

## Level of Satisfaction of CHTM Students on the University Services

DOI: <https://doi.org/10.5281/zenodo.11109933>

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### **Abstract:**

The study aims to assess CHTM students' satisfaction with STI West Negros University's services, including Campus Safety, Student Records, Learning Resources, Guidance Services, Assessment, Equipment Maintenance, Instructors, Classroom Instructions, and Medical/Dental Clinic, to identify areas for improvement and enhance student experience. It seeks to offer valuable insights to university administrators and service providers, enabling informed decision-making and resource allocation, enhancing services, and creating a supportive environment for students. The researcher used a descriptive research design to identify characteristics, frequencies, trends, and categories of university services. A survey questionnaire was used to gather data on satisfaction/dissatisfaction among CHTM students, subject to validity and reliability. The results indicate that CHTM students are generally satisfied with the University's services, with areas of least satisfaction being assessment, payments, records, equipment maintenance, and campus security. The conclusions also led to the suggestion that, in terms of student satisfaction, academic support services should be given equal weight and priority.

Keywords: Academic Support, CHTM Students, Level of Satisfaction

### **Introduction:**

Students are the most important stakeholders of any educational institution. Along with students' progression and placements, one of the leading indicators of a college's progress is the student's level of satisfaction. Students who are studying in a higher educational institution seek more quality education and perfection of the system, in terms of approachability of the place, good infrastructure, quality education system, services offered by the institution, additional inputs in the form of value addition and employability enhancement courses (Kanwar & Sanjeeva, 2022). The satisfaction of students with the services provided by the University is a critical aspect that directly impacts their overall experience and well-being. Universities strive to create an environment that supports and enhances students' educational journey, aiming to provide excellent academic instruction, resources, and infrastructure. However, it is essential to assess whether these services meet students' expectations and needs, as their satisfaction is a crucial indicator of an institution's success in fulfilling its mission.

This study aims to explore the level to which students are satisfied or dissatisfied with the services offered by the University. It will delve into various aspects such as Campus Safety and Security, Student Records Section, Learning Resources, Guidance Services, Assessment and Payments/Cashier, Equipment Maintenance and Housekeeping, Instructors and Classroom Instructions, and Medical/Dental Clinic. In the context of education being diversified and expanded, the role of student services is given more attention. Student needs are wider in scope nowadays and should be adequately addressed by higher education institutions (Jacobo, 2021). By comprehensively analyzing students' perceptions, this research aims to identify areas where improvements may be required to enhance student satisfaction and ultimately improve their overall experience.

Based on the study conducted by Jacobo (2021), student services assist students in achieving their academic goals and enhancing their personal, intellectual, and social development by providing a broad range of programs and services. The Office of Student Services maintains a comprehensive education and student support service program to meet the needs of students. The ultimate goal of this study is to provide valuable insights to university administrators and service providers, enabling them to make informed decisions and allocate resources effectively. By addressing dissatisfaction and enhancing existing services, universities can work towards creating an academically enriching but also supportive and fulfilling environment for their students. This, in turn, will contribute to the overall success and reputation of the institution.

### **Objectives of the Study**

This study aimed to determine the level of satisfaction of education Students on the University services according to the areas, Campus Safety and Security, Student Records Section, Learning Resources, Guidance Services, Assessment and Payments/Cashier, Equipment Maintenance and Housekeeping and Instructors and Classroom Instructions, and Medical/Dental Clinic.



### **Literature Review:**

Colleges and universities use student satisfaction data to understand better, improve, and change campus environments, thereby creating settings more conducive to student development. In this sense, student satisfaction indicates the institution's responsiveness to students' needs and a measure of institutional effectiveness, success, and vitality (Hallenbeck, 1978; Low, 2000; Nichols, 1985; Upcraft & Schuh, 1996).

The Commission on Higher education (CHED) specified the following student services that should be available to serve the well-being of the students under the CHED CMO-No.09-s201: 1) Guidance and Counseling Services; 2) Career and Placement Services ; 3) Safety and Security Services; 4) Student Housing; 5) Scholarships and Financial Assistance; 6) Health Care Services; 7) Student Discipline; 8) Multi- faith Services; 9) International Students Services; 10) Admission Services; 11) Student Development Programs and Services; 12) Student Organization and Activities; 13) Sports Development Programs; 14) Cultural Programs; and 15) Services for Students with Special Needs.

