



# Students Affairs and Services Office Management among Selected State Universities and Colleges in Eastern Visayas

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**Abstract**-The primordial purpose of this study is aimed to assess the student's affairs and services office Management among selected State Universities and Colleges in Eastern Visayas in terms of level of adequacy and effectiveness. Employing a descriptive survey research design involving (150) personnel and (450) students using random sampling. The Student Services Program had a student services unit spearheaded by a qualified SASO Director and staffed with a qualified program. An effective admission policy is in place as evidence by the increasing enrollment trends.

The Guidance Program conducted an Orientation Program for new students and transferees of the University services rules and regulations. There were some SUCs whose guidance counselors are not licensed. The health services, sports, development program, student's publication and socio-cultural development program were more than adequate but effective in terms of its services. The co-curricular and extracurricular program and activities aimed at enhancing student's total personhood as evidenced by the students' remarkable achievement. The university / institution implements a functional and continuing scholarship program particularly those, who are less fortunate / depressed, disadvantaged and under privileged. Replication of this study is encouraged to obtain optimum result.

**Keywords**- *Students Affairs Services Office, Management, Adequacy, Effectiveness*

## I. INTRODUCTION

Managing student's affairs is an increasingly important in most State Universities and Colleges in the Philippines. The quality of university life is often one of the most significant factors that determine whether students will complete their courses of study [1]. Hence, State Universities and Colleges in Eastern Visayas offers students support program, services and activities consistent with its institutional mission to provide accessible, affordable, post-secondary education of higher quality to conduct research which expands knowledge and to present program of works force training and containing education public services and cultural value" provided by staff from the Division / office of Students Affairs [2].

The official division of students' affairs is a resource for prospective and current students, student organizational faculty, administration staff and alumni. The mission of SASO is to enhance and support the academic school of Education / University. Likewise, the said office provides services to encourage students to participate in the programs that will enhance the quality of the collegiate experience, stimulate school spirit and strengthen camper's life [3]. Through a myriad of services, program and activities, the office support and encourages the intellectual, vocational, personal, social and cultural development of students [4].

Moreover, in helping students manage their transition in higher education, these must be an understanding of the needs and expectations of the students and a process that inducts students into the needs and expectations of higher education. Students Affairs seeks to enhance students' experiences by establishing vital co-curricular program and providing support services that help students attain their personal and academic goals [5].

Obtaining timely and accurate information on potential safety and security concerns for the students is now a critical task for the State Universities and Colleges in Eastern Visayas. This premise underpins the assessment of student's affairs and services office in every institution of higher learning. Regular assessment / accreditation of the same are indispensable in order to attain the quality of delivery of service to its stakeholders.

The assessment of students Affairs and services office and Management among selected state Universities in eastern Visayas is indispensable in view of the long standing issues and concerning that education. Students services program, admission and retention, guidance program, other students' services and co-curricular extra-curricular programs and activities. The students' affairs were created with the end view of strengthening the support to students' program in SUCs. The thrust welfare and development of the students, their safety and security in the campus is significant [3].

On the other hand, the SUC's voluntarily submitted its program specifically its students Affairs for an accreditation to determine its adequacy and effectiveness of the services offered by SASO.

It is lamentable to note, a general lack of in- depth appraisal of student affairs and services office and management is a service obstacle to improve the student services. The need to re-accredit/ re-assessment of support to students' program come with a sense of urgency for a compelling reason that there was a limitation on the conduct of the research related to student affairs. This study on the SUC's is designed to fill in the knowledge gap and to determine the levels of adequacy and effectiveness of the students' services program.

## II. METHODOLOGY

### A. Research design

This study employed the descriptive evaluative research design using survey questionnaire due to the fact it was an appropriate design and best suited in this study. The main objective of the study is to assess the student Affairs Services office and management among selected State Colleges and Universities in eastern Visayas.

### B. Research Respondents

The respondents of the study consisted of the (150) personnel and (450) students among selected state Colleges and Universities in Eastern Visayas, S Y 2011- 2012. Purposive sampling was utilized in the selection of respondents.

### C. Research Instrument

The study made used of a survey questionnaire as the data gathering tool. The questionnaire was adapted based from the

standard accreditation instrument utilized by AACUP on its program accreditations. Unstructured interviews were also conducted to verify the responses and answer to the questions posed by the respondents if needed.

### D. Data Gathering Procedure and Data Scoring

The researcher wrote a formal request to the President of State Universities and Colleges in Eastern Visayas to conduct the study. As soon as the approval is granted, the research approached the respective University President of the various SUC's and finalizes the dates on the administration of the questionnaires were made by the which the instrument was to be accomplished and the researcher made herself available to answer queries and clarifications raised by the respondents.

