

***Students' Problems in a State University:  
Bases for Proposed Administrative Measures***

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*Abstract*— This study determined the students' profile, and the problems they encountered along the services rendered to them. The students' problems were found to be generally mild, and also were found to be significantly different using three of the four areas on the profile of students. Immediate concerns are said of the enrollment, and facilities. The administration is highly advised to consider these measures: consultations, dialogues, planning sessions, and immersion; a thorough inventory of the physical plants, facilities and equipments; an honest evaluation of the performance of the human resources; continuing orientation and education for values formation and enhancement for good public service, human relations and social responsibility through seminars, conferences, and workshops; and team building activities be done towards making the university a community of people who treat each other as brothers and sisters, help each other in the performance of duties, and complement each other's role.

***Keywords-students' problems; state university; administrative measures (key words)***

I. INTRODUCTION

The student as client is the main reason for the establishment of an educational institution. He is the center, the focal point of the activities done in the institution. It is then very important for an educational institution like a state university to note that there are things happening within it that warrant attention if it has to fully realize its vision, mission, goals and objectives. No educational institution can say that it is perfect; that it does not have problems. Facts show that institution's clientele experience problems that need to be given attention to.

Quinco (2010) in his study on the Students' Satisfaction towards the Service Quality of De La Salle University said that in today's increasingly competitive environment, service oriented establishments are under the pressure of demonstrating that their services are customer-focused and that continuous performance improvement is being done. He mentioned further that the higher education sector is exempted from this reality and that students nowadays have many options available to them because of the existence of so many higher education institutions. To gain a competitive edge over the other institutions, HEI's are challenged to look for marketing strategies that aim at improving quality, student satisfaction and student retention.

Competitions to attract as many students as possible to one's institution have become more and more intense. Every HEI boasts that it could provide the best investment for the future and that its institution carries a tradition of excellence and quality. In order to survive in this highly competitive market, quality and satisfaction have long been recognized to play a crucial role.

Considerable studies have been done on these two concepts. According to the study done by Alridge and Rowley (2001) an expectation that cannot be fulfilled on the institution is the key factor for students' withdrawal. This would lead to the premise that satisfaction with services may make the difference.

Claimed quality and excellence by HEIs is clouded by doubt as researches by government like EDCOM affirms the presence of elitism, commercialism and inaccessibility of tertiary education to the majority of poor Filipinos. Article XIV of the Philippine Constitution provides that the state shall protect and promote the right of all citizens to quality education at all levels and shall take appropriate steps to make such education accessible to all. The government established or created the CHED to regulate and oversee the operations of the HEIs. The government also approved the establishment of many SUCs towards this aim. It is the HEIs work to prove and show that they really mean to provide what they are established for - excellent and quality education. This study is thus conceived to look into the status of a state university as an HEI in terms of the services it provides to its clientele. For it is believed that the kind of service the institution provides for its clientele reflects the kind of education it can provide too.

## II. STATEMENT OF THE PROBLEMS

This study aimed to find out the students problems in a state university with the ultimate purpose of coming with data that can help establish measures towards better student services. Specifically, the study sought to answer the following:

1. How are the student respondents described in terms of the following:

1.1 Profile along the following:

- a. Sex
- b. College they belong
- c. Year Level
- d. Session Day/Evening)

1.2 Problems encountered along the following student services:

- a. library and laboratory
- b. health services (medical and dental)
- c. enrollment and registration
- d. physical facilities and equipments
- e. academic services
  - e.1 faculty
  - e.2 instruction?

2. Is there a significant difference on the problems encountered by the students along the students' services when compared using their profile?

3. What are the areas of immediate and great concern as drawn from the data above?

4. What administrative measures can be proposed as solutions or remedies to the problems and concerns?

## III. METHODOLOGY

The study conducted was descriptive correlational. The study established level of students' problems along the students' services specifically on library and laboratory, health, enrollment and registration, facilities and equipments, and academic services on faculty members and instruction. The researcher described the service problems encountered by the students in terms of their frequency of occurrences as negligible, mild and serious.

