

LEVEL OF EFFECTIVENESS OF STUDENT AFFAIRS SERVICES PROGRAM OF NUEVA ECIJA UNIVERSITY OF SCIENCE AND TECHNOLOGY, AY 2019 - 2020

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ABSTRACT

This study aimed to determine the level of effectiveness of the implementation of student affairs and services of Nueva Ecija University of Science and Technology. It used descriptive survey using questionnaire sent in Google form and answered by the students. Results show that majority of the student affairs and services were implemented very effectively. Medical and Dental services, got the highest rating among the student services rated as extremely effective. Food services got the least rating among those which were rated as very effective. SAS as perceived by the students were implemented in full and received positive impact from them. Adoption of a comprehensive development action plan of both offices of student affairs and Institutional Programs and Services followed by periodic assessment will enhance the level of effectiveness of SAS for improved students' growth and development.

Keywords – *Student affairs services, academic support, student welfare, student development, Institutional programs and services*

INTRODUCTION

The student programs and services of the Office of Student Affairs aim to provide academic support to students to ensure students' growth and development while pursuing academic knowledge in their respective courses until they graduate and eventually land on a job where they are fitted as prepared by the University for them. Four to five years of stay in the University seeking for academic excellence is not that easy for students. They have to be helped and assisted as they go through the rigors and challenges of studying in college.

The Office of Student Affairs and Services (OSA) commits itself in delivering student services for academic support aimed at holistic development of students committed to the tasks of bringing development impact to the community they serve, hence, become responsible citizens of this nation.

These goals can be achieved through 1) Promoting a developmental and holistic approach in providing academic support to ensure well-being of students and 2) Promoting students services and programs and students self-initiated activities designed to actualize their full potential for personal development and social responsibility.

Student support and services contribute to the quality of student's learning experience and their academic success while they are in college. Hill et al, (2003) as stated in Ibarrientos (2015) in his study shows that the most important factors in achieving quality education and quality assurance are: quality of teaching / learning and service systems and support for students.

Nueva Ecija University of Science and Technology is one big state university in Cabanatuan City, Nueva Ecija, Region III. Its vision is to transform students into high quality, competent, ethical leaders, professionals and responsible citizens of the country. As an institution of higher learning, it offers courses in its two big campuses in Gen. Tinio St. and Sumacab in Cabanatuan City and in its four satellite campuses in San Isidro, Gabaldon, Atate and Fort Magsaysay. It also has six academic extension campuses in San Antonio, San Leonardo, Penaranda, Talavera and Carranglan, Nueva Ecija financed by local government units. This second semester of AY 2019-2020, NEUST caters to a total of 19, 647 students in all its campuses (NEUST-MIS 2020).

Student Affairs and Services (SAS) are the services and programs in higher education institutions that are concerned with academic support experiences of students to attain holistic student development. Academic support services are those that relate to student welfare, student development and those that relate to institutional programs and services. (CHED Memo Order No. 09, s. 2013). The Office of Student Affairs of NEUST provides services and programs that are concerned with academic support experiences of students to attain holistic student development (NEUST Student Handbook, Revised 2018). Academic support services are those that relate to student welfare, student development and institutional programs and services (CHED Memo. 09, s. 2013). Ciobanu (2013) as stated by Ibarrientos (2015) in his study stresses that these student services are influenced by the beliefs and values of the employed staff, by the manner in which the policies are elaborated, by the content of curriculum and services, and by the degree of knowledge regarding the development of the students and the way in which the environment outlines their behavior. He further added that these programs and services aim to improve students' academic experiences and provide individual attention to their needs throughout their time in the University. Student satisfaction of welfare services in institutions of higher learning, is a fundamental requirement that has to be met in an effort to enhance and maintain students' physical, social, intellectual acuity and subsequently create an environment that encourages high academic performance

The Office of Student Affairs (OSA) conducted this study to determine the level of effectiveness of the programs and services that OSA and the Institutional Programs and Services of the University provide to the students as academic support while they are completing their studies. Furthermore, this research

wanted to determine the strengths and weaknesses of the programs and services that need to be given focus and attention for the benefits of the students during their stay in the University. Moreover, it hopes to strengthen the academic and emotional needs/status of students during their entire college years in this University.

