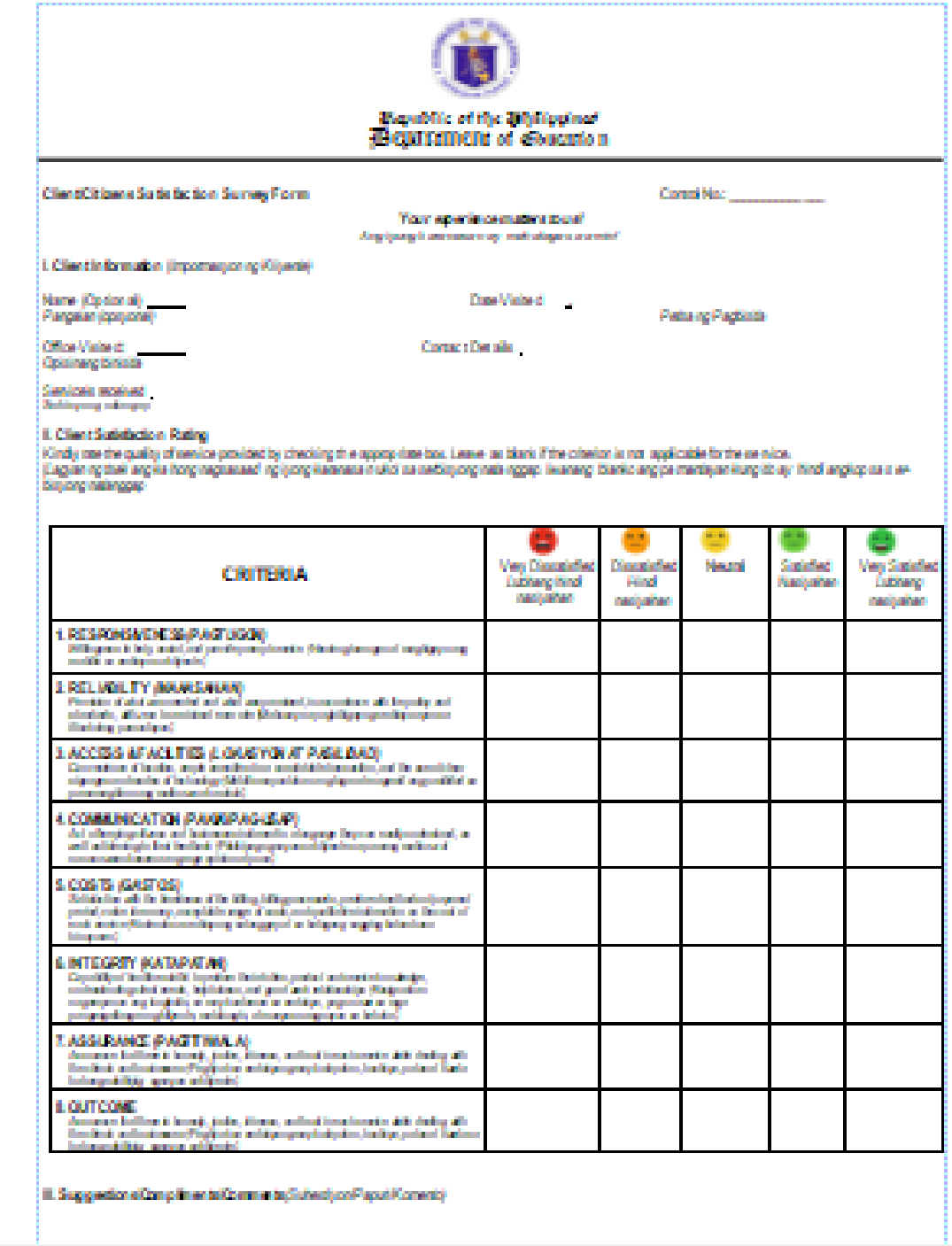
This is to certify that ***EFREN T. GURROBAT*** *of* ***San Andres Vocational School*** *appeared in this office on October 31, 2022 to Submit electronic visitor's e-Log Book with Certificate of Appearance at Personnel Section .*

Given this October 31, 2022 for whatever purpose it may serve.

SUSAN S. COLLANO, CESO V
Schools Division Superintendent

V No. 1
Log-In: 9:36
Log-Out: 9:55

Follow same steps for merging certificate of appearance but the source should be the **“survey”** worksheet in Visitors data workbook for Client/Citizens Satisfaction Survey Form



Republic of the Philippines
Department of Education

Client/Citizens Satisfaction Survey Form

Control No.: _____

Your experience matters to us!

