Engineering and Re-engineering Relationships between and among Students and the College of Arts and Communication through Student Services

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Abstract

This simple research analyzes how the student services along orientation for students, individual inventory service, information service, testing service, counseling service, placement and follow-up services, health services, food services, and student publication were delivered to the clientele. It recorded too, some problems encountered and their perceived solutions to such problems.Significantly, almost all student services were excellently implemented, leaving only very few indicators implemented "very good". Problems encountered are but good lessons for the university to design strategies geared towards the maximum realization of the school's task for the welfare of the students.

I. Technical Description

Rationale

The integration of student services into the overall educational institution services and the other fold-functions of the College of Arts and Communication and the University can contribute to the effective delivery of the educational goal and the solving of the corresponding problems on individual adjustment, administration, and group harmony (de Asis, 2012). Complementary to this is the belief that the offering of student services in numerous forms of guidance and counseling, services allied to instruction, curricular and co-curricular, spiritual services and the like are but part and parcel in the total function of an educational institution. However, no one in the educational system could ascertain the implementation of all these, if not through the conduct of a simple research, thus this study.

Furthermore, the proponent being on the front line in the delivery of student services desires to measure how effective and efficient are these services with the end goal of making these services certainly for the students' welfare. After all, the kind of graduates the College will produce who will undeniably become community leaders are dependent in some fractional parts on the services afforded to them.

Considering the significant role of students in the real existence of a university, the proposed research title dwells on using the term engineering which simply means designing, of good camaraderie between the students and the College on the one hand, some hesitantly access themselves to the worthwhile services of the College for reasons still unexpressed. On the other hand, students accessed already themselves to these services but whose level of satisfaction is not documented.

This research proposes therefore of documenting the delivery of student services in the College of Arts and Communication and the problems and solutions perceived along the same focus.

Objectives

This research assessed the implementation of student services in the College of Arts and Communication, University of Eastern Philippines, Main Campus.

More specifically, it:

1. Documented the profile of the College of Arts and Communication students across courses in terms of:

    1.1   age

    1.2   sex

    1.3   family income

    1.4   monthly allowance

2. determined the level of implementation of the following services as perceived by the students

    2.1   orientation for students

    2.2   individual inventory service

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2.3   information service

2.4   testing service

2.5   counseling service

2.6   placement and follow-up services

2.7   health services

2.8   food services

2.9   student publication

3.   identified the problems encountered by the CAC students in the delivery of student services.

4.   determined the perceived solutions to the identified problems in the delivery of student services.

II. Methodology

After thorough review of some interview schedules used by some researchers on student services, a modified survey questionnaire was completed. The modification was done to fit in to the micro focus of the study.

The survey schedule was composed of four significant parts, Part 1 of which was on the profile of the student-respondents. Part 2 was on the level of implementation of student services using the following scale: 5 – Excellent implementation; 4 – Very good implementation; 3 – Good implementation; 2 – Fair implementation; and 1 – Poor implementation. Part 3 presents the list of problems in the delivery of student services. Student-respondents were made to check their perceived/encountered problems on top of those in which they voluntarily identified. Part 4 presents the students' perceived solutions to the perceived/ encountered problems.

To arrive at exact validity and reliability of data, the student-respondents across courses/programs were computed using Sloven's formula.

III. Results and Discussions

Table 1 presents the profile of the respondents. In terms of age, 83% had age range of 20 and below while 17% belonged to 21-25 age range. This means that the students of the college enter school at the right ages.

In terms of sex, the college was dominated by the female having 61% and only 39% male. This implies that in the courses offered by the college, the females have significant place.

The families of these respondents have income from Php 10,000.00 and above and Php 5,000.00 – 9,999.00, respectively. This means that families of these students have just enough income to support the basic needs of the family members.

A majority of the student-respondents received a monthly allowance of Php 1,001.00 and above which is clearly enough to provide all the necessary requirements of students. This could be a good factor towards a better academic performance of the students.