For the students the researcher personally distributed the survey questionnaire to the assistance of the department chairs at designated periods.

The AACUP Accreditation Instrument was utilized in assessing the student's affairs Services / Programs. Using a 5 – point Likert-type scale as the data scoring.

Respondents are asked to determine the levels of adequacy and effectiveness of the organizational Structure, mission, functional chart and Students Services Unit, admission and retention, testing service; other student service health services, sports development program student publication, socio-cultural development program, scholarships grant, co-curricular and extra- curricular programs and activities.

TABLE I. RATING SCALE

WM		Adequacy	Effectiveness
4.50-4.99/5.00	5	Very Adequate (VA)	Excellently Effective (EE)
3.50-4.49	4	More than Adequate (MTA)	Very Effective (VE)
2.50-3.49	3	Adequate (A)	Effective (E)
1.50-2.49	2	Moderately Adequate (MA)	Moderately Effective (ME)
1-1.49	1	Not Adequate (NA)	Not Effective (NE)

## III. RESULTS AND DISCUSSION

Table 2 reveals all components of students support program are rated "More than Adequate" and that the personnel respondents also rated "very effective "with the given service. In students' services program the personnel respondents rated that the institution has a student's services unit (SSU) with organizational structure which shows its relationship with other units it is headed by a qualified personnel and rated as more than adequate and very effective. The Student Services plans, implements, monitors, and coordinates student services and there is a continuing and systematic evaluation of the effectiveness of the students' services program.

In terms of administrative support, it is rated as more than adequate that various student services are provided with

adequate personnel, physical facilities, equipment and materials. Likewise, there is a sufficient allocation for student personnel services (SPS) in the budget of the college or institution, the SPS staff and personnel receive salaries, commensurate with their professional qualification, position and nature of work.

The program and activities of the SPS are recognized and given time for implementation by the administration and there is evidence of prompt, courteous and efficient services in the handling of business transactions with students. Respondents also rated as excellently effective as far as students support program is concerned.

TABLE II. SUMMARY OF THE LEVELS OF ADEQUACY AND EFFECTIVENESS OF STUDENTS' SUPPORT PROGRAM (PERSONNEL) AMONG SELECTED STATE UNIVERSITIES AND COLLEGES IN EASTERN VISAYAS

Students' Support Program	Level of Adequacy		Level of Effectiveness	
	AWM	Description	AWM	Description
1. Students' Services Program	4.42	MTA	4.52	EE
2. Admission and Retention	4.46	MTA	4.52	EE
3. Guidance Program	4.06	MTA	3.89	VE
4. Other Students' Services	4.29	MTA	4.44	VE
5. Scholarships Grants	4.32	MTA	4.36	VE
6. Co-curricular and extra-curricular Programs and Activities	4.50	VA	4.57	EE
AWM	4.30	MTA	4.30	VE

AWM: Average Weighted Mean, EE: Excellently Effective, MTA: More than Adequate, VE: Very Effective

The table also shows the sports services which really needs the necessary facilities, equipment, supplies and materials and regular monitoring and evaluates of sports activities should be conducted. Likewise, athletes should be given the opportunities to participate in the National SCUAA to increase their learning experiences. On the basis of socio-cultural development program among the State Universities and Colleges in Eastern Visayas had a socio-cultural development program, the socio-program, the socio-cultural activities developed and enhanced the students' creativity and skill. Financial assistance must be sustained particularly the underprivileged and deserving students by providing the academics scholarships, educational loans, students' scholarship and varsity players and other privileges like letting them to participate in regional and national SCUAA specifically those champion team for sportsmanship growth and development. Seminars and training should be provided to the students.

There are established policies in the operation of housing services which is managed by committed and competent and full-time staff and dormitory rules and regulations are enforced. Periodic monitoring and evaluation of dormitory and present boarding houses are coordinated with the operators and owners of private boarding houses for students' housing needs and safeguards of the student boarders' welfare.

In addition, in the scholarships grant the personnel respondents rated that the institution implements a functional and a continuing scholarship program which offered scholarship grant to deprived, disadvantaged and underprivileged or poor but deserving students as more than adequate in terms of the level of adequacy and very effective in the level of effectiveness on the scholarship grant.

It can also be depicted from the foregoing table that the co-curricular and extra-curricular programs and activities garnered the highest rating depicted as more than adequate and very effective in terms of its services. This explains that the opportunities offered by the Student Affairs and Services Office and Management among selected State Universities and Colleges in Eastern Visayas like student council, organizations, cultural groups, sports and recreational activities, spiritual development activities, academic contest and training or seminars fora or conferences. Results means that there is a need for the university to have a system of incentive, recognition and awards for outstanding achievement in co-curricular activities to be established and a regular evaluation of students' co-curricular activities should be conducted to make it very adequate and excellently effective.