Student satisfaction with the quality of higher education services is a comprehensive assessment of the educational activities the University provides that meet the students' expectations. Student satisfaction is assessed through the interaction between service users and providers during and after using the service. Student satisfaction is felt through the school's activities to provide students with student satisfaction before purchase and evaluation after use (Babar & Kashif, 2010).

According to Jacobo Jr., C. (2021), there should be a holistic development of students, which is the prime goal of all education stakeholders. The profiles of the students must be considered. HEIs must assist the students so that they will be able to navigate the environment, work well with others, perform well, and achieve their goals in life.

Ibarrientos (2015) said that the Camarines Sur Polytechnic Colleges is guided by its philosophy and objectives, which are geared towards providing quality instruction, initiating research and development, establishing an effective and efficient management system, and creating proactive and transparent governance to ensure the realization of their mission and vision. Assessment of the implementation and effectiveness of the college's student affairs services program is an attempt to identify the strengths and weaknesses of the different services offered by the Student Development Services Office with the end goal of designing a Comprehensive Development Plan for Student Affairs Services Program that will respond to "Quality and Excellence" the college envisions its graduates to be like after their academic journey in one polytechnic college.

Arangote (2018) emphasized that the student support services office is expected to be proactive in ensuring that no student is left at a disadvantage as a result of the University or any of its services. In addition, there is a linkage with external agencies in the local community, encouraging them to develop their services with students in mind. All students are encouraged to develop a sense of personal responsibility and to make their own decisions. In particular, the office promotes individuality, open-mindedness, critical thinking, respect, and equity. Comprehensive and coordinated student support services are critically important for students' social, emotional, and character development and the development of learning environments that are conducive to student achievement of high academic standards. Student support services foster positive relationships among educators and students, thereby increasing their attachment to school, which is an essential link between students, their families, school resources, and community-based health and social services.

Services provided by the school cater to the needs of the students while studying, in which divisions or departments have specific designations of tasks to deliver services for the benefit of the learners. The support from these services contributes to the student's convenience, health, and campus safety (oBeronia & Ecat, 2023). Witt and Handal (1984) used person-environment fit theory to explain student satisfaction with the college experience. There was a correlation between awareness and responders' satisfaction with the relationship's significant strength. This demonstrated that customers' satisfaction with services rises in tandem with awareness levels (Gervacio & Pascual, 2019).

According to Osman and Saputra (2019), previous studies have looked at the direct relationship between student satisfaction and service quality. As a result, there is an insufficient indirect correlation between student satisfaction and service quality. To improve student satisfaction, academic authorities should take a rigorous approach to safeguarding the institution's reputation and program quality.

As cited by Santos (2009), Anantha (2012) stated that components of student satisfaction are cumulative encounters a student has throughout college. Positive feedback from contented students can assist educational institutions in pulling in more students. The availability of school services, facilities, and privileges has great relevance to the learning of students (Famacion-Quinco, 2008).

### **Research Method:**

#### **Research Design**

This study utilized the descriptive research design, considered appropriate for identifying characteristics, frequencies, trends, and categories. It is useful when little is known about the topic or problem. Before researching why something happens, the researcher must understand how, when, and where it happens.

#### **Respondents of the Study**

A sample of 1645 students, out of the total population of 2393, were the study's respondents.

#### **Instruments**

A survey questionnaire was used to gather data on the level of satisfaction/dissatisfaction of education students with university services. It was subjected to validity (4.41=excellent) and reliability (0.936=excellent). The questionnaire was divided into two parts, wherein part I deals with the profile of respondents in terms of age, sex, and college/department and. Part II of the questionnaire is an 80-item statement for the aspects: 10 for Campus Safety and Security, 10 for Student Records Section, 10 for Learning Resources, 10 for Guidance Services, 10 for Assessment and



Payments/Cashier, 10 for Equipment Maintenance and Housekeeping and 10 for Instructors and Classroom Instructions, and 10 for Medical/Dental Clinic which measures the level of satisfaction using 4-point Likert scale rating with 4 as highly satisfied, 3 as satisfied, 2 as dissatisfied and 1 as highly dissatisfied.

### Procedure

After establishing the validity and reliability of the instrument, the researcher wrote a letter to the VPAA to ask permission to conduct the study. Upon approval, the researcher sets a schedule for the data gathering with a letter of request to the department heads. In the conduct, the researcher explained the purpose of the study, personally administered the questionnaire to the respondents, and guided them carefully in answering and giving the needed data and retrieving the questionnaires. The respondents were assured of the confidentiality of the data gathered.