TABLE I.
Profile of the Respondents

Age	Frequency	Percent
20 and below	83	83
21-25	17	17
26-30		
31 and above		
Total	**100**	**100**
Sex		
Male	39	39
Female	61	61
Total	100	100
Parent's Monthly income		
Below Php 1,000.00		
Php 1,001.00 – 4,999.00	21	21
Php 5,000.00 – 9,999.00	39	39
Php 10,000.00 and above	40	40
Total	100	100
Monthly Allowance		
Below Php 100.00	1	1
Php 101.00 – 500.00	16	16
Php 501 – 1,000.00	31	31
Php 1,001.00 and above	52	52
Total	100	100

Table 2. shows the level of implementation of student services along orientation for students, individual inventory service, information service, testing service, counseling service, placement and follow-up services, health services, food services, and student publication.

In terms of "**orientation for students**", all indicators under such service were "excellently implemented". These indicators were "Conduct of orientation program which aims at the student's adjustment to college life", "Regular conduct of orientation program at the start of the school year", and "Special orientation activities are arranged for transferees and returning students".

This simply means the existence of good orientation programs and activities for students in the college.

On **"individual inventory services**", all indicators under such were "implemented excellently". Similarly, "information services" indicators were "implemented excellently" except for "Provides valuable information to parents about their children's school activities" which was rated "Very Good" only. This clearly means that parents are not properly provided with information about their children's activities. This is a reminder for the university to design a strategy to regularly inform the parents of their children's whereabouts while in the school/campus.

Furthermore, along **"testing service",** all specific activities were "excellently implemented". This means that the university is at par with other universities in terms of testing services. **"Counseling services"** on the other hand had an indicator/activity "Regular evaluation of the guidance program" which was just implemented "Very Good". This may imply that the college guidance program needs to be revisited.

Placement and follow-up services indicators and activities were excellently implemented by the college which means that the students are fully guided and directed in terms of their career path and employment.

However, on "health services", "Health programs and services for the students are provided by professionally trained personnel", and "The medical/dental units are provided with supplies and equipment" were implemented "very good" only while "Health programs and services are available to students including up-to-date information to parents or guardians whenever students have serious health problems", and "There is a designed continuing medical/dental program" were implemented "excellently". This can be resolve by realizing the perceived solutions reflected in the last part of the paper.

In terms of "food services", "Food items are reasonably priced", and "Provides sanitary and well-supervised kitchen" were only implemented "very good" which simply means the need for the university to provide many eatery in the campus that could provide affordable and/or low priced food for the benefit of the students.

Services on student publication were all implemented excellently which means that there is no problem on students' publication.

TABLE II.
Level of Implementation of Student Services

Orientation of Students	Level of Implementation
Conduct of orientation program which aims at the student's adjustment to college life.	EI
Regular conduct of orientation program at the start of the school year.	EI
Special orientation activities are arranged for transferees and returning students.	EI
Individual Inventory Services	Level of Implementation
Updated profile of every student that is regularly filed at the guidance office.	EI
The guidance counselor maintains confidentiality of the individual record of students.	EI
Provide access to trace the student's needs, problems and personal background.	EI
Provides opportunity to know each student better in terms of his abilities, aptitudes, interests, etc.	EI
Provides opportunity to understand the individuality of the student.	EI
Information Service	Level of Implementation
Provides information about the college, its facilities, personnel and clientele	EI
Provides valuable information to parents about their children's school activities.	VGI
Provides avenue for informing students of scholarship offering.	EI
Disseminates up-to-date and organized information.	EI
Makes relevant educational, occupational and social information available.	EI
Testing Service	Level of Implementation
Provides systematic and continuing testing program.	EI
Utilizes a variety of tests and evaluative tools in guidance/counseling.	EI
Results are readily available to the students to guide them in making decisions regarding their academic life.	EI
Results are utilized I designing activities to meet student's needs	EI
Counseling Service	Level of