OBJECTIVES OF THE STUDY

This study aimed to determine the level of effectiveness of the student affairs services programs of Nueva Ecija University of Science and Technology, AY 2019-2020 specifically focused on the following:

1. Information and Orientation ;
2. Guidance and Counseling;
3. Student Development Programs and Services;
4. Student Publication;
5. Scholarship and Financial Assistance;
6. Medical/Dental;
7. Food Services;
8. Career and Placement;
9. Admission and Registration;
10. Sports Development;
11. Culture and the Arts;
12. Multi Faith ; and
13. Safety and Security Services

METHODOLOGIES

The descriptive survey method of research was used in this study as this research relies on people responses to questions with or without explanation. Furthermore, survey method of data collection was used as it is best suited when the study is large and scattered groups in population (www.answers.com). Questionnaire was used to determine the level of effectiveness of the student services program of the Office of Student Affairs and Institutional Programs and Services of Nueva Ecija University of Science and Technology, Cabanatuan City. The questionnaire was the survey instrument of the Office of Students Development Services (OSDS) of CHED sent to HEIs to assess student affairs and services. The questionnaire was slightly modified by the researcher to suit to other items that are felt needed to be assessed to determine the level of effectiveness of the student affairs programs and services. The students were asked to rate each item under the program/services by checking numbers 1, 2, 3, 4, and 5. Each number corresponds to verbal interpretation as 5 – Extremely Effective; 4 – Very Effective; 3- Effective; 2 – Slightly Effective; and 1 – Not at all Effective. Weighted mean was used to determine the level of effectiveness of the 13

student affairs services offered. The questionnaire was posted in Google form at NEUST Office of Student Affairs page in June 2020. It was supposed to have been fielded personally to the students from the six campuses in March but due to COVID 19 pandemic which placed Region III and the rest of other regions in the country into lockdown, Nueva Ecija was placed in MECQ, hence, the questionnaire was posted in Google form at OSA page. Students then responded by answering the questionnaire.

THE RESPONDENTS

A total of 1,267 out of 15,429 students enrolled in the six campuses of Nueva Ecija University of Science and Technology were involved in the study. The six campuses include General Tinio St. Campus, Sumacab, San Isidro, Gabaldon, Fort Magsaysay and Atate Campus. The respondents who were enrolled in the different programs offered in the six campuses responded in the questionnaire in Google form posted at NEUST Office of Student Affairs (OSA) page in June 2020. Raosoft sample size calculator was used to determine the number of respondents with 5% margin of error, 95% confidence level and 50% response distribution.

Since the students are the direct beneficiaries of the programs and services delivered by Students Affairs Services and as co-constructors directly involved in creating their own learning experiences, it is but appropriate to give them the best share in evaluating the services and programs of OSA and Institutional Programs and Services of the University (Ibarrientos, 2015).

RESULTS AND DISCUSSION

Table 1. Information and Orientation Services

	Mean	Verbal Interpretation
Students are provided with information materials on the University's Vision and Mission, academic rules and regulations, student conduct and discipline, student programs, services and facilities and other information necessary for student development (CHED Memo No.9 s .2013).	4.21	Very Effective
Orientation programs are held for new and returning students including persons with disabilities (PWDs).	4.17	Very
Orientation programs on (a) RA 9262 or Anti-Violence Against Women and Children Act; (b) RA 7877 (Anti- Sexual Harassment Act of 1995; (c) HIV AIDS awareness; RA 9442, particularly on the provision on public ridicule and vilification against persons with disabilities. (CHED Memo Order No. 9, s. 2013, RA 2777 (Magna Carta for Disabled Persons);	4.28	Extremely Effective
Weighted Mean	4.22	Very Effective

Of the three indicators in **Information and Orientation Services**, (c) *Orientation programs on (a) RA 9262 or Anti-Violence Against Women and Children Act; (b) RA 7877 (Anti- Sexual Harassment Act of 1995; (c) HIV AIDS awareness; RA 9442, particularly on the provision on public ridicule and vilification against persons with disabilities. (CHED Memo Order No. 9, s. 2013); RA 7277 (Magna Carta for Disabled Persons); RA 10627 (Anti Bullying Act of 2013)*, is rated the highest with mean of **4.28 (Extremely Effective)** and indicators (a) and (b) were rated **Very Effective** with mean of **4.21** and **4.17**. **Information and Orientation Services** got the **third** highest rating of all the Student Affairs Services rendered to the students with a weighted mean of **4.22**. The General Convocation/Orientation Program for New and Returning Students held yearly dent Affairs spearheaded by the Office of Guidance and Counseling is a program which aims to help to the students to be familiarized and adjusted with their new academic environment. The Orientation programs and giving of all the basic information for **student welfare, student development** as well as **institutional programs and services** are done by the respective heads of the servicing departments/units. Moreover, students were also oriented on the University facilities as well as whom to approach for their specific needs. All these support the students while gaining academic experiences during their stay in the University until they graduate. On the other hand, T orientation programs on the enabling laws such as those mentioned above marked a great impact on the students as evidenced by their appreciation on the information and knowledge they learned from the speakers. Furthermore, information materials consisting of printed enabling laws and flyers on these enabling laws which are available at the Office of Student Affairs, likewise helped students become more familiar and knowledgeable of what they have learned in the orientation programs. All these student services are in support to their academic experiences during their stay in the University until they graduate,