### Analysis

A descriptive-analytical scheme was used to determine the level of satisfaction of education Students on the University services according to the areas, Campus Safety and Security, Student Records Section, Learning Resources, Guidance Services, Assessment and Payments/Cashier, Equipment Maintenance and Housekeeping and Instructors and Classroom Instructions, and Medical/Dental Clinic with mean as the tool. Finally, the following rating scale and description were utilized in interpreting the results: 3.50-4.00=Very High Level; 2.50-3.49=High Level; 1.50-2.49=Low Level; 1.00-1.49=Very Low Level.

### Research Ethics Protocol

The researcher ensured that respondents were given the free will to be involved in the study, their identities were not disclosed, and they were assured of the confidentiality of the data gathered. After completion, all data stored in electronic gadgets were discarded in order to protect against unauthorized access or use of information.

### Findings and Discussion:

This section presents the results of the objectives of the study.

**Table 1**

***Level of Satisfaction of Hospitality and Tourism Students on the University Services in the area Campus Safety and Security***

Items	Mean	Interpretation
<i>Campus Security and Safety</i>		
1. The safety and security policies of the school are clear and widely disseminated to the students through online platforms.	3.50	Very High Level
2. The policies (uniform, ID, exemption pass, etc.) on entry of students/employees/visitors to the campus are strictly implemented.	3.55	Very High Level
3. Security guards are professional, courteous, polite, fair and reasonable when dealing with student concerns.	3.25	High Level
4. Students are provided and informed by the protocols by the Safety and Security Services during a pandemic.	3.51	Very High Level
5. Students' complaints regarding security matters/guards, if any, are promptly attended to.	3.34	High Level
6. Student's violations are taken care of by the University Prefect of Discipline. Sanctions, if any, are imposed only after due online/onsite hearings have been conducted.	3.51	Very High Level
7. The safety of students/employees/visitors within the campus is secured amidst this pandemic.	3.53	Very High Level
8. Security personnel is visible, roving watches and do routine inspections regularly.	3.47	High Level
9. Directional signages are in place to guide people on the location of offices/entrances/exits on the campus.	3.48	High Level
10. The facilities, equipment, and records of the school are well-protected.	3.51	Very High Level
<b>Overall Mean</b>	<b>3.46</b>	<b>High Level</b>



Table 1 shows that the level of satisfaction of Hospitality and Tourism Students with the University Services in the area of Campus Safety and Security in general is high ( $M=3.46$ ,  $SD=.539$ ). Item 2, "The policies (uniform, ID, exemption pass, etc.) on entry of students/employees/visitors to the campus are strictly implemented." obtained the highest mean of 3.55, interpreted as a very high level. In contrast, item 3, "Security guards are professional, courteous, polite, fair and reasonable when dealing with student concerns." got the lowest mean of 3.25, also interpreted as a high level.

This suggests that the rules and regulations in place to guarantee the safety of students on campus are carefully adhered to, obeyed, and observed, providing the kids with a sense of security anytime they are on school property. This further implies that, in terms of campus safety and security performance, the University has fulfilled and satisfied the expectations of the students. The findings of the study conform with the study of G. Bezuidenhout and J. De Jager (2014), which stated that safety and security conditions are the most important attributes in the student's choice of private higher education institutions. However, the findings also indicated that students did not believe security staff to be impartial, professional, courteous, or friendly while interacting with students.

Table 2

**Level of Satisfaction of Hospitality and Tourism Students on the University Services in the area Student Records Section**

Items	Mean	Interpretation
<b>Student Records Section/Registrars</b>		
1. The online/onsite procedure/processing for request of student records is simple and convenient.	3.43	High Level
2. Signatories for clearance/request forms are always available.	3.35	High Level
3. The waiting time allotted for processing/releasing requested records is reasonable.	3.35	High Level
4. The waiting area is comfortable.	3.35	High Level
5. The requirements for claiming the requested records through a representative are valid.	3.43	High Level
6. The queuing (lining-up) system is in order; the audio for the announcement is clear.	3.38	High Level
7. Personnel of the Registrar's office are accommodating and respectful.	3.49	Very High Level
8. Personnel assigned at each window gives clear instructions on specific documents to submit in order to process the enrollment, transcript of records, diploma, etc.	3.52	Very High Level
9. The confidentiality of student records is maintained at all times.	3.52	Very High Level
10. Program evaluators are approachable and competent.	3.48	High Level
<b>Overall Mean</b>	<b>3.43</b>	<b>High Level</b>

