
STUDENT SERVICES PROGRAM OF THE ISABELA STATE UNIVERSITY

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ABSTRACT

The research found out that the students availed of the following Student Services program: the library services, guidance services, food services, medical and dental services, scholarship services, student organization services, admission and testing services, socio-cultural services, registration services, recreation, sports and welfare services, safety and security services, information services, and student publication services. Students often availed of the said Student Services Program. They evaluated the Students Services programs as efficient. Hence, the more frequent is the availment of the services program, the more the student services become efficient. The study deems it is necessary to recommend that the administration should offer more scholarship and assistantship programs from private benefactors, political parties, or private benevolent individual The OSS should become more efficient by improving its services. If budget warrants, the Campus Administration should offer Housing Services and cater to those students and faculty members who resides outside Cauayan.

Keywords: *Student Services Program, Efficient, Frequent, Isabela State University*

INTRODUCTION

Students are the *raison de etre* for the existence of any academic institution. Thus, the university has the responsibility to cooperate with the family and other institutions to develop the total personality of the students. Quality student services offered to studentry could attract a great number of enrollments. Students' satisfaction with the services according to them could contribute to their high academic standing. It is in this line that this research was designed to determine the student services program of the Isabela State University.

Statement of the Problem

The study aimed to answer the following questions:

1. What are the student services offered by ISU Cauayan Campus?
2. How often do students avail of the student services program?
3. How efficient is the student services programs that are availed of by the students?
4. Is there a relationship between the frequency of availment and efficiency of the student services program?

METHODOLOGY

The descriptive research method was used in the study involving the twenty-five percent or 2,210 students who enrolled this First Semester school Year 2012-1013 from First Year to Fourth Year College students coming from the 6 colleges, school/institutes of the Isabela State University Cauayan Campus who served as respondents of the study broken down as follows: Polytechnic School with 306; Institute of Agricultural Technology with 482 or 120; There were 331 respondents coming from the School of Arts and Criminology; 353 respondents from the College of Computing and Information Technology; 949 respondents from the College of Business Management and 151 students from the Institute of Teacher Education.

The questionnaire was used to gather data of the study. It consisted of two parts. The first part is composed of items to elicit information on the respondents' awareness as regards the Student Services Program that is available in the Isabela State University Cauayan City Campus. The second part included items to elicit information on how frequent do students avail of the Student Services Program and how efficient is the delivery of these student services program to the college students. The questionnaire was administered to the selected respondents in six colleges/school institutes, namely: College of Computing and Information Technology (CCIT),

College of Business and Management (CBM), School of Arts and Criminology (SAC), Institute of Teacher Education (ITE), Polytechnic School (PS), and Institute of Agricultural Technology (IAT) These will be collected after the students shall have accomplished them.

Frequency, percentage, ranking and the weighted mean will be used to describe the data of the study. To describe the frequency of availment and efficiency of the students on the Student services Program, the following arbitrary level, and descriptions were used:

Arbitrary Level	Frequency	Efficiency
4.50-5.00	Always	Very Efficient
3.50-4.49	Often	Efficient
2.50-3.49	Sometimes	Moderately Efficient
1.50-2.49	Rare	Less Efficient
1.00-1.49	Never	Inefficient

The Spearman rank correlation was used to determine if there is a relationship between the frequency of availment and efficiency of the Student Services Program. The hypotheses of the study were tested at .05 level of significance.

RESULTS AND DISCUSSIONS

Available Student Services Program as Perceived by the Students

The different student services program as perceived by the students are the following: library services, guidance services, food services, medical and dental services, student organization services, admission and testing services, socio-cultural services, registration services, recreation, sports and welfare services, safety and security services, information services, and student publication services.

The Student Services Program, particularly the admission and testing services, registration services, guidance and counseling services, food services, health services, library services, library services student organization services, socio-cultural services, recreation and sports services, student publication, information services, and safety and security services are often availed of by the students while the scholarship services are sometimes availed of by the students.

Moreover, the students evaluated the Student Services programs such as admission and testing services, registration services, guidance and counseling services, food services, health services, library services, library services student organization services, socio-cultural services, recreation and sports services, information services, and safety and security services as efficiently delivered to the students, while the scholarship services are found to be moderately efficient.

The students often availed of the student services program, and they evaluated it as “efficient” with the mean of 3.91. This implies that the student services are often catered, and it is being rendered as efficient.

Frequency and Efficiency of the Delivery of the Student Services Program

There is a high and positive correlation between the availability and efficiency of the Student services program. The more frequent the student services program is extended, the higher it becomes efficient in the delivery of its services to the students.

CONCLUSIONS

The library services, guidance services, food services, medical and dental services, scholarship services, student organization services, admission and testing services, socio-cultural services, registration services, recreation, sports and welfare services, safety and security services, information services, and student publication are the available Student Services Program offered by the Isabela State University, Cauayan Campus. Students often availed of the Services Program; Students assessed that Student Services Program is Efficient; the more frequent the students availed of the Student Services Program, the more efficient it is in the delivery of the services offered to its students.

RECOMMENDATIONS

The Isabela State University, Cauayan Campus administration should offer more scholarship opportunities and venture other assistantship from private benefactors so that more students could avail these scholarship opportunities.

The Office of the Student Services should improve the quality of its services to students by responding to their needs; The OSS should become more efficient in the delivery of its student services; The Student Publication Office should regularly publish a School paper for at least one copy in every semester. The Campus Administration should offer Housing Services and cater such housing services to those students and faculty and staff that are from a far place.

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