I. Client Information (Impormasyon ng Kliyente)

Name (Optional) _____
Pangalan (opsyonal)

Date Visited _____

Pattern ng Pagbisita

Office Visited _____
Opisinang binisita

Contact Details _____

Services availed _____
Serbisyong natanggap

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking in a appropriate box. Leave as blank if the criterion is not applicable for the service.
(Lagyan ng tsek ang sa hong naglalarawan ng iyong karanasan o nakakatugong nakaraan. Iwanang blanko ang pamantayan kung di ito hindi angkop sa serbisyong natanggap)

CRITERIA	Very Dissatisfied Lubhang hindi nasiyahan	Dissatisfied Hindi nasiyahan	Neutral	Satisfied Nasiyahan	Very Satisfied Lubhang nasiyahan
1. RESPONSIVENESS (PAGTUGON)					
2. RELIABILITY (MAKAHULUGAN)					
3. ACCESS AF ACILITIES (LOKASYON AT PASILIDAD)					
4. COMMUNICATION (PAKIKIPAG-UGNAY)					
5. COSTS (GASTOS)					
6. INTEGRITY (KATAPATAN)					
7. ASSURANCE (PAGTTIWALA)					
8. OUTCOME					

III. Suggestion/Compliment/Comment (Suhestiyon/Papuri/Komento)

Client/Citizens Satisfaction Survey Form merge field codes

Ang iyong karanasan ay mahalaga sa amin!

I. Client Information (Impormasyon ng Kliyente)

Name (Optional) <<Full Name>>
Pangalan (opsyonal)

