

## Student Services Programs of Capiz State University-Main: A Review

Ian B. Arcega, Rogie O. Dadivas,  
Wennie F. Legario, and Ma. Dorothee J. Villarruz  
Capiz State University - Roxas Main Campus

### Abstract

Concerns in the quality of education have grown considerably over the past years. Higher education institutions are increasingly placing greater emphasis on improving service quality and student satisfaction. A descriptive research study utilizing a three-part researchers-made questionnaire. The respondents are the 372 students. The study was focused on the review of student services programs on the level of attainment of objectives, level of satisfaction and level of facilities adequacy on the different student services in Capiz State University-Main Campus. The level of attainment of objectives of student services programs among guidance and counselling, cultural development, medical/dental, sports services, student organizations, alumni services, students' publication, library and food services were attained. The level of satisfaction of students on the services program was satisfied and the adequacy of facilities of student services programs was very adequate. The provisions of important facilities help the Office of Student Services achieved its functions.

*Keywords:* Student services programs, students' satisfaction, service quality

*Corresponding author:* Ian B. Arcega, MS

*Address:* Capiz State University - Roxas Main Campus, Roxas City, Capiz, Philippines

*E-mail:* [ibarcega@capsu.edu.ph](mailto:ibarcega@capsu.edu.ph)

ISSN 1908-2843 Print

## Introduction

The core functions of higher education institutions include instructions, research, productions, and extension services. With the increasing number of higher education institutions affect quality and quantity in education. Thus, the importance of service quality in higher education has gradually occurred (Tan & Simpson, 2008; Yavuz et al., 2016) and the role of service quality in higher education has aroused interest in the last two decades (Jelena, 2010). Higher education institutions have become interested in service quality, as quality assessment criteria, this has led to the foundation of the committee which emphasizes student experiences (Zafiroopoulos & Vrana, 2008; Yavuz et al., 2016). Higher education institutions should ensure that all services are managed in order to increase the perceived quality of students (Jelena, 2010).

The vision of the university is to be the center of academic excellence delivering quality service to its stakeholders. One of the most important units of the university is the Office of the Student Services that helps the university achieve its vision.

The Office of the Student Affairs (OSA) helps in providing creative, critical, and highly functional and globally graduates. It also provides students challenging environment that encourages their holistic development coupled with balance co-curricular and extra-curricular activities that provide opportunities for them to actualize their abilities and potentials.

There are no data available to show that the Students Services Affairs succeeded in the performance of its function of maintaining a healthy social relationship through the varied services provided to students. To drive the University for Excellence, a study was conducted to review the attainment of objectives, level of satisfaction of students and level of facilities adequacy on the different services programs.

The study reviewed the different student services programs of Capiz State University-Main Campus. Specifically, it sought answers to the following questions: 1.) What is the level of attainment of the student services objectives of guidance and counselling, cultural development, medical/dental, sports, student organizations, alumni, students' publications, library, and food services? 2.) What is the level of satisfaction of students on the student services provided by guidance and counselling, cultural development, medical/dental, sports, student organizations, alumni, students' publications, library, and food services? 3.) What is the level of adequacy of facilities of student services programs on guidance and counselling, cultural development, medical/dental, sports, student organizations, alumni, students' publications, library, and food services?

Information gathered will be significant in developing student services programs for the growth and development of its studentry. Data will provide the office a bases for varied activities to enhance the services offered to students. Results

of this assessment will be useful information where students could base their plans and actions to make their stay in the university meaningful. Information will also be beneficial to parents in choosing the services that they want their children to avail and these could help the school Administrators to identify the strengths and weaknesses of Student Services on the campus.

### Framework of the Study



Figure 1. The framework of the study on the student services programs.

### Methodology

The research used is descriptive research in reviewing the attainment of the student services objectives and the satisfaction of its stakeholders. The study was conducted at Capiz State University-Main Campus first semester 2016-2017. The study was made using the 372 students enrolled including the graduate, undergraduate, junior and senior high school students. The researchers used a stratified random sampling. The computation of the sample size is based on the total population of the campus and divided based on the total number of the different department through their enrolled students. The research instrument consisted of two parts. Part I benchmark statements on the level of attainment of objectives of student services programs, and Part II, statements on the level of satisfaction on the different student services programs.

The data were gathered by giving the instruments by the department. The analyses of the data were processed using the Statistical Package for Social Sciences version 20.

### Results and Discussion

This area presents the analyses and interpretation of the data on the review of the student services of Capiz State University-Main Campus.