Findings in Table 2 reveal that the level of satisfaction of hospitality and tourism students with the university services in the Student Records Section area is high ( $M=3.43$ ,  $SD=.535$ ). Item 8, "Personnel assigned at each window gives clear instructions on specific documents to submit in order to process the enrollment, transcript of records, diploma, etc.", and item 9, "The confidentiality of student records are maintained at all times." obtained the highest mean of 3.52 interpreted as very high level, while items 2 "Signatories for clearance/request forms are always available.", 3, "The waiting time allotted for processing/releasing of requested records is reasonable.", and 4, "The waiting area is comfortable." got the lowest mean of 3.36, interpreted as a high level.

This suggests that the office values student privacy very much and that students can feel confident in that regard. Furthermore, students are received at the counter in a very acceptable manner. It is noted that the staff members manning the window provide clear guidelines on how to handle the requests made by the students. These findings conform to the study conducted by Adillo (2023), which states that responsiveness has a positive and significant effect on customer satisfaction.

However, there are still issues with the signatories' availability for clearance and request forms, as well as the timeliness of the period allotted to process and release requested documents confirming the results of the study of Mulyono, H., Hadian, A., Purba, N., & Pramono, R. (2020) indicated that the institution of higher education such as a University, which has better non-academic aspects such as the ability of administrative staff to store students' data and which can be easily retrieved by the students significantly affected the level of students' satisfaction.

Table 3

**Level of Satisfaction of Hospitality and Tourism Students on the University Services in the area Learning Resources**

Items	Mean	Interpretation
<b>Learning Resource/Library</b>		
1. Students' online orientation on the library is done during the pandemic.	3.50	Very High Level
2. The library has sufficient books, e-books, and reference materials (Journals, Magazines, etc.) to meet student needs.	3.55	Very High Level
3. The library has adequate staff/personnel to assist the students.	3.53	Very High Level
4. Library personnel/student aides are accommodating and helpful.	3.53	Very High Level
5. The processing of library cards and signing of student's clearance is easy.	3.52	Very High Level
6. The policies for borrowing books are clear and student-friendly.	3.56	Very High Level
7. The library is conducive to learning (well-organized, well-lighted, clean, and with suitable temperature.	3.57	Very High Level
8. The library is free from noise and other disturbances.	3.39	High Level



9. The library's internet services and computer units are adequate and functional.	3.43	High Level
10. The students are regularly informed about the availability of newly acquired books and other learning materials.	3.46	High Level
<b>Overall Mean</b>	<b>3.50</b>	<b>Very High Level</b>

The Level of satisfaction of Hospitality and Tourism Students with the University Services in the area of Learning Resources shows a high level ( $M=3.50$ ,  $SD=.519$ ). Item 7, "The library is conducive to learning (well-organized, well-lighted, clean and with good temperature." got the highest mean of 3.57, interpreted as a very high level, while item 8, "The library is free from noise and other disturbances.", obtained the lowest mean of 3.39 interpreted as high level.

This suggests that because of the lighting, layout, and air conditioning, students are pretty happy with the library's amenities and think they make learning easier. The result of this study is consistent with the study conducted by Amarasekara and Marasinghe (2020) on User satisfaction with library resources and services, which states that having a favorable environment for learning will always encourage users to make use of the library. This is also parallel with the study conducted by Mohindra and Kumar (2015), dictating that the library's environment and library services had an impact on the levels of user satisfaction.

Conversely, students who visit the library continue to be concerned about noise and other problems within the building which conforms to the study made by Buchari, B., & Matondang, N. (2017) saying that noise bring physiological impact, which is often experienced by students in the form of dizziness. At the same time, the psychological impact includes emotional and uncomfortable feelings.

