

Extent of Implementation and Level of Students' Satisfaction on Student Services Programs of DMMMSU

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Abstract— The main thrust of the study is to determine the extent of implementation of the student services programs of the College and the University as a whole as perceived by the students of the College of Arts and Sciences and the level of satisfaction of the students on the implementation of these student services programs. The study includes the following student services programs of DMMMSU: Student Welfare Services - These are basic services and programs that promote and ensure students' well-being. They include the following services: Guidance and Counseling, Scholarship and Financial Assistance, Mutual Aid, Career and Placement, Alumni Relations, Student Housing, Admission and Records, Medical and Dental, Food and Library Services. Student Development Programs and Services -These are designed for the exploration, enhancement, and development of the student's full potential for personal development, leadership, and social responsibility through various institutions and student-initiated activities. They include the following services: Student Government and Council, Student Organizations and Activities, Student Publication, Spiritual, Cultural, and Sports Development. In general, the students rated the Cultural Development program as the highest with a descriptive rating of "Very Highly Implemented" while all the other student services programs are rated as "Highly Implemented". The students are also highly satisfied in the implementation of all these student welfare and student development programs and services.

Index Terms— DMMMSU, Extent of Implementation, Level of Satisfaction, Student Development Programs and Services, Student Welfare Services, Students Services Programs

1 INTRODUCTION

The acid test of every school program is in the success of the graduates in getting employed in the occupation for which they were trained or in related ones. Success is possible when the school provides qualified teachers, adequate and proper machines, equipment and facilities, and follows in education that meets the requirements of industry [1].

It is the responsibility of every institution to ensure the total academic development of its students. The institution should provide opportunities for academic development, assist students with basic college requirements, and motivate students toward the successful completion of their postsecondary education. The Institution should also provide student-centered activities intended to facilitate the development of students holistically.

The Office of Student Affairs and Services (OSAS) of DMMMSU coordinates and supervises services and programs that are concerned with non-academic experiences to attain total student development. It provides an array of services devoted to serving the studentry to ensure that the living and learning environment help students attain their academic goals. It also aims to enhance each student's experience with extra-curricular activities and support services.

The OSAS through its various units and in coordination with other offices involved in academic affairs provide the following services: a) **Student Welfare Services.** These are basic services and programs that promote and ensure student well-being. It includes the following: Guidance and Counseling, Scholarship and Financial Assistance, Mutual Aid, Career and Placement, Alumni Relations, Stu-

dent Housing, Admission and Records, Medical and Dental Services, and Food Services. b. **Student Development Programs and Services.** These are designed for the exploration, enhancement and development of the student's full potential for personal development, leadership, and social responsibility through various institutions and student - initiated activities. It includes the following: Student Government, Student Discipline, Student Publication, and Spiritual Development.

Cultural Development Programs and Services is under the supervision of the Director for Cultural Affairs at the University level and the Campus Heads at the Campus levels. Cultural organizations like dance troupe, choir, band, dramatic clubs organized in the different Colleges/Campuses of the University provide opportunities for appreciation of culture and the arts. Yearly, auditions are conducted to screen new members of these organizations. Excellent performers are given the opportunity to compete or participate in local as well as national competitions.

Sports Development Programs and Services/activities are conducted to promote physical fitness and wellness of students. Through the Office of the University Sports Director and Sports Head at the Campus level, students are encouraged to engage in sports programs, league competitions, intramurals, and other amateur sports competition to foster camaraderie, discipline, and teamwork.

It is understood that the mission of the Student Affairs Services (SAS) is to create an environment that is supportive to the growing needs of students and to provide them a holistic and colorful campus life [2].

This study is evaluative in nature and the result could be used as the basis for enhancing or improving the implementation of policies and programs of student services of DMMMSU, particularly at the South La Union Campus. Moreover, it could provide a basis for the increase of the budget allocation of student services programs, if deemed necessary, to better address the needs of the students.

1.1 Objectives of the Study

The main thrust of this study is to determine the extent of implementation and the level of students' satisfaction on the student services programs of DMMMSU-SLUC College of Arts and Sciences.