### Attainment of Student Services Programs Objectives

Table 1 shows the data on the attainment of the student services programs. Results of the study revealed that the grand mean score is 3.39 which interpreted as "attained". This implies the student services units achieving the vision of the university by working through collaborative efforts of the different student services programs and it also shows that the university is having a dynamic environment.

Table 1. Student services programs objectives attainment

Student Services Programs	Mean	S.D.	Verbal Interpretation
Guidance and Counselling	3.4437	.50839	Partially Attained
Cultural Development	3.4328	.56500	Partially Attained
Medical/Dental	3.2670	.72298	Attained
Sport Services	3.3387	.67582	Attained
Student Organizations	3.3907	.60619	Attained
Alumni Services	3.4471	.58062	Partially Attained
Students' Publication	3.3844	.66796	Attained
Library Services	3.4830	.75077	Partially Attained
Food Services	3.4113	.62652	Partially Attained
Grand Mean	3.3998	.6338	Attained

Note: 4.21-5.00 Fully Attained; 3.41-4.20 Partially Attained; 2.61-3.40 Attained; 2.60-1.0 Not Attained

The present results of the study are conformed to the study of Cheng et al., 2013 that the reason of having a service quality through the achievement of the objectives of the programs have a significant impact in order to improve the basic skills of students. And Kondrotaitė, 2012; Yavuz et al., 2016, postulates in a dynamic environment, institutions focus on quality services management and consequently efficiency ratings of institutions increase the importance of service quality .

Since the student services as the frontline services area to the university offers a variety of assistance to students that range from the library, scholarship, student affairs, medical-dental, guidance and counselling, and other special programs aimed in providing effective and efficient services to students (Cortez et al., 2015).

Additionally, the Office of Student Affairs is responsible for promoting students' welfare, interest, and social being during their stay at the University. And the office is mandated to deliver basic services that will lead to the harmonious existence of physical, social, and emotional environment conducive to the academic quest of the students (Capiz State University, 2016).

### Satisfactions on Student Services Programs

Table 2 shows the grand mean of 4.16 which interpreted as “satisfied” .This implies that the level of satisfaction on student services programs satisfied their needs, even though they are diverse.

Table 2. Level of Satisfactions on student services programs

Student Services Programs	Mean	S.D.	Verbal Interpretation
Guidance and Counselling	4.2210	.80891	Highly Satisfied
Cultural Development	4.2303	.74545	Highly Satisfied
Medical/Dental	3.9373	1.0677	Satisfied
Sport Services	4.1004	.88620	Satisfied
Student Organizations	4.2159	.74894	Highly Satisfied
Alumni Services	4.1998	.78762	Satisfied
Students’ Publication	4.2204	.72299	Highly Satisfied
Library Services	4.1882	.82877	Satisfied
Food Services	4.2142	.82115	Highly Satisfied
Grand Mean	4.1697	.8241	Satisfied

Note: 5.00-4.21 Highly satisfied; 4.20-3.41 Satisfied; 3.40-2.61 Moderately satisfied; 2.60-1.81 Less satisfied; 1.80-1.00 Least Satisfied

Pascarella & Terenzini, 2005 claims that a number of colleges and universities offer students a wide variety of services and resources intended to promote persistence by providing academic assistance. Aside they are satisfied with the delivery of the various services of the University, the study of Apellado, 2007 revealed the areas that worth reforming to improve student life in the campus.

The study of Krehbiel et al., 1998 cited by Angell, R. et al., 2007 in order to increase the level of satisfaction of students on services programs, there must be a periodic assessment in order to improve the program quality and to justify resource requirements.

And the present results of the study on the level of satisfaction on student services is the same as Cortez et al., 2015, that majority of the students of Rizal Technological University was satisfied with the management of student services.

### Facilities Adequacy of Student Services Programs

Table 3 shows the results of the study on the facilities adequacy of student services programs, it was revealed a grand mean of 4.34 which interpreted “Very Adequate”. This implies the University allocate resources for the procurement of facilities of the student services programs for them to be able to perform and achieve its goals of delivering quality service to the students.