**Table 4**  
**Level of Satisfaction of Hospitality and Tourism Students on the University Services in the area Guidance Services**

Items	Mean	Interpretation
<b>Guidance Services</b>		
1. Online/Onsite Counseling sessions are provided to assist students in their personal, social, academic, and family adjustment	3.54	Very High Level
2. Student privacy during counseling sessions is secured.	3.57	Very High Level
3. Guidance counselors are friendly, accommodating, trustworthy, and responsive to the needs of the students.	3.56	Very High Level
4. Personality, aptitude, and intelligence tests are conveniently scheduled for the students, and test results are discussed with the students concerned.	3.56	Very High Level
5. Confidentiality of student information is strictly observed.	3.58	Very High Level
6. Assistance for job opportunities and placement are provided to students seeking jobs.	3.53	Very High Level
7. The Guidance Office facilitates webinars, seminars, and workshops on personality enhancement and career development.	3.56	Very High Level
8. Online/Onsite Conferences are conducted with parents and teachers to address student's issues and concerns.	3.54	Very High Level
9. The Guidance Office provides online information that would guide students in making responsible choices and decisions.	3.55	Very High Level
10. The Guidance Office provides follow-up online/onsite sessions to monitor the progress and adjustment of students.	3.54	Very High Level
<b>Overall Mean</b>	<b>3.55</b>	<b>Very High Level</b>

As presented in Table 4, the level of satisfaction of Hospitality and Tourism Students on the University Services in the area of Guidance Services in general is very high ( $M=3.55$ ,  $SD=.517$ ). Item 5, "Confidentiality of student's information is strictly observed." obtained the highest mean of 3.58. In contrast, item 6, "Assistance for job opportunities and placement are provided to students who are seeking jobs." got the lowest mean of 3.53, where both were interpreted as very high level.

This suggests that, overall, students are thrilled with the services provided by the University's guidance office, especially about protecting student data and information confidentiality. In the study by Ngumi (2005), results show that confidentiality on students' issues is paramount since it allows students

to discuss their problems freely and comfortably. Further, the study found that students valued being assured of confidentiality during counseling. It appears that there is still room for improvement in the support offered to students looking for work in terms of job possibilities and placement.



**Table 5**  
**Level of Satisfaction of Hospitality and Tourism Students on the University Services in the area Assessment and Payments/Cashier**

Items	Mean	Interpretation
<b>Assessment and Payments/Cashier</b>		
1. Tuition fees are reasonably affordable.	3.17	High Level
2. Miscellaneous and other school fees are reasonable.	3.13	High Level
3. Assessment personnel accommodate questions/clarifications from students and efficiently address them.	3.33	High Level
4. Student assessments are released on time.	3.30	High Level
5. Accounts are updated and accurately updated.	3.40	High Level
6. Cashiers are fast in facilitating payment.	3.26	High Level
7. Paying students at the cashier is well-secured.	3.49	High Level
8. Multiple modes of payment (cash, check, online, bank-to-bank, credit cards) are available and reliable.	3.50	Very High Level
9. The payment scheme (low initial payment, installment, etc.) is within my (my family's) means.	3.37	High Level
10. The procedure for payment is convenient.	3.42	High Level
<b>Overall Mean</b>	<b>3.34</b>	<b>High Level</b>

Table 5 shows the level of satisfaction of hospitality and tourism students with the university services in the area of assessment and payments/cashier, which was revealed to be high ( $M=3.34$ ,  $SD=.601$ ). Item 8, "Multiple modes of payment (cash, check, online, bank-to-bank, credit cards) are available and reliable." obtained the highest mean of 3.50, interpreted as a very high level. In contrast, item 2 "Miscellaneous and other school fees are reasonable." got the lowest mean of 3.13, interpreted as high level.

This suggests that most students are content with the cashier and assessment departments' services. Consequently, students express great satisfaction with the availability of numerous payment choices. This conforms to the study conducted by Lastrollo, N. A., & Sario, J. A. (2023), which shows that students and parents perceived online payment methods as practical based on cost efficiency. They save transportation expenses, time, and energy by paying online instead of attending the school accounting office.

The least satisfied respondents, however, were with the reasonableness of the other and miscellaneous school expenses. According to Tuan's study (2012), perceived price fairness also positively impacts student satisfaction. The more students think the education is worth what they have paid, the more satisfied they are.