The respondents of the study were the second year to fifth students who from their experiences provided valid answers to the survey questionnaire and thus they also provided further for the reliability of the result. The study concentrated on the students of the University enrolled in the second semester of SY 2012-2013. The students were randomly selected from second year to fifth year level from all colleges of the university. The researcher distributed 300 questionnaires to the different colleges based on the percentage of representation.

The questionnaire that was used is a self made questionnaire which underwent a validation process with answers that used the Lickert scale from 1 for negligible, 2 for mild and 3 for serious based on the frequency of occurrence. The study also tested reliability of the instrument to ensure the consistency and validity of the items in the questionnaire.

The data analysis for this study was descriptive statistics with the particular use of frequency, and mean as test of central tendency. To test the aspect of correlation, the Pearson Correlation Coefficient ( $r$ ) was used.

#### IV. RESULTS AND DISCUSSION

##### 1. Students' Description

###### 1.1 Students' Profile:

Respondents of the study were 300 students who were randomly selected based on the percentage of representation. The study included the 11 Colleges of the university with College of Business and Accountancy having the highest representation of 86 respondents, and College of Science having the lowest representation of 3 respondents, as they represent the biggest and smallest student population respectively. Of the 300 respondents, 133 (44%) were males and 167 (56%) were females as the university is female dominated. The respondents were from 2<sup>nd</sup> year to 5<sup>th</sup> year. The respondents were also selected from both the day and evening sessions. Two hundred twenty (220) respondents were from the day session while 80 respondents were from the evening session. The reason for the variation is to find out if there is a significant relationship between the students' problems and their profile as to the college enrolled, sex, year level and session.

###### 1.2. Problems Encountered:

This study looked into the status of the problems encountered by the students in the different service areas and the result is as follows.

###### a. Library and Laboratory Services

Table 1 shows the result of the survey done to students as regards library and laboratory. The table indicates a mild presence or occurrence of problems on this area. The Mild result means that problems are generally sometimes encountered by the students (minsan nangyayari). It can be seen from the table that 2 (mild) is predominant in all the items; though it is noted too that items 3, 6 and 7 have more frequencies of 3 (madalas nangyayari) than 1. This may indicate the need to look into these problems which are the inadequacy and non functionality of computers and equipments in the library and in the laboratory.

TABLE 1  
Students' Problem as regards Library and Laboratory Services

Items	f			$\bar{X}$	VD
	1	2	3		
1. There are not enough books for students to use.	76	166	58	1.94	M
2. The books are not updated.	97	149	54	1.86	M
3. There are not enough computers for students to for the E-library.	79	115	106	2.09	M
4. The library is not available at the students' convenient time.	111	132	57	1.82	M
5. There are not enough personnel who are ready to help the students in their library needs.	86	154	60	1.91	M
6. There are not enough laboratory equipments/computers for computer lab.	73	130	97	2.08	M
5. The medical clinic is not open and available for the students' emergency needs.	120	128	52	1.77	M
6. The dental clinic is not open and available for the students' emergency needs.	100	128	72	1.91	M
7. Equipments in the laboratory like computers are not functional.	73	147	80	2.02	M
Legend: 1 –Negligible (N) 2 – Mild (M) 3- Serious (S) N=300	Grand Mean			1.9	M

In the last part of the questionnaire, the respondents were asked to list other problems they encountered. The attitude of being cranky (masungit) and strict of the librarians was mentioned many times. Also mentioned was the non availability of the library service during lunch time when students were more available for library work. The need for the library card yet the issuance of library card to students was not properly disseminated such that students were not able to use the library. Other problems pointed out were the lack of equipments like computers, non functionality of computers, scarcity and out datedness of books, and the cleanliness and ventilation of laboratories.