Office Visited: <<Section>>
Opisinang binisita

Service/s received: <<Received>>
Serbisyong natanggap

Date Visited: <<Date>>
Petsa ng Pagbisita

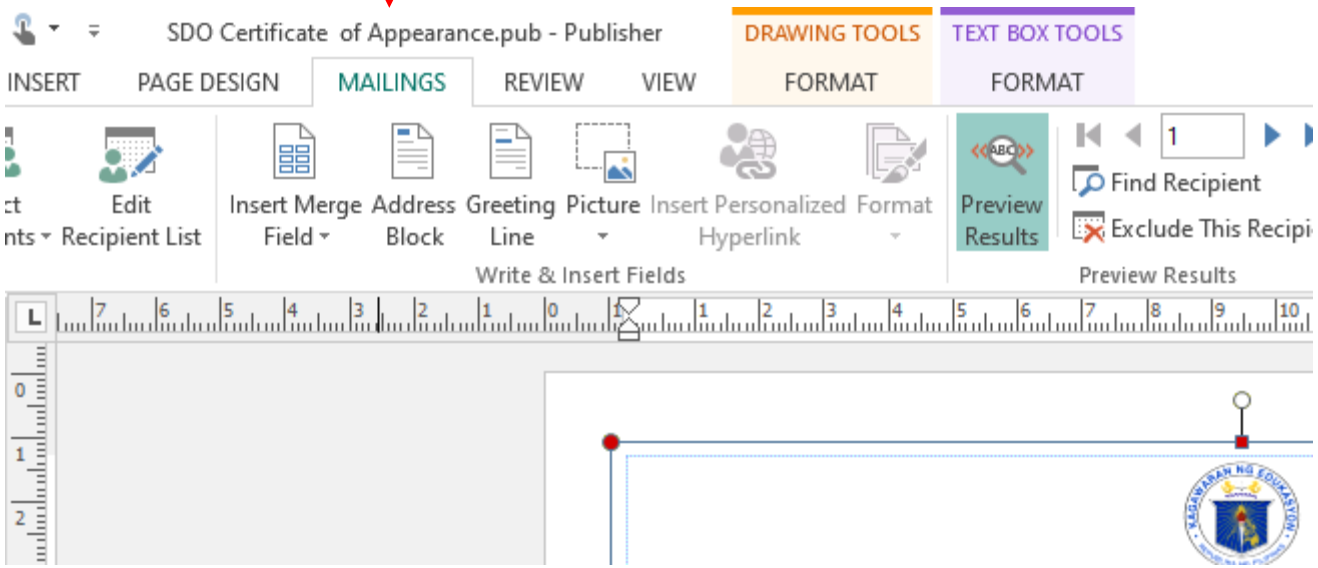
Contact Details: <<Contact>>

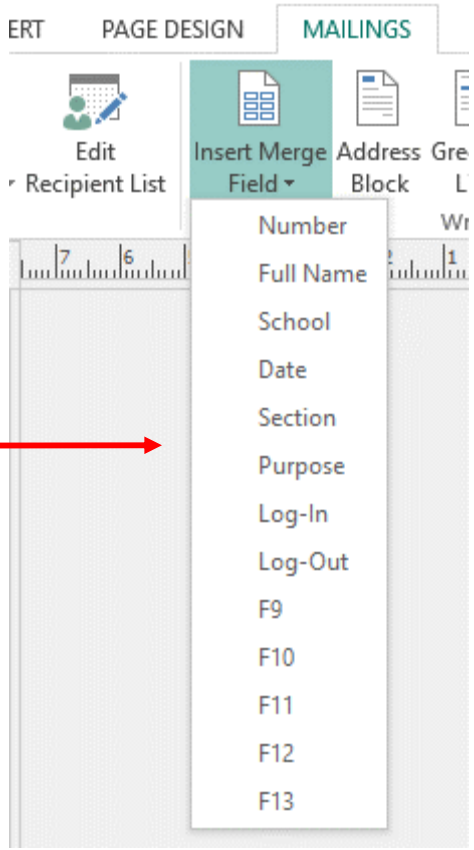
II. Client Satisfaction Rating
Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap

CRITERIA	Very Dissatisfied *Lubhang hindi nasiyahan*	Dissatisfied *Hindi nasiyahan*	Neutral	Satisfied *Nasiyahan*	Very Satisfied *Lubhang nasiyahan*
1. RESPONSIVENESS (PAGTUGON) *Willingness to help, assist, and provide prompt service (Handang tumulong at magbigay ng mabilis na serbisyo sa kliyente)*	<<rvd>>	<<rd>>	<<rn>>	<<rs>>	<<rvs>>
2. RELIABILITY (MAAASAHAN) *Provisions of what was promised and what was promised, in accordance with the policy and standards, with zero (or minimal) error rate (Mikusay na pagbibigay ng serbisyo ayon sa tinakdang pamantayan)*	<<rld>>	<<rld>>	<<rln>>	<<rls>>	<<rlvs>>
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD) *Convenience of location, ample amenities for a comfortable transaction, and the use of clear signage and modern technology (Mikotilo ng pundatanang lugar at magandang pasilidad sa pantransaksiyon ang malinaw na kasulatan)*	<<afd>>	<<afd>>	<<afn>>	<<afs>>	<<afvs>>
4. COMMUNICATION (PAKIKIPAG-USAP) *Acts of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente sa paraang madaling maunawaan kasama ang mga opinion at puna)*	<<cd>>	<<cd>>	<<cn>>	<<cs>>	<<cvs>>
5. COSTS (GASTOS) *Satisfaction with the timeliness of the billing, billing procedure, preferred method of payment period, value for money, acceptable range of costs and qualitative information on the costs of each service (Kontento sa serbisyong natanggap at sa halagang naggastos kaugnay sa serbisyong inaayos)*	<<csd>>	<<csd>>	<<csn>>	<<css>>	<<csvs>>
6. INTEGRITY (KATAPATAN) *Capability of frontline staffs to perform their duties, product and service knowledge, understanding client needs, helpfulness and good work relationships (Kaalaman ng empleyado ang tungkulin, na may kaalaman sa serbisyo, pag-unawa sa mga pangangailangan ng kliyente, maalungin, at mayroon ng ugnayan sa kapwa)*	<<id>>	<<id>>	<<in>>	<<is>>	<<ivs>>
7. ASSURANCE (PAGTITIWALA) *Assurance that there is honesty, justice, fairness and trust in each service while dealing with the client and businesses (Pag tiyak sa serbisyong may katapatan, hustisya, pantay at tiwala habang nakipag-ugnayan sa kliyente)*	<<ad>>	<<ad>>	<<an>>	<<as>>	<<avs>>
8. OUTCOME *Assurance that there is honesty, justice, fairness and trust in each service while dealing with the client and businesses (Pag tiyak sa serbisyong may katapatan, hustisya, pantay at tiwala sa habang nakipag-ugnayan sa kliyente)*	<<od>>	<<od>>	<<on>>	<<os>>	<<ovs>>