	Implementation
Counselor-Student ratio meets CHED requirements.	EI
The counseling service is coordinated with the faculty concerned.	EI
Regular evaluation of the guidance program.	VGI
Provision of an avenue for airing out of personal, educational, and vocational problems among students.	EI
Placement and Follow-up Services	Level of Implementation
The college provides placement services to prospective graduates.	EI
Through the Guidance Office, the College links with industries and other prospective employers of graduates.	EI
Provides career guidance to enable students to choose appropriate program/major course.	EI
Follow-up graduates' performance on the job (employment).	EI
Health Services	Level of Implementation
Health programs and services for the students are provided by professionally trained personnel.	VGI
The medical/dental units are provided with supplies and equipment.	VGI
Health programs and services are available to students including up-to-date information to parents or guardians whenever students have serious health problems.	EI
There is a designed continuing medical/dental program.	EI
Food Services	Level of Implementation
Provides a clean and comfortable place for serving meals.	EI
Serves nutritious and well-balanced meals.	EI
Food items are reasonably priced.	VGI
Provides sanitary and well-supervised kitchen.	VGI
Has sufficient department and has health-certified component staff who manages the canteen.	EI
Student Publication	Level of Implementation
Student publication has governing policies and guidelines.	EI
Student publication is managed by an editorial board assisted by competent adviser/s.	EI
Publication Office has the necessary	EI

facilities, equipment, supplies and materials.	
The content of the publication reflects the students' ideas, opinions and concerns.	EI
The performance of the Publication Unit is regularly evaluated.	EI

Legend: EI – Excellent Implementation
VGI – Very Good Implementation
GI – Good Implementation
FI – Fair Implementation
PI – Poor Implementation

Table 3. presents the problems encountered by the students in the delivery of the student services. How excellent is the intention of the College, still problems come to the fore. The top three of these problems were the "Inadequate medical/dental facilities", "Insufficient school health personnel", and "Unaffordable food in the campus", respectively.

On the other hand, the last two of these encountered problems were "Absence of clear policy and guidelines on student publication", and "Inappropriateness of the guidance center location for counseling purposes".

These problems are but good eye openers on the part of the academic leaders of the university to consider some reforms along the delivery of student services. Furthermore, policies and programs could be designed by both student leaders and the UEP administration all for the welfare of the studentry.

TABLE III.
Problems Encountered in the Delivery of Student Services

Problem	Rank
Inadequate medical/dental facilities.	1
Insufficient school health personnel.	2
Unaffordable food in the campus.	3
Absence of school paper published per semester	4
Irregular monitoring and evaluation of the publication.	5
Incomplete record of individual student.	6.5
Unaccommodating health personnel.	6.5
Inadequacy of the guidance program and services dissemination.	8
Inconvenient location of cafeteria.	9.5
Absence of workable and functional placement program.	9.5
Absence of clear policy and guidelines on student publication.	11
Inappropriateness of the guidance center location for counseling purposes.	12

IV. Perceived Solutions to the Observed Problems

After identifying some problems, the respondents have identified some perceived solutions relative to the problems aforecited. These are the following:

1. The school administration should properly disseminate information to the students regarding school activities.

2. They should provide dental facilities so that the money that the studentspay should not be wasted.

3. Hire some health personnel.

4. Impose medical/dental services.

5. Distribute/release school uniforms on time.

6. Affordable food prices within the vicinity of the university.

V. Conclusion

The students of the College of Arts and Communication enter college education at the right ages; mostly female and had enough weekly allowance from parents who have just enough monthly income.

Almost all of the student services were delivered to the clientele excellently, however, problems were still observed by the students. The good thing with the students is that, they are aware of these problems as they perceived of solutions to such.

VI. Recommendations

The College of Arts and Communications must continuously provide good avenues for them to monitor and evaluate the various services afforded to them. They have to be considered as excellent partners in the formulation of some programs and activities, all for their benefit.

Literature Cited

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