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Freedom of Information

FREEDOM OF INFORMATION (FOI) FEEDBACK REPORT
FISCAL YEAR 2025

Implementing Unit: Public Information Unit (PIU)
Coverage: Standard FOI Requests and Electronic FOI (eFOI) Requests
Reporting Period: January–December 2025

I. OVERVIEW

For Fiscal Year 2025, Davao del Norte State College, through its Public Information Unit (PIU), recognizes the importance of obtaining feedback from requesting parties to assess the handling, timeliness, clarity, and overall quality of its Freedom of Information (FOI) services. Based on the information currently provided for preparation of this report, the College received **no accomplished FOI Requests Feedback Survey forms during the reporting year because the survey was finalized on the same fiscal year. The distribution will officially start by 2026.**

II. SCOPE

This report concerns the feedback mechanism for Standard FOI and electronic FOI (eFOI) requests handled by DNSC.

Particulars	Standard FOI	eFOI	Total
Requests received	0	3	3
Requests responded to	0	3	3
Feedback surveys distributed	0	0	0
Accomplished feedback surveys received	0	0	0
Accomplished survey forms received	0	0	0

III. METHODOLOGY

The report is based on the information made available to the PIU for the preparation of the annual FOI feedback report. No accomplished feedback survey forms were available for consolidation.

IV. DATA INTERPRETATION AND ANALYSIS

A. Quantitative Results

Indicator	Q1	Q2	Q3	Q4	FY Total/Result
Feedback surveys received	0	0	0	0	0
Valid satisfaction ratings	0	0	0	0	0

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Average satisfaction rating	N/A	N/A	N/A	N/A	N/A
Percentage feedback score	N/A	N/A	N/A	N/A	N/A
Timeliness responses (Yes/No)	N/A	N/A	N/A	N/A	N/A
Qualitative comments received	0	0	0	0	0

B. Qualitative Interpretation

Satisfaction with request handling: No respondent feedback was received; satisfaction with request handling cannot be determined.

Timeliness of responses: No survey responses were available to assess perceived timeliness. Actual processing timelines should be reviewed separately using the FOI Registry.

Clarity of information or explanations: No respondent feedback was received to assess the clarity of information released or explanations provided.

Effectiveness of communication: No respondent feedback was received to assess communication throughout the request process.

Comments and suggestions: No comments, concerns, or suggestions were received through the FOI Feedback Survey.

C. Performance Rating
Overall feedback score: N/A
Average satisfaction rating: N/A
Performance interpretation: Not rateable – no feedback responses received.

The College should not assign an Outstanding, Very Satisfactory, Satisfactory, Good, or Poor rating in the absence of valid survey responses.

V. RECOMMENDATIONS

1. Ensure that the FOI Feedback Survey is sent to each eligible requesting party after the College issues its response, using the available communication channel.
2. Maintain a distribution log showing the FOI reference number, request type, date the survey was sent, and whether a response was received.
3. Use a consistent follow-up process, where appropriate, to encourage voluntary survey participation without making feedback a condition for access to information.
4. Offer accessible electronic and, where appropriate, paper-based survey options for Standard FOI and eFOI requesters.
5. Validate request and survey-distribution counts against the FOI Registry and retain supporting records for quarterly and annual reporting.
6. Review actual request-processing times independently of satisfaction survey results.

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VI. IMPROVEMENT ACTION PLAN

Identified Gap	Action	Responsible Unit	Target Period	Success Indicator
No completed surveys received	Standardize survey issuance after every FOI response	PIU / FOI Receiving Officer	Each request	Survey dispatch recorded for eligible requests
Survey return status not established	Maintain survey distribution and return log	PIU	Continuous	Quarterly distribution and return counts available
No respondent data for analysis	Provide accessible survey channels and a brief invitation to participate	PIU	Continuous	Responses, if voluntarily submitted, are recorded and analyzed
Insufficient basis for annual coverage figures	Reconcile request and survey logs with FOI Registry	PIU / concerned offices	Before annual submission	Verified annual counts and supporting records

VII. CONCLUSION

For FY 2025, no accomplished FOI feedback survey forms were received based on the information provided for this report. As a result, DNSC cannot draw conclusions about requesting parties' satisfaction or assign a feedback performance rating. The absence of survey responses highlights the need to strengthen survey distribution, tracking, and accessibility.

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