**Table 6**  
**Level of Satisfaction of Hospitality and Tourism Students on the University Services in the area of Equipment Maintenance and Housekeeping**

Items	Mean	Interpretation
<b>Equipment Maintenance and Housekeeping</b>		
1. The entire campus is clean and environment-friendly.	3.49	High Level
2. Facilities for student activities are adequate, and processing of student requests for their use is convenient.	3.48	High Level
3. The classrooms and laboratories are enough, clean, well-maintained, and free from noise.	3.45	High Level
4. Visual/Instructional aids (overhead projectors, LCDs, etc.) are adequate for students' activities or presentations in class.	3.46	High Level
5. Science laboratories are conducive for experiments, simulations, and exercises.	3.46	High Level
6. Computer laboratories are air-conditioned with sufficient computer units and equipped with electrical outlets for student use.	3.52	Very High Level
7. The speech laboratory is well equipped with speech apparatus/equipment.	3.48	High Level
8. Comfort rooms are always clean, functioning well, supplied with water, and free from bad odor.	3.28	High Level
9. Stand-by generators are always ready in case of brownout.	3.36	High Level
10. Mimeographing and photocopying services are available on campus.	3.30	High Level
<b>Overall Mean</b>	<b>3.43</b>	<b>High Level</b>

Results in Table 6 reveal that the level of satisfaction of hospitality and tourism students with the university services in the area of equipment maintenance and housekeeping is high ( $M=3.43$ ,  $SD=.566$ ). Item 6, "Computer laboratories are air-conditioned and with sufficient computer units and equipped with electrical outlets for student use." obtained the highest mean of 3.52. In contrast, item 8 "Comfort rooms are always clean, functioning well, supplied with water, and free from bad odor." got the lowest mean of 3.28, where both were interpreted as high level.

This suggests students are content with the University's housekeeping and equipment maintenance practices. The number of computer units per student and the availability of air conditioning in the computer laboratories are notably higher in this regard. Conversely, student respondents' degree of satisfaction with the comfort rooms currently available to them is the lowest. This confirms the study of D Napitupulu et al. (2018), where the relationship or correlation between campus service facility variables and user satisfaction variables is strongly interpreted. In addition to a strong correlation, the pattern of the relationship was positive. This means that if the service quality variables increase, the satisfaction variable will also rise and vice versa. If the variable of campus service facilities decreases, then user satisfaction will also decrease.



Table 7

*Level of Satisfaction of Hospitality and Tourism Students on the University Services in the area Instructors and Classroom Instructions*

Items	Mean	Interpretation
<i>Instructors and Classroom Instructions</i>		
1. Instructors show mastery of the subject matter and use various methods/strategies in teaching.	3.51	Very High Level
2. Teachers are considerate of the area/location and internet connectivity of the students in attending online classes.	3.48	High Level
3. They entertain questions from the students during online sessions and clarify their concerns.	3.52	Very High Level
4. They create ways to motivate the students to perform better.	3.50	Very High Level
5. They relate with the students professionally.	3.50	Very High Level
6. They accommodate and assist the students in their concerns.	3.50	Very High Level
7. They are fair in assigning online works (Assignments, Task Performances) and giving grades.	3.45	High Level
8. They manage the classes well and maintain classroom discipline.	3.52	Very High Level
9. They are punctual in meeting their online classes regularly.	3.47	High Level
10. They are well-groomed - clean, neat, and properly attired during online sessions.	3.55	Very High Level
<b>Overall Mean</b>	<b>3.50</b>	<b>Very High Level</b>

The level of satisfaction of Hospitality and Tourism Students with the University Services in the area of Instructors and Classroom Instructions shows a very high level ( $M=3.50$ ,  $SD=.531$ ). Item 10, "They are well-groomed - clean, neat, and properly attired during online sessions." got the highest mean of 3.55, interpreted as a very high level, while item 7, "They are fair in assigning online works (Assignments, Task Performances) and in giving grades.", obtained the lowest mean of 3.45 interpreted as high level.

This suggests that most students are happy with how the University delivers its education. Additionally, a high degree of satisfaction with teachers' grooming was seen. Students show great respect for teachers when they show up to class in uniform. This conforms to the study of Kashem, M. A. (2019), who identified the fact that more respect goes with the teacher's appearance and formal attire, and the teacher's dress affects the way of the judgment of the student.

Furthermore, students' need for more confidence in teachers' grading methods is determined by faculty fairness in assigning online assignments and determining grades, which obtained the lowest mean. This conforms to the study of Rodabaugh (1994), contributing dropout, underachievement, poor academic motivation, and failure partly related to student perceptions of interactional or procedural unfairness and emphasizing the importance of not only procedural fairness in the classroom but also the need for interactional fairness.