Table 3. Level of facilities adequacy of student services programs

Student Services Programs	Mean	S.D.	Verbal Interpretation
Guidance and Counselling	4.3973	.56499	Very Adequate
Cultural Development	4.2646	.87845	Very Adequate
Medical/Dental	4.2885	.71128	Very Adequate
Sport Services	4.3409	.68950	Very Adequate
Student Organizations	4.3747	.64051	Very Adequate
Alumni Services	4.3473	.74777	Very Adequate
Students' Publication	4.3210	.65415	Very Adequate
Library Services	4.4105	.63668	Very Adequate
Food Services	4.3539	.63517	Very Adequate
Grand Mean	4.3443	.6842	Very Adequate

5.00-4.21 Very Adequate; 4.20-3.41 Adequate; 3.40-2.61 Inadequate; 2.60-1.81 Less Inadequate; 1.80-1.00 Least Inadequate

The study of Cortez et al., 2015 conformed to the present result that the adequacy of the facilities have a huge impact on the level of satisfaction of students on the different student services delivered. The provision of books, computers, sports facilities, availability of affordable meals, testing center, modern medical and dental facilities and student organizations office.

### Conclusions

Based on the results of the study, the following conclusions were drawn. First, the level of attainment of objectives of student services programs among guidance and counselling, cultural development, medical/dental, sports services, student organizations, alumni services, students' publication, library and food services were attained; Second, based on the results of the study, the level of satisfaction of students on the services program was satisfied; Third, the adequacy of facilities of student services programs was very adequate. The provisions of important facilities help the Office of Student Services achieved its functions.

### Recommendations

Based on the findings and conclusions, the following recommendations are hereby offered: First, to achieve a high level of attainment of objectives of the Office of the Student Affairs there must be continuous monitoring, evaluation, and reporting of the services offered to the students; Second, the university may enhance service quality delivered to the students. Through, hiring another competent guidance counsellor, streamlining the different cultural process, student organizations, alumni, library, and food services; Third, to maintain and improve the level of satisfaction for the quality life of students while staying in the university, it is recommended to check and enhance the services of guidance and counselling, cultural development, medical and dental, student organizations, student publications, alumni, library, and

food services; Fourth, to increase the level of satisfaction of students to the services delivered there must updated Based on the results of the study, the following conclusions were drawn. First, the level of attainment of objectives of student services programs among guidance and counselling, cultural development, medical/dental, sports services, student organizations, alumni services, students' publication, library and food services were attained; Second, based on the results of the study, the level of satisfaction of students on the services program was satisfied; Third, the adequacy of facilities of student services programs was very adequate. The provisions of important facilities help the Office of Student Services achieved its functions. sets of facilities, improvement of offices, additional personnel in case the number of enrolment increases; and Fifth, the university may acquire additional new and dispose of outdated facilities for the benefits of the students.

### References

- Angell, R.J., Heffernan, T.W. and Megicks, P. (2008), "Service quality in postgraduate education", *Quality Assurance in Education*, Vol. 16 No. 3, pp. 236-54.
- Apellado, J. G. (2007). Student Perceptions of the Effectiveness of Student Services in Adventist College in the Philippines. CIRCLE.
- Cheng, C. C., Tsai, M. C., & Lin, C. L. (2013). Quality education service: Put your feet in their shoes. *Current Issues in Tourism*. doi:10.1080/13683500.2013.839633
- Cortez, A. G., Resurreccion, I. L., & Conwi, E. P. (2015). An Evaluation of the Student Services at the Rizal Technological University (TRU) College of Business and Entrepreneurial Technology: A Tool for a Comprehensive Student Services Program. *Indian Journal of Commerce & Management Studies*, ISSN: 2240-0310 EISSN: 2229-5674. Retrieved from [http://www.scholarshub.net/ijcms/vol6/issue1/Paper\\_04.pdf](http://www.scholarshub.net/ijcms/vol6/issue1/Paper_04.pdf).
- Jelena, L. (2010). Determinants of service quality in higher education. *Interdisciplinary Management Research*, 6, 631-647.
- Kondrotaitė, G. (2012). Evaluation of the quality of public services in Lithuanian municipalities. *Intellectual Economics*, 6(3), 393-411.
- Pascarella, Ernest, T., & Terenzini, Patrick, T. (2005). *How College Affects Students: A Third Decade of Research*.
- Capiz State University (2016). *Student Handbook, Revised Edition*. Retrieved from <https://drive.google.com/file/d/0B6HuFGH9kyVJMFgzMkpiY2RmUUk/view>.
- Tan, W., & Simpson, K. (2008). Overseas educational experience of Chinese students an evaluation of service quality experience in New Zealand. *Journal of Research in International Education*, 7(1), 93- 112.

Yavuz, Mustafa, Gulmez, Deniz (2015). The Assessment of Service Quality Perception in Higher Education. *Education and Science*. Vol. 41 (2016) No 184 251-265

Zafiropoulos, C., & Vrana, V. (2008). Service quality assessment in a Greek higher education institute. *Journal of Business Economics and Management*, 9(1), 33-45.