Table 2. Guidance and Counseling

	Mean	VI
Guidance personnel are culturally inclusive and gender sensitive.	4.18	Very
Students can easily avail of the guidance and counseling	4.14	Very Effective
Students feel comfortable in the guidance office or coun-	4.10	Very Effective
Students are confident that the information they have provided to guidance personnel will be kept confidential.	4.23	Extremely
The counselor provides assistance to students with per-	4.10	Very Effective
Weighted Mean	4.13	Very Effective

GUIDANCE AND COUNSELING SERVICES

Guidance and Counseling services is deemed very necessary for student welfare most especially because the students are now born in different generations so called the Gen Zi or Gen Zillians. They have very distinct and unique personalities, attitudes and behaviors that demand expert guidance counselors in the field to deal with them. All the four (4) indicators were rated **Very Effective** and one indicator, which is (d) *Students are confident that the information they have provided to guidance personnel will be kept confidential* got the highest rating from the students with a mean of **4.23 (Extremely Effective)** getting a weighted mean of **4.17**. Given the verbal equivalent of **Very Effective** in the other four indicators (4), it shows that guidance counselors gained the students' trust and confidence making their services very effective and very satisfying to the students. It can be presumed that the attendance to seminars and trainings of the ratings contributed to the knowledge and expertise of the guidance counselors in dealing with the students seeking for counseling. The **Very Effective** rating may drive the guidance counselors to further strengthen their services to cater best to the needs of the students and further assessment of their services making the Guidance and Counseling Office a haven for the students, their sanctuary and the guidance counselor their refuge. Since it was revealed that the success of guidance and counseling services lies on the students' trust on the confidentiality of the services accorded to them is the reason why students can freely express themselves, their problems at home, school, work; problems which could be psychological, mental, emotional and spiritual because they believe that confidentiality is strictly observed by the guidance counselor. In addition, the activities of the peer facilitators trained by the guidance counselors is a big help to the students as they can confide also to their peers who give them counseling. Peer counseling worked best during this pandemic when the 32 NEUST students who were stranded in their dormitories and boarding houses received counseling from their peer facilitators.

Table 3. Student Development Programs and Services

	Mean	VI
a. OSOAD has mechanisms being followed in the filing of candidacy for University wide USG election by interested students who want to run for any position in the political student organization as the University Student Government (USG) or as Student Council Chair/Representative in the different Colleges/Campuses.	4.16	Very Effective
b. Application forms for recognition and renewal of non-political student organizations are readily available and accessible in this office.	4.03	Very Effective
c. Every student organization is guided by qualified and competent faculty-adviser who serves as their father/mother during the conduct of the planned activities such as leadership trainings and other related student activities for their development.	4.21	Extremely Effective
Weighted Mean	4.13	Very Effective

All the three indicators in the Student Development Programs and Services got a weighted mean of **4.13** with (a) **4.16** and (b) **4.06** both **Very Effective** while (c) *Every student organization is guided by qualified and competent faculty-adviser who serves as their father/mother during the conduct of the planned activities such as leadership trainings and other related student activities for their development* got a mean of **4.21 (Extremely Effective)**. The Office of Student Organization, Activities and Development (OSOAD) which looks after the activities of political and non-political organizations in the University assigns OSOAD faculty coordinator of each college/campus aside from the advisers of each non-political student organization. Recognition is accorded to the advisers/coordinators of the University Student Government (USG) and the Non-Political Student Organizations for their support to their activities. The USG is very notable in its effort to have included funding of students' participation to seminars and research fora as its contribution for student development. The conduct of University wide student activities sponsored by the USG with their advisers behind gave opportunities for the student leaders to interact with other students in matters of planning, organizing and carrying out strategic plans and actions of their college/campus. The programs and activities of non-political student organizations in coordination with their advisers and to the USG are noteworthy events that developed the potentials of student leaders and likewise gave notable experiences for extra-curricular activities of the students. The USG advisers for finance, sports and student discipline helped USG in its effort to carry out its functions and responsibilities for the students. For all its activities such as Leadership Training, Walk the Talk, Alay SA Freshmen, Sent Off to SCUAA, attendance to leadership trainings and seminars, the faculty coordinators and advisers were behind practicing the *loco parentis* role and their presence is effective for the students felt guided, comfortable and safe in all their activities. With all these, Student Development Programs and Services got a weighted mean of **4.13 (Very Effective)**.