Table 8

*Level of Satisfaction of Hospitality and Tourism Students on the University Services in the area Medical/Dental Clinic*

Items	Mean	Interpretation
<i>Medical/Dental Clinic</i>		
1. The medical/dental clinic is spacious, with adequate first aid equipment during emergencies amidst the pandemic.	3.54	Very High Level
2. The medical/dental clinic accommodates physical and monthly examinations for all new students and prospective employees.	3.50	Very High Level
3. The medical/ dental clinic executes physical examinations of students for apprenticeship/internships, on-the-job training, field trips, and for athletes needed for local competitions.	3.52	Very High Level
4. The medical/dental clinic supports various medical missions of the University.	3.53	Very High Level
5. The school physician/dentist is available for consultation/treatment during scheduled duty hours.	3.51	Very High Level
6. An initial dose of needed medicines is administered if available.	3.52	Very High Level
7. The school clinic provides orientation on activities undertaken by health services during the pandemic.	3.52	Very High Level
8. The school physician/dentist conducts individual health teaching or small group discussion during consultation hours.	3.51	Very High Level
9. The medical/dental clinic conducts periodic and random medical and dental examinations of students and employees.	3.52	Very High Level
10. The medical/dental clinic attends emergency cases and facilitates referral/transfer to hospitals if needed.	3.53	Very High Level
<b>Overall Mean</b>	<b>3.52</b>	<b>Very High Level</b>

Table 8 shows the level of satisfaction of Hospitality and Tourism Students with the University Services in the area Medical/Dental Clinic, which was revealed to be high ( $M=3.52$ ,  $SD=.531$ ). Item 1, "The medical/dental clinic is spacious with adequate first aid equipment during emergency amidst pandemic," obtained the highest mean of 3.54, which can be interpreted as a very high level. In contrast, item 2, "The medical/dental clinic accommodates physical and monthly examinations for all new students and prospective employees." got the lowest mean of 3.50, interpreted as a high level.

This suggests that, overall, students are happy with the school clinic's services. The large school clinic with sufficient first aid supplies for pandemic situations has a notably high satisfaction rating. This indicates even more how happy the students are with the school clinic's preparedness for emergency response and first aid protocols. However, there is cause for concern given the clinic's incapacity to perform dental and physical exams, which could be related to the school physician or dentist not being available for duty. This analysis conforms with the study of Alshurideh (2014),



which found that many healthcare factors affect student satisfaction, including service location, the time required to receive the service, price, clinic cleanliness, and temperature, and employees' treatments of patients.

**Table 9**

*Level of Satisfaction of Hospitality and Tourism Students on the University Services in the areas Campus Safety and Security, Student Records Section, Learning Resources, Guidance Services, Assessment and Payments/Cashier, Equipment Maintenance and Housekeeping, and Instructors and Classroom Instructions, and Medical/Dental Clinic and when taken as a whole*

Areas	Mean	Interpretation
Campus Security and Safety	3.46	High Level
Student Records Section/Registrars	3.43	High Level
Learning Resource/Library	3.50	Very High Level
Guidance Services	3.55	Very High Level
Assessment and Payments/Cashier	3.34	High Level
Equipment Maintenance and Housekeeping	3.43	High Level
Instructors and Classroom Instructions	3.50	Very High Level
Medical/Dental Clinic	3.52	Very High Level
<b>Overall Level of Satisfaction</b>	<b>3.47</b>	<b>High Level</b>

Table 9 shows that the level of satisfaction of Hospitality and Tourism Students with the University Services in general is high ( $M=3.47$ ,  $SD=.467$ ). It is evident that the area of Guidance Services obtained the highest mean of 3.55, interpreted as a very high level, while the area of Assessment and Payments/Cashier got the lowest mean of 3.34, interpreted as a high level.

This suggests that, overall, CHTM students are relatively happy with the services the University has provided them with. The areas where students felt the least satisfied were assessment and payments and cashier, student records section and registrars, equipment maintenance and housekeeping, and campus security and safety. On the other hand, students felt moderately satisfied with instructors and classroom instructions, library services, and guidance. According to the study of Pitaloka and Hapsoro (2020), service quality in non-academic aspects positively impacts student satisfaction.

#### Conclusions:

Based on the result of the study, the following conclusions were drawn:

The study reveals that students are satisfied with the institution's payment options but feel that other fees and tuition are not competitively priced. The facilities office provides air-conditioned computer laboratories, but students are dissatisfied with the poor maintenance of comfort rooms. The Registrar's Office ensures confidentiality of student records, but the waiting space could be more comfortable. Campus safety and security are largely satisfied, but students are unhappy with the university security staff. Classroom instruction is successful, but teachers assign grades fairly. Medical services are satisfactory, with first aid supplies and a response protocol. Students are content with the guidance services office, which provides counseling, webinars, seminars, and workshops. The library promotes learning, but noise creates disturbances. Overall, students are satisfied with the institution's services. The conclusions also led to the suggestion that, in terms of student satisfaction, academic support services should be given equal weight and priority.