III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)
<<Suggestion>>

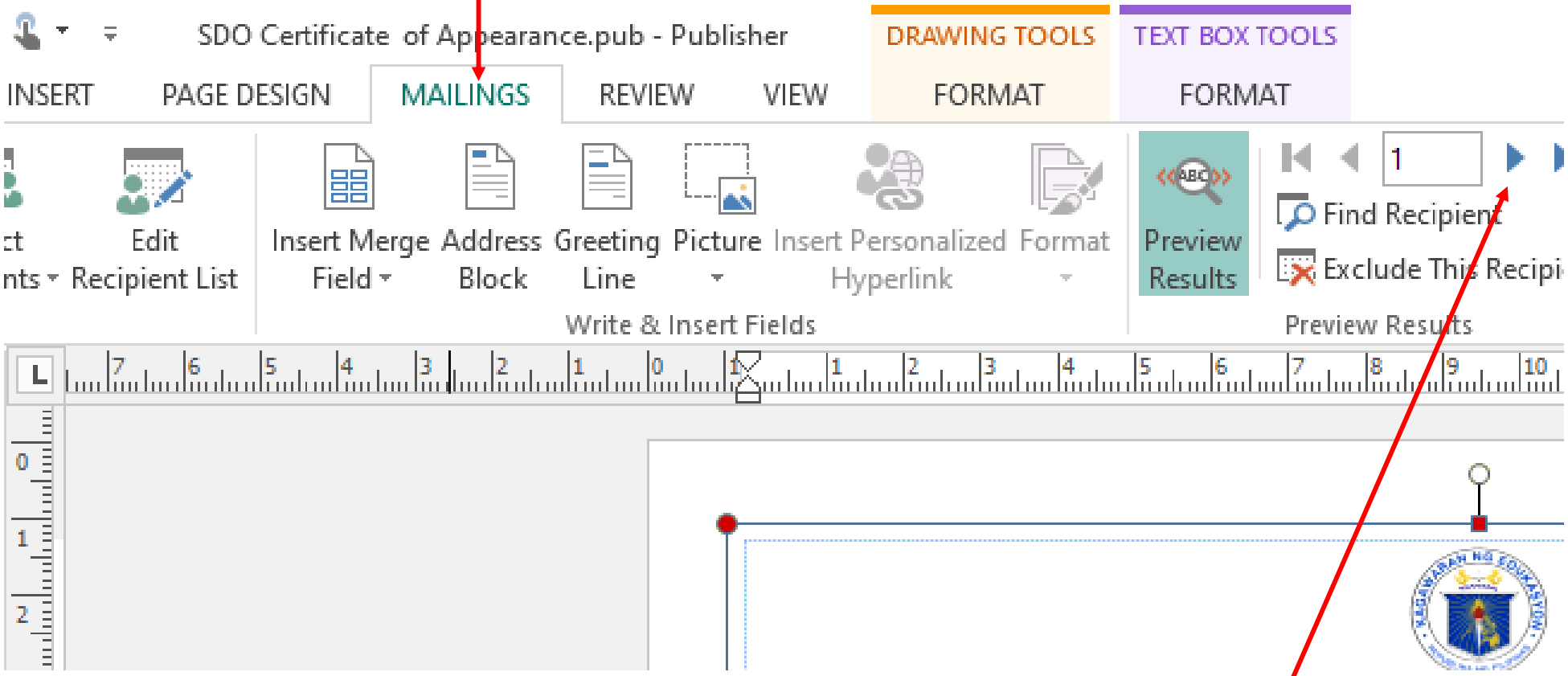
Click **MAILINGS** Tab





Click **Insert Merge Field.** Click and supply the needed data for the certificate then SAVE any changes