Specifically, it determined the extent of implementation of the student services programs of the university as perceived by the College of Arts and Sciences students; and the level of students' satisfaction on the student services programs of the university.

2 METHODOLOGY

2.1 Research Design

This study employed the descriptive evaluative research design using survey questionnaire. The main objective of the study is to determine the extent of implementation of the student services programs as perceived by the students, and the level of students' satisfaction on these student services programs of Don Mariano Marcos Memorial State University –South La Union Campus, Philippines.

2.2 Sources of Data

The respondents of the study consisted of the 151 out of the 244 3rd and 4th year students from the BS Mathematics, BS Biology and BS Psychology programs of the College of Arts and Sciences of Don Mariano Marcos Memorial State University – South La Union Campus, La Union, Philippines.

2.3 Instrumentation

The study made use of a questionnaire as the data gathering tool. The questionnaire was constructed based from the existing Student Services programs of the University, from previous studies related to this study, and from the survey questionnaire of the Accrediting Agency of Colleges and Universities of the Philippines Inc. (AACUP Inc.). Interview was also employed to validate the data gathered.

2.4 Analysis of Data

The data gathered were collated and presented in an organized manner.

For the analysis of data, Problems 1 & 2, the respondents' perception on the extent of implementation and the respondents' level of satisfaction on the student services programs, average weighted mean (AWM) was used.

The five-point rating scale was used to determine the corresponding description of the computed weighted mean (WM) of the responses of the students.

The weighted mean and the description of the respondents' perceptions on the extent of implementation of students' services of DMMMSU are as follows.

Weighted Mean	Description
4.21 – 5.0	Very Highly Implemented (VHI)
3.41 – 4.2	Highly Implemented (HI)
2.61 – 3.4	Moderately Implemented (MI)
1.81 – 2.6	Slightly Implemented (SI)
1.00 – 1.8	Not Implemented (NI)

The weighted mean and the description of the respondents' level of satisfaction on the implementation of students services of DMMMSU are shown below.

Weighted Mean	Description
4.21 – 5.0	Very Highly Satisfied (VHS)
3.41 – 4.2	Highly Satisfied (HS)
2.61 – 3.4	Moderately Satisfied (MS)
1.81 – 2.6	Slightly Satisfied (SS)
1.00 – 1.8	Not Satisfied (NS)

3 RESULTS AND DISCUSSIONS

Extent of Implementation and Level of Students' Satisfaction on the Student Welfare Programs and Development Services of DMMMSU

Table 1 shows that all the areas under the Student Welfare Programs and Development Services are rated "Highly Implemented" and that the respondents are also highly satisfied with the given services. In guidance and counseling services, the respondents rated the conduct of orientation activity as very highly implemented but the students are more satisfied with the qualification of personnel who are assigned in the guidance program. The conduct of group dynamics, sensitivity training, and leadership training and activities is rated lowest in implementation so with the satisfaction of the respondents.

Moreover, in the Scholarship and Financial Assistance services, the students rated the presence of a functional student financial assistance program which provides scholarship grant to poor but deserving students as the highest in terms of implementation and also the highest in the level of satisfaction of the respondents.

In the *Career and Placement Services*, the respondents rated the counseling sessions as very highly implemented and they are highly satisfied with the year round conduct of seminars/conferences to prepare the students in the world of work.

The presence of qualified personnel assigned in the

registration and enrollment garnered the highest rating in implementation for the *Admission and Records* services but the respondents are more satisfied with the dissemination of the criteria on Admission.

TABLE 1
EXTENT OF IMPLEMENTATION AND STUDENTS' LEVEL OF SATISFACTION ON THE STUDENT WELFARE PROGRAMS AND DEVELOPMENT SERVICES OF DMMMSU

Student Welfare Programs and Development	Extent of Implementation		Level of Students' Satisfaction	
	OWM	D	OWM	D
Guidance and Counseling Services	4.11	HI	4.03	HS
Scholarship and Financial Assistance	4.07	HI	3.93	HS
Mutual Aid	3.86	HI	3.80	HS
Career and Placement Services	4.05	HI	3.94	HS
Alumni Relations	3.86	HI	3.74	HS
Student Housing	3.83	HI	3.83	HS
Admission and Records	4.10	HI	4.01	HS
Medical and Dental Services	4.09	HI	4.11	HS
Food Services	3.91	HI	3.85	HS
Library Services	4.09	HI	4.01	HS
Overall Mean	3.99	HI	3.93	HS