Table 4. Scholarship and Financial Assistance

	Mean	VI
a. The Office of Scholarship and Financial Assistance under the Office of Student Affairs caters to students who want to avail of scholarship and financial assistance programs offered by CHED and other government and private agencies	4.22	Extremely Effective
b. Student-applicants are provided with clear application forms of different scholarships and/or financial grants-in-aid programs.	4.21	Extremely Effective
c. The Office assists and gives prompt service to the student applicants in filling up their application forms.	4.19	Very Effective
d. The student- applicants undergo screening and are given enough time in the submission of their application forms.	4.15	Very Effective
e. On line page (OSA page) is available where students can access easily the Office for information, requirements and other concerns related to available scholarship and financial grants in-aid programs.	4.07	Very Effective
f. The Office facilitates the processing of application forms like TES/STUPAF to CHED/DOST and other forms of financial assistance from LGUs and private agencies, foundations, charitable institutions and benevolent individuals.	4.10	Very Effective
Weighted Mean	4.16	Very Effective

On the implementation of Scholarship and Financial Assistance services, indicators (a) *The Office of Scholarship and Financial Assistance under the Office of Student Affairs caters to students who want to avail of scholarship and financial assistance programs offered by CHED and other government and private agencies* and (b) *Student-applicants are provided with clear application forms of different scholarships and/or financial grants-in-aid programs* got the highest mean of **4.22** and **4.21** respectively (**Extremely Effective**). Setting these indicators as **Extremely Effective** in the implementation of student affairs services give the students big hope for the financial assistance from CHED UNIFAST Tertiary Education Subsidy (TES) and TULONG DUNONG, ESGP-PA, CHED –TDP, DOST, ANGKLA PARTYLIST, 3rd District of N.E. (PCSO), Employee Scholars, USG, The Blaze, LCDDC and NEUST-CLSU Scholarship to Graduate School Students. The poor but deserving students specifically those enrolled in the Four Ps program of the government are the priorities of these scholarship and financial assistance benefactors. OSFA through NEUST OSA page, bulletin boards, orientation programs, over the local provincial radio station DWNE announces the availability of all these financial assistance, dates on the submission and deadlines of requirements, dates of claims of benefits, and all other queries of students are well attended. The clear cut policies on the selection and retention of grantees of OSFA, its close monitoring to the beneficiaries' compliance are implemented. Claims of financial assistance upon the advice of CHED and other benefactors are properly disseminated. Proofs of immediate processing of TES benefits and Tulong Dunong of CHED was the release of the beneficiaries' financial assistance even during pandemic. Proper negotiations of OSFA with the beneficiaries and their parents were done so that the beneficiaries were able to get their financial assistance. The three indicators which got mean of **4.19**, **4.15** and **4.07 (Very Effective)** respectively only show that the intentions of the government and other sponsoring agencies and foundations to change the lives of poor families through education of these individuals are realized. Student beneficiaries claimed that their benefits is a big help in their food allowance, transportation, boarding house, books and materials. OSFA serves and entertains all student applicants with fair service to all. Orientation procedures as to the filling up and checking of application forms are made clear to them, thus facilitating the process easier. To date, OSFA has released financial assistance to a total of 2,262 beneficiaries. Their access to OSA page especially during this pandemic for their queries makes communication with the OSFA easier and faster, thus, a rating of **Very Effective** with weighted mean of **4.16** of this student affairs services was achieved.

Table 5. Student Publication

	Mean	Verbal Interpretation
a. There is an Office for school paper publication known as "The Blaze" manned by a competent and knowledgeable Head.	4.16	Very Effective
b. The school publication plays as liaison between the students and the administration on issues relative to education and related concerns.	4.07	Very Effective
c. The publication issues The Blaze magazine once every semester.	3.95	Very Effective
d. The contents of published issues are relevant to the student- subscribers.	4.03	Very Effective
e. The publication solicits articles from the students and considers suggestions and comments of students for publication.	3.97	Very Effective
Weighted Mean	4.04	Very Effective

All the five indicators were rated **Very Effective** with weighted mean of **4.04**, highlighting indicator (a) *There is an Office for school paper publication known as "The Blaze" manned by a competent and knowledgeable Head which got a mean of 4.16 (Very Effective)*. Contributory to the success of the publication is the effort and determination of the head who at the same time is acting also as the technical adviser of the paper. The head also leads in the preparation of annual work plans and budget for student publications in all campuses. Each campus at NEUST has a designated adviser of its publication who consults with the Head of Publication of the University. It is also the function of the adviser of the publication to select the editorial staff from qualified campus journalists, train the staff and evaluate student publications. In addition, the yearly staff of the official publication of the University has been consistent winners, champions in the regional and national school paper competitions among Higher Education Institutions (HEIs). In addition, the weighted mean of **4.04 (Very Effective)** rating in all indicators only shows that the students' participation thru publication of their articles proved that the Student Publication in its real sense recognized students' involvement in providing true, factual information to the students.