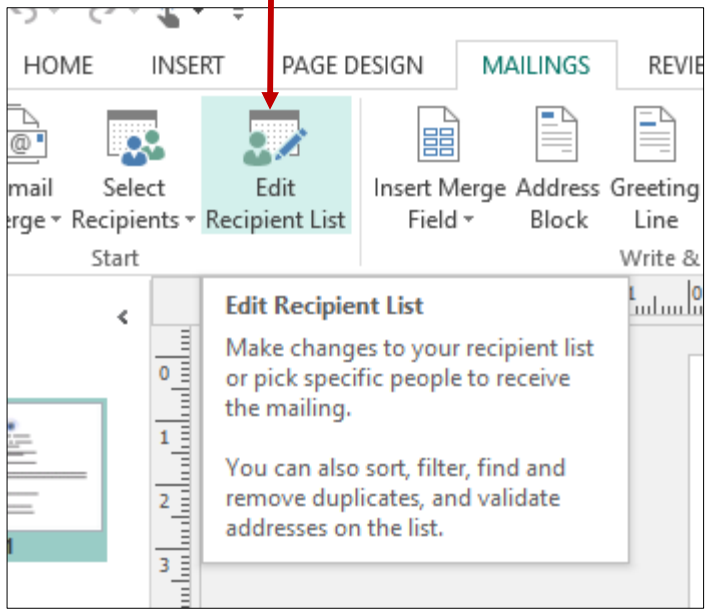
MALINGS Tab

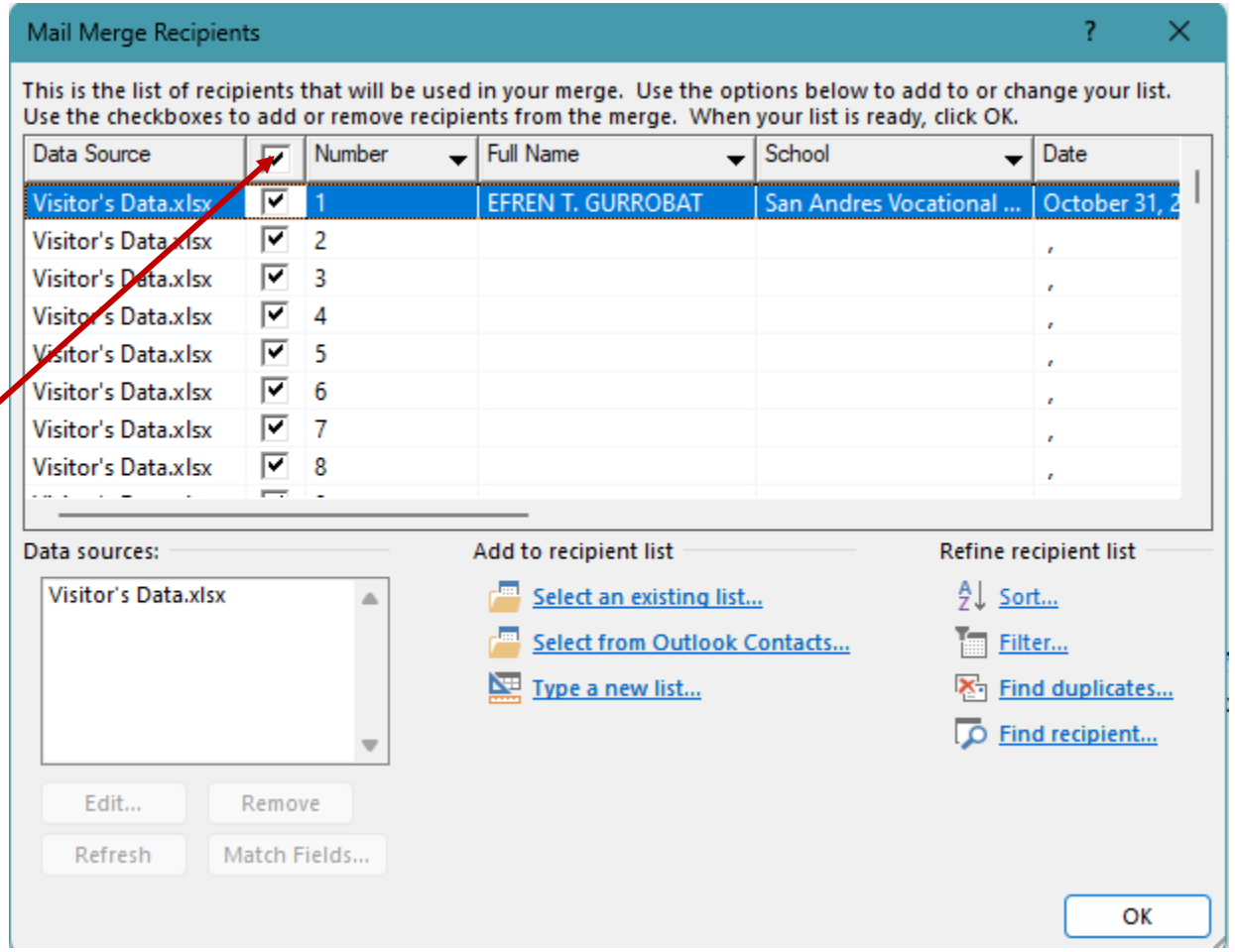


Click **Arrow button to preview contents in each page**

LAST STEP BEFORE PRINTING

Click **Edit Recipient List**





UNCHECK this box to remove all checks otherwise all checked boxes will be printed. Remember there are 100 pages in this file. CHECK ONLY the visitor(s) to be given Certificate of Appearance. Then click OK

FINALLY, you may send the file for PRINTING

sirefstgurrobat