OWM – Overall Weighted Mean

D - Description

HI - Highly Implemented

HS - Highly Satisfied

The presence of professionally trained personnel in the *Medical and Dental* services is rated the highest in implementation and the respondents are very highly satisfied as well with the adequacy of facilities and equipment in this area.

In the *Library Services*, the respondents rated the completion of library equipment as very highly implemented and they are highly satisfied with the accessibility of the library to students and faculty.

The table also shows that among the ten areas, the *Guidance and Counseling* services garnered the highest rating in *implementation*. This could be attributed to the active guidance counselors in the Campus as well as in the College. Meanwhile the *Student Housing* is the lowest. This might be due to the fact that the campus has only one and very old dormitory. Thus, there is a need to give much attention and improvement in this area.

It can also be gleaned from the table that among the ten areas, the *Medical and Dental* services garnered the

highest rating when it comes to *students' satisfaction*. One reason could be the location of the clinic which is very accessible to the students. Meanwhile, the *Alumni Relations* ranks the lowest, thus, there is a need for the college to conduct and disseminate more activities/services related to this area.

Extent of Implementation and Level of Students' Satisfaction on the Student Welfare Programs and Development Services of DMMMSU

It can be gleaned from table 2 below that the respondents' rating on the extent of implementation and level of satisfaction on all areas in the *Student Development Programs and Services* are "*highly implemented*" and they are "*highly satisfied*" as well, except for *Cultural Development* which they rated as "*very high*" in the implementation of their services.

TABLE 2
EXTENT OF IMPLEMENTATION AND STUDENTS' LEVEL OF SATISFACTION OF THE STUDENT DEVELOPMENT PROGRAMS AND SERVICES OF DMMMSU

Student Development Programs and Services	Extent of Implementation		Level of Students' Satisfaction	
	OWM	D	WM	D
Student Government and Council	4.06	HI	3.94	HS
Student Organizations and Activities	4.17	HI	4.06	HS
Student Publication	4.04	HI	3.96	HS
Spiritual Development (Multi-faith Services)	3.92	HI	3.93	HS
Cultural Development	4.23	VHI	4.06	HS
Sports Development	4.16	HI	4.06	HS
Overall Mean	4.09	HI	3.99	HS

In *Student Government and Council*, the respondents rated the regular conduct of orientation activities as *very highly implemented* and the respondents are also highly satisfied with this activity.

In the *Student Organizations and Activities*, the recognition of student organizations is also rated *very highly implemented*. The respondents also agree that the school supports the activities and projects of the organizations. Meanwhile, the respondents are highly satisfied with the qualification of faculty members who handle the different student organizations.

The conduct of trainings/seminars/conferences on journalism is rated highest in *Student Publication* services in terms of implementation while the respondents are more satisfied with the supervision of the activities of the editorial staff.

The services related to *Cultural Development* are

rated as very highly implemented and the respondents are highly satisfied especially with the conduct and participation of students with the different activities.

It can be gleaned from the table that among the six areas, the Cultural Development area ranks the highest in implementation as rated by the respondents while the services on Spiritual Development ranks the lowest although spiritual development activities like the conduct of the holy mass for the Catholics and worship services for the Non-Catholics are done monthly.

It can be seen also that the respondents are equally and highly satisfied with the following areas: the Student Organizations and Activities, Cultural Development, and Sports Development. Moreover, they are less satisfied again with the Spiritual Development Services, thus, there is a need to improve the services or add more activities related to this area.

3 CONCLUSIONS

The student services offered by the university/college are all highly implemented except for the Cultural Development which is very highly implemented. The students are also highly satisfied with the different student services offered by the college/university.

4 RECOMMENDATIONS

There is a need to improve further the implementation of all the student services of the college/university to attain a very high level of students' satisfaction.

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