Table 6. Medical/Dental Services

	Mean	Verbal Interpretation
a. The Medical/Dental Clinic is manned by licensed medical, dental and allied professionals.	4.35	Extremely Effective
b. Free Medical consultation/ Dental services are made available at the University clinic and basic medication is provided to walk-in-student-patients.	4.31	Extremely Effective
c. Free dental examination, extraction and other procedures are available to students.	4.17	Very Effective
d. Symposia/Lectures on infectious/communicable diseases, personal hygiene, environmental sanitation, stress management and suicide prevention, teen-age pregnancy and proper nutrition are conducted for students' safety and healthy life styles.	4.17	Very Effective
e. The Medical/Dental Clinic through coordination with concerned offices in the University in the conduct of physical activities like Zumba, Fun Run and healthy diet as Nutri-quiz and the like among students.	4.20	Extremely Effective
f. Adequate facilities for health care and updated health records of students are kept and maintained at the University Clinic.	4.19	Very Effective
g. The Medical/Dental Clinic gives prompt medical/dental services on student- patient needs.	4.20	Extremely Effective
Weighted Mean	4.28	Extremely Effective

Data show that of the seven indicators, four (4), indicators (a), (b), (e) and (g) got mean rating of 4.35, 4.31, 4.20 respectively (**Extremely Effective**) and indicators c, d and f with mean of 4.17 and 4.19 respectively (**Very Effective**) with a weighted mean of 4.28 (**Extremely Effective**). These results confirmed that student services related to health proved very significant and Medical and Dental Services were implemented successfully to the students. The Medical/Dental Services of the University proved very strong in its functions of offering free physical and medical consultations, dental examination, extraction and restoration on limited scale, dispensary treatments, referral and medicines in accordance with the resource capability of the University. The Unit is adequately staffed with pool of licensed doctor, dentists and nurses who made themselves available to the students and to all students' activities daytime and nighttime. Moreover, the Medical/Dental Unit also takes care of the environmental sanitation of the University. Periodic fumigation of all campuses is implemented to help prevent students and University personnel from *Dengue* fever. Lectures/symposia on Healthy Lifestyles, Nutrition, Stress Management and HIV Prevention are carried out. Mandatory drug testing of new students and random drug testing of old students in coordination with OSA is also being implemented by this unit. During this time of COVID 19 pandemic, the Medical/Dental Services Unit gave seminar/lectures to students and University personnel on the awareness, prevention and referral of this fatal pandemic. Likewise, these licensed health practitioners extended their support to health front liners by being present in the University clinic when the University offered its hostels as quarantine facility for healthcare workers in the city.

Table 7. Career and Placement Services

	Mean	Verbal Interpretation
a. Informative materials are made available and are posted on bulletin boards for job opportunities and skills development programs.	4.16	Very Effective
b. Regular career seminars and job placement services are available for the students most especially for graduating students	4.13	Very Effective
c. Regular career seminars and job placement services are available for the students most especially for graduating students.	4.14	Very Effective
Weighted Mean	4.14	Very Effective

Obviously, all the indicators were rated **Very Effective** with weighted mean of **4.14**. This only shows that graduating students who are the target recipients of this services appreciate the efforts of this unit in helping them find job placement after graduation. Seminars on writing resume, cover letter for application forms, answering interviews, and personality development were held by this unit to prepare the graduating students in applying for jobs. The jobs fair being held before graduation give opportunities for the students to scout for companies/agencies which are most likely they feel fit for employment. The on-the-job trainings where the students were placed before graduation give them the benefits of being trained and practiced for the jobs where they will land after graduation. Some students were even most likely be hired by the companies/agencies where they rendered OJT for the very good performance they have shown. The very effective rating given on this student services program is a proof that students appreciate the services of this unit.