TABLE III. SUMMARY OF THE LEVELS OF ADEQUACY AND EFFECTIVENESS OF STUDENTS' SUPPORT PROGRAM (STUDENTS) AMONG SELECTED STATE UNIVERSITIES AND COLLEGES IN EASTERN VISAYAS

Students' Support Program	Level of Adequacy		Level of Effectiveness	
	AWM	Description	AWM	Description
1. Students' Services Program	4.35	MTA	4.22	VE
2. Admission and Retention	4.02	MTA	4.00	VE
3. Guidance Program	3.92	MTA	4.04	VE
4. Other Students' Services	4.04	MTA	3.81	VE
5. Scholarships Grants	3.99	MTA	4.08	VE
6. Co-curricular and extra-curricular Programs and Activities	3.60	MTA	2.71	E
AWM	3.99	MTA	3.82	VE

AWM: Average Weighted Mean, EE: Excellently Effective, MTA: More than Adequate, VE: Very Effective

It can be depicted from the table 3 that student respondents' rating on the level of adequacy and level of effectiveness on the six components of Students' Support Program are "More than Adequate" except for co-curricular and extra-curricular programs and activities which they rated as "Very Effective" in the level of effectiveness of their services.

In Student Services Program, the student respondents rated "Very Adequate" pertaining that the SSU has an organizational which shows its relationship with other units. The SSU plans, implements, monitors and coordinates student services. While the other components are rated "More than Adequate" that the institution has a Student Services headed by a qualified personnel and there is a continuing and systematic evaluation of the effectiveness of the student services program. Likewise, the student respondents also rated very effective in terms of student services program.

In the admission and retention, the respondents rated "more than adequate" the reason for this mainly because there was a need for the management to have students' admission records available and filed at the Student Affairs Services Office particularly enrollment trends, drop-out rate, student transferees and student classification by specialization. Whereas, for the level of effectiveness of the same, it is rated as "very effective" by the respondents. This further means that the system of student retention is properly implemented and retentive policies and procedures are clearly defined widely disseminated and well understood by faculty and student it is approved by the Academic Council and the Board of Regents of the concerned institution. The Student Affairs Services Office and Management among selected State Universities and Colleges in Eastern Visayas should practice open admission but selective retention for global competitiveness.

With regard to the Guidance Program, it can be seen in the table that the Student Affairs Services Office had a Guidance Program Services is headed at least a MSU Guidance Counselling and supported by qualified staff as indicated in the same table rated as "more than adequate" and "very effective". This means that SASO should have a licensed Guidance Counselor for efficiency and effectiveness of the said program. Orientation program for the new student was conducted which at the student adjustment for college life, it is conducted regularly at the start of school year. Likewise, orientation activities shall control intended for transferees and returnee students. Counseling services are provided, rated as "more than adequate". Results are deemed expected mainly because counselor students ration meets CHED requirements. But the counseling service is not enough for particular students. On the other hand, tracer study of graduates should be conducted follow-up of graduates' performance in government examination.

With regard to other student services, student respondents rated "more than adequate" in terms of health programs, food services, sports development program, student publication, socio-cultural/development program and housing services. However, the level of effectiveness garnered the highest rating described as very effective. The results would imply that there

must be a regular monitoring and evaluation of the boarding house/dormitory rules of the students to provide quality of service and for the total development as well.

It could be gleaned in the same table that scholarship grants of some universities/institution in Eastern Visayas provides privilege fee on discounted school fees monthly steepened, book allowance and housing as rated by the student respondents both more than adequate and very effective respectively. In fact, there are policies, procedures and guidelines implemented in the selection of retention of academic scholars.

In the case of co-curricular and extra-curricular programs and activities, rated by the respondents as more than adequate and excellently effective which connotes that the said programs are measured in terms of activities which are designed students' total development. Moreover, there are qualified and competent faculty advisers for the different organizations and clubs, cultural groups, sports development, spiritual and recreational activities which aims at enhancing students' total personhood as evidence by students' remarkable achievements.

#### IV. CONCLUSION

The student support program offered by the State Colleges and universities in Eastern Visayas are all more than adequate and very effective except the co-curricular and extra-curricular program and activities.

#### V. RECOMMENDATION

In the light of the findings, there is a cogent need to enhance further student affairs services office and management among selected state colleges and universities in Eastern Visayas to attain very adequate and excellently effective in all components of the students support program.

Open admission and selective retention policy should be strictly enforced to attain quality education. Regular evaluation of students services units' routine function be assured for effective and efficient implementation of student services program. Feedbacks shall be made valuable inputs in improving / revising the co-curricular and extra-curricular activities. Replication of this study is encourage to obtain optimum result.

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