Students are pleased that the institution has made an effort to offer them various safe and dependable payment options, including credit cards, cash, checks, internet, and bank-to-bank transfers. However, students felt that other school fees, extra costs, and tuition were not competitively priced.

Even though the facilities office provides air-conditioned computer laboratories with enough computer units with electrical outlets for students to use, the study's findings show that students are dissatisfied with the comfort rooms' poor maintenance and upkeep due to their foul odor, erratic water supply, and broken toilets, doors, and faucets. The absence of stand-by generators in the offices and classrooms exacerbated this negative experience.

Additionally, one aspect that affects how satisfied students are with the services provided by the Registrar's Office is the confidentiality of student records. This is further enhanced by the fact that staff members allocated to each window provide precise guidance on the paperwork needed to handle 39ounsello, transcripts of records, diplomas, and other requests. Nonetheless, the waiting space in the Registrar's office could be more comfortable. The signatories to clearance or request forms are consistently unavailable, and the processing and release times for requested documents could be more reasonable.

Moreover, students' satisfaction with campus safety and security is largely due to their confidence that the security staff is carefully enforcing the policies on the admission of students, employees, and visitors to the campus. Students are not happy with the university security staff. They believe that when handling student problems, security officers are unfair, irrational, rude, and unprofessional.

The study further indicates that instruction and delivery in the classroom are successful and fulfilling. Teachers demonstrate their command of the material and use various techniques and approaches. Effective and satisfying classroom management is also present. Students believe, however, that teachers assign grades fairly.

Likewise, the University's medical services have received high marks from students for satisfaction. Ample first aid supplies are kept on hand for emergencies, and the clinic is equipped with a response protocol that enables it to refer and transfer students to nearby hospitals and healthcare facilities as needed.

Similarly, the survey also revealed that students feel content with the guidance services office, especially about the protection of student records and privacy during 39ounsellers sessions. They also think the 39ounsellers are approachable, reliable, and attentive to their needs. Along with conducting





personality, aptitude, and intelligence tests on their schedules and discussing the results with them, the students also value the webinars, seminars, and workshops on career development and personality enhancement.

Lastly, regarding library services, students believe that the library promotes learning because of its well-planned layout and air-conditioned, clean, and well-lit rooms. They also find the policies for borrowing books to be clear and student-friendly. However, the noise inside the library creates a disturbance and distraction for some library users.

### Recommendations:

The study's findings led to the formulation of the following recommendations:

The Management Committee should assess the appropriateness of additional fees and miscellaneous charges, conduct an orientation session for students, allocate additional funds for maintenance, and improve comfort room maintenance.

The Registrar's Office should establish a standard operating procedure and create a welcoming waiting room. Orientation seminars and customer service skills training are recommended for security officers. The university grading system and policy should be reoriented, and strict monitoring of class records should be implemented. The library should create a separate space for small group discussions to improve the learning environment.

1. It is advised that the Management Committee analyze the current other and miscellaneous fees to determine if they are appropriate given the quality of services the University provides. Additionally, to help students understand the specifics of additional fees and miscellaneous charges and their significance to the school's operational costs, the Finance office must conduct an orientation session.
2. The Facilities Management office must set aside additional funding for facility upkeep, repairs, and procurement of additional essential equipment at the school. It is also necessary to create a thorough maintenance schedule and plan. Finally, it is imperative to improve the frequency of comfort room maintenance and cleaning promptly.
3. A standard operating procedure defining the processing timetable for document requests, including the deadline for offices needed to sign the clearance, must be created by the Registrar's Office. Additionally, a more welcoming waiting room must be created for visitors, parents, graduates, and students doing business at the Registrar's office.
4. To improve the level of professionalism among university security officers, particularly in managing student problems and issues, we immediately propose conducting orientation seminars and customer service skills training.
5. To elevate and improve the student's perception and confidence, the university grading system and policy must be reoriented immediately for the students and faculty members. Additionally, rigorous and strict monitoring of class records, grade sheets, and grade encoding must be implemented.
6. It is advised that the library must create a distinct space for students where small group talks may be necessary to enhance and improve the quality of the learning environment while preventing disruptions to those studying inside the library.

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