Table 8. Foods Services

	Mean	Verbal Interpretation
a. The school canteen and food stalls in the University cater to students' meals and snacks.	4.11	Very Effective
b. The canteens and food stalls display their Business Permit/ Sanitary Permit in prominent areas which show that they strictly follow University rules.	4.14	Very Effective
c. The canteen/ food stalls sell clean and nutritious foods/meals that are affordable for students	3.95	Very Effective
d. Foods are properly labeled as to its name and price.	3.93	Very Effective
e. Canteen and food stalls are clean and free from flies, bugs, cockroaches and other pests that may contaminate the foods.	3.84	Very Effective
f. Canteen personnel observe proper good grooming, clean, neat in appearance and wear appropriate clean clothes required for food providers.	3.97	Very Effective
Weighted Mean	3.99	Very Effective

Table shows that all indicators were answered with a weighted mean of **3.99 (Very Effective)** with indicator (b) *The canteens and food stalls display their Business Permit/ Sanitary Permit in prominent areas* which show that they strictly follow University rules, hence, the highest rating. Students paid attention to food stalls that adhered to University policies regarding food services such as display of business permit and sanitary permit. It may mean that they value compliance of the canteen and food stalls to University policies more specifically, the presence of sanitary permit which assured them of the safety of the foods offered to them. They were confident that the food handlers observed cleanliness and safety of the foods being sold. Indicators **(a), (c), (d), (e) and (f)** which unanimously were rated **Very Effective** show that the students were comfortable with the clean, nutritious and affordable foods sold. Likewise, they are satisfied with the food handlers who followed good grooming and appropriateness of clothes worn. The University physician and her staff were in charge of inspecting and checking whether the food stalls inside the University follow the University policies on food services. If there were complaints from students, these were immediately acted upon and operators of food stalls who were found not compliant to University policies were given appropriate sanctions for it is the safety and interest of the students that matters most for the University. Furthermore, the University Student Government (USG) had shown its all-out support to students by listening and acting on students' complaints regarding services and quality of foods sold by food stalls and canteen. The Federation of Non –Political Student Organizations (FNPSO) AY 2018-2019 who were concerned with the cleanliness of their classrooms and school environment even proposed to the University Student Government (USG) its project **TrashTalkAn** urging these food stalls and students to avoid using plastic food containers and mineral water and drinks in plastic bottles that these food stalls were using which were found contributive to the huge amount of plastic trash and non-biodegradable food containers being used by these food stalls.

Table 9. Admission and Registration

	Mean	
a. The Office of Admission and Registration provides clear enrollment procedure for the students to follow.	4.26	Extremely Effective
b. The Office gives prompt attention to students' requests for TOR/Certificate of Grades and their requests are released on time.	4.15	Very Effective
c. Students are provided with a clear procedure on dropping of subjects and completion of their grades.	4.18	Very Effective
d. The staff acts promptly on students' inquiries and adequate information is provided to their queries.	4.14	Very Effective
e. Evaluation of <u>students</u> credentials is carried out promptly and judiciously.	4.16	Very Effective
Weighted Mean	4.17	Very Effective

It is notable that indicator (a) *The Office of Admission and Registration provides clear enrollment procedure for the students to follow* was rated with mean of **4.26 (Extremely Effective)**. The results can be attributed to the admission policies posted at the Office of Admission and Registration, printed procedures on how to enroll being distributed to students as they go to the enrolling teachers, and in the Student Handbook. Enrolment procedures are conspicuously posted upon entrance to the gates of the University and the fliers are distributed by the Office of Admission and Registration to the enrolling teachers in each college/campus given to students as they enroll, hence, they can follow step by step all the procedures. The other four indicators rated at **4.15, 4.18, 4.14** and **4.16** respectively got verbal interpretation of **Very Effective**. It has been pronounced by the President of the University that graduates requesting for TORs and other credentials and enrolled students requesting for credentials be granted with their requests not to exceed three (3) working days and this was followed judiciously by this Office. Attention of faculty members whose grades were not released on the prescribed period is called upon by the respective college deans/directors so as not to delay the students from enrolling and for other purposes where they intend to use the requested credentials. The orientation services conducted yearly to new and returning students provide them with clear policies on dropping of subjects and completion of grades. Likewise, the Student Handbook which is given to the students provide them also with all the information concerning academic and non-academic matters including all those information that they need to know being students of NEUST. Furthermore, NEUST being ISO certified has complied to all procedures that each unit/department ought to have for the benefit of all the clientele most especially, the students. In addition, the Office of Quality Control conducts periodic assessment of all the units/departments and OSA services to students and Institutional Programs and Services need to be compliant to all these, thus contributive to the prompt and effective delivery of student services.

Table 10. Sports Development Services

	Mean	Verbal Interpretation
a. The Office is manned by a competent and highly qualified Head that develops wellness of students.	4.22	Extremely Effective
b. The Office is developing students to become highly competitive in any sports competition.	4.23	Extremely Effective
c. The students are properly screened as to their sport skills before they are accepted as University athletes and are given the chance to avail of institutional financial assistance	4.21	Extremely Effective
d. The University provides facilities related to any sports activity.	4.27	Extremely Effective
a. Coaches and trainers are highly competent and qualified.	4.28	Extremely Effective
Weighted Mean	4.24	Extremely Effective

It is very notable that all indicators were rated **Extremely Effective** with (d) *Coaches and trainers are highly competent and qualified* which got the highest mean of **4.28**. It is not surprising that sports development services got the biggest attention from the students among all student programs and services. This only shows that majority of the students love sports because through sports, they are relieved from the pressure of academic life even for just a short time. The University has an Office for Sports Development headed by its Director who oversees sports activities of the students including their participation in SUCs and HEIs sports competition. However, not all students who want to join the pool of players who will compete inside and outside the University are accepted. They have to pass the screening set by the Committee on Sports for this purpose. Students engaged in sports development have the full trust and confidence to their highly qualified and competent coaches who are the selected faculty members of the University. The University has always been participating in local, regional and national sports competition of all SUCs and HEIs and has always been bringing awards after the competition. Before they joined in the competition, they were assigned with competent and highly qualified faculty coaches and trainers because it is the objective of the University that they participate to the best of their ability with the help of their coaches and trainers. The University wide Meet plays a very significant role in the delivery of sports development services to the students. It is a friendly sports competition among all student athletes from all campuses. In addition, the University is adequately equipped with sports facilities, Olympic size swimming pool and an oval which facilitate greatly trainings for student athletes. In addition, the student athletes were given financial assistance by the University when they compete outside the University. Moreover, they also receive financial assistance every semester since Free Tertiary Education was implemented. With these the Sports Development Services received the highest rating from the students with weighted mean of **4.24 (Extremely Effective)**

Table 11. Literary, Culture and the Arts Services

	Mean	Verbal Interpretation
a. The Literary-Cultural and the Arts Development Center (LCADC) is manned by a competent and highly qualified Head that plans and implements Literary - Culture and the Arts services to the students.	4.11	Very Effective
b. The Center properly screens the student applicants in terms of grades and talents before they can join the LCADC.	4.10	Very Effective
c. Student-performers develop among the <u>students</u> appreciation and interests for literary, culture and the arts through their performances inside and outside the University.	4.11	Very Effective
d. The LCADC develops student-performers' talents and skills to make them highly competitive performers in any arts & culture competition.	4.12	Very Effective
e. Coaches and trainers are highly competent and qualified	4.18	Very Effective
Weighted Mean	4.12	Very Effective

All the indicators were rated **Very Effective** with (d) *Coaches and trainers are highly competent and qualified* which received the highest rating with mean of **4.18 (Very Effective)**. The cultural presentations shown inside the University seen and watched by the students may have gained much admiration and appreciation from them and credit is due to the Literary, Culture and the Arts Development Center (LCAD) Director, coaches and trainers who are highly competent and qualified. The University's Center for Culture and the Arts have seasoned trainers in folkloric dances as proven by invitations abroad to NEUST Folkloric Dance Troupe where they showcased the Philippines' folkloric dances. These coaches and trainers and student cultural performers have been placing NEUST in the Top Five performers among DC-SUC CIRPS competition in Region III and the student performers entries have even qualified in the national competition. The four indicators (a), (b), (c) and (e) which were also rated **Very Effective** can be attributed to the Center's activities geared towards its objective of promoting culture and arts services to the students through proper screening of student applicants before they are admitted and rigid training of student performers before their presentation inside and outside the University. Before, when RA 10931 was not yet implemented, these student performers were considered scholars of the University, but when Free Tertiary Education was implemented, they were provided with financial assistance every semester.

Table 12. Multi Faith Services

	Mean	Verbal Interpretation
a. There is an environment where students are free to express their religious orientation in accordance with institutional principles and policies.	4.18	Very Effective
b. The University ensures the students that their right of religion is respected.	4.29	Extremely Effective
c. There are mechanisms on the use of University facilities.	4.22	Extremely Effective
Weighted Mean	4.23	Extremely Effective

It is noteworthy that **Multi faith Services** got a weighted mean of **4.23 (Extremely Effective)**. This only shows that the students appreciate the respect accorded by the University to whatever religion they belong to as (b) *The University ensures the students that their right of religion is respected* with a mean of **4.29 (Extremely Effective)** As regard the students' use of University facilities as venues for their religious gatherings and meetings, they follow the University's mechanisms on the use of its facilities rating (a) *There is an environment where students are free to express their religious orientation in accordance with institutional principles and policies* with a mean of **4.18 (Very Effective)** and (c) *There are mechanisms on the use of University facilities* with a mean of **4.22 (Very Effective)**. The University has an Ecumenical chapel where when permission is granted to the student organization, the chapel can be used in their holding of religious rites. The University has its Director for Moral and Spiritual Uplift Program (MRSUP) and this Office takes care of the Multi faith Services for the students. Moreover, students' religious organizations are registered at the OSOAD as non- political student organization.

Table 13. Safety and Security Services

	Mean	Verbal Interpretation
a. Licensed and competent security personnel ensures safety and security of students and their personal belongings.	4.26	Extremely Effective
b. Safe and accessible and secure environment, buildings and facilities (for PWDs) are in place.	4.17	Very Effective
c. A regular conduct of earthquake and fire drills are held involving majority of the students, faculty and personnel.	4.29	Extremely Effective
Weighted Mean	4.24	Extremely Effective

The respondents' ratings on Safety and Security Services of the University marked a weighted mean of **4.24 (Extremely Effective)** and this can be attributed to the efforts of Safety and Security Services particularly in indicator (c) *A regular conduct of earthquake and fire drills are held involving majority of the students, faculty and personnel* with a mean of **4.29 (Extremely Effective)** and (a) *Licensed and competent security personnel ensures safety and security of students and their personal belongings* with a mean of **4.26 (Extremely Effective)**. The hiring of licensed and competent security guards who are deployed in the vicinities of the University 24/7 gave the students a feeling that they are safe and secured in the University premises. Classes start at 7:00 in the morning and end at 9:00 in the evening and for years, there had never been cases of students who have been victims of untoward incidents. The consistency of the guards in checking IDs of students, personnel and guests upon entering the premises of the University and giving sanctions to those who were offenders helped in disciplining persons entering the University. If a student forgot his ID, his certificate of enrolment can be presented to the guard on duty, and worse, if he/she has none of the two, he/she can show any identification of himself/herself. The presence of CCTV in the campus is a big help to the unit in case of any troublesome incident. The Safety and Security Services Unit also keeps logbook for lost and found articles or belongings. This is even coordinated at OSA to trace lost articles or belongings or the owner. Indicator (b) *Safe and accessible and secure environment, buildings and facilities (for PWDs) are in place* got a rating of **4.17 (Very Effective)** as the academic environment is quiet, far from the noise of vehicles in the streets, conducive for learning as buildings have big classrooms for the size of the class, moreover, buildings have facilities for PWDs. In addition, the safety and security plans of the Civil Security Unit of the University is noteworthy, thus anything unpleasant to happen or to be experienced by the students is avoided.

CONCLUSIONS AND RECOMMENDATIONS

Five of the student programs and services were delivered as extremely effective by NEUST to the students with **Medical/Dental Services** which got the highest rating followed by **Sports Development** and **Safety and Security Services** both with same rating; **Multi Faith Services** is followed by **Information and Orientation Services**. Those which were rated **very effective** starting with the highest rating are: **Admission and Registration; Career and Place-**

ment; Guidance and Counseling and Student Development Services with equal rating; **Culture and the Arts; Student Publication and Food Services.** With the extremely effective and very effective level of effectiveness in the delivery and implementation of the student affairs, programs and services achieved by NEUST through the Office of Student Affairs and Institutional Programs and Services, the support to students in pursuit of academic skills until they graduate is most likely implemented very effectively. The number of its graduates both in board and non- board courses have big opportunities to be gainfully employed and no doubt would be helping their families and eventually the government in its ultimate goal of uplifting and changing the lives of the poor Filipinos through education where NEUST played its part so well.

It is strongly recommended that the practitioners of student programs and services even if the level of effectiveness received in this study is very effective, plans and strategies in implementation may still be reviewed by the Student Affairs and Services practitioners so as to be more or even highly effective in its implementation. In like manner, implementers of the student services affairs, programs and services may prepare a comprehensive development plans adhering to CHED's Enhanced Implementation of Student Affairs and Services (CHED Memo No.09, s. 2013). Assessment of student affairs and services that can lead to improved students' growth and development may be integrated into the work portfolio of all student affairs practitioners. Moreover, they may penetrate into the students' experience as they deal with them so that they can gather evidences of students' learning and growing so they can measure as well as demonstrate how their work contributes to student learning. In this manner, the poor but deserving students, students of low and middle class families who have been seeing NEUST their ultimate hope for a change in the status of their lives and a bright future ahead may be realized.

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