The library and the laboratory are important support services to the academic experience of the students. Many times, they could help make the students' academic life better. There is a need for the service to be felt in a satisfactory manner so the students can make use of them TAB excellently. It is then important that personnel, and equipment and materials which are part of the services should be made available and adequate so that the purpose of providing the support may excellently help the students achieve better if not best academic experience. Though the result of the survey shows mild occurrence of problems in this area, it is much desired that these be just negligible for the benefit of the students.

b. Health Services

Table 2 below shows that there are generally mild occurrences of problems in this service area as indicated by the mean of 1.87. Mild (2) answer was again predominant in all items and in all items, the frequencies of 1 were greater than the frequencies of 3; no item had a mean of 2 or greater than 2. Problems occurred but sometimes only (minsang nangyayari).

TABLE 2  
Students' Problem as regards Health Services

Items	f			$\bar{X}$	VD
	1	2	3		
1. There are not personnel who are ready to the students in their medical needs.	98	140	62	1.88	M
2. There are not personnel who are ready to the students in their dental needs.	104	129	67	1.88	M
3. There are personnel who are available in the medical clinic but are cranky (masungit)	96	149	55	1.86	M
4. There are personnel who are available in the dental clinic but are cranky (masungit)	86	147	67	1.94	M
5. The medical clinic is not open and available for the students' emergency needs.	120	128	52	1.77	M
6. The dental clinic is not open and available for the students' emergency needs.	100	128	72	1.91	M
Legend: 1 –Negligible (N) 2 – Mild (M) 3- Serious (S) N=300	Grand Mean			1.87	M

The respondents listed other problems they encountered such as the long process in the availment of the services, the non awareness of the presence of the service, the lack or inadequacy of medicine and equipment, the non availability of the dental office many times, and the non availability of the dentist and the doctor.

It is important to note that health services in a school setting are of emergency in nature. It means that the services provided are done in cases where students need health service while in school. It is not the prime duty of the school to provide the totality of the health need of the student as an individual. It is thus understood that the student can go to the medical or dental office whenever there is an instance when he/she experiences health problem while she/he is in school; meaning the health service provided is just temporary. Yet, it is still important that the health services provided by the school must satisfy the standard set forth for their existence as a support service to the need of the students.

#### c. Enrollment and Registration Services

Enrollment and registration is one of the two areas where the mean is 2.09 (more than 2). Table 3 below reveals that the students had generally mild occurrences of the problems on enrollment and registration (minsang nangyayari). It is important to note though that the frequencies of 3, serious (madalas nangyayari) in items 1, and 2 are more than the frequencies of 2, mild; and the frequencies of 3 are more than the

TABLE 3  
Students' Problem as regards Enrollment and Registration

ITEMS	F			$\bar{X}$	VD
	1	2	3		
1. Enrollment is slow and takes much of my time.	60	72	168	2.36	M
2. Enrollment procedure does not help the students to enroll in the most efficient and convenient way.	50	123	127	2.26	M
3. There are not enough personnel who are ready to help students in their enrollment needs.	64	128	108	2.15	M
4. There are not enough personnel who are ready to help students in their registration needs.	66	143	91	2.08	M
5. There are personnel who are available in their service to the students' enrollment needs but are cranky (masungit)	68	146	86	2.06	M
6. There are personnel who are available in their service to the students' registration needs but are cranky (masungit)	67	159	74	2.02	M
7. The registrar's office is not open and available for the students' need at their convenient time.	84	155	61	1.92	M
8. The students are not able to access important scholastic records for them to be updated on their academic status.	81	167	52	1.9	M
Legend: 1 -Negligible (N) 2 - Mild (M) 3- Serious (S) N=300	GRAND MEAN			2.09	M

frequencies of 1 in items 3, 4 5, and 6. This means that the students had serious problems in terms of the slow process of enrollment. Such fact is greatly substantiated by the mentioned problems in the follow up question on other problems experienced.

Comments like magulo, mabagal, mahabang proceso, palakasan, not organized, not systematic, so tiring and exhausting that even made the respondent cry, and very poor enrollment process could really picture the degree of the problem. The mean of 2.09 may indicate mild or moderate occurrence yet it has to be accepted that one of the crosses that the student experienced in the school is the problem of enrollment and registration.

It is understood that this could happen because of the big population of the school but it is important too to consider that student as clientele need to experience satisfaction in the service that he/she receives. Measures should be done to help make their experience better.

#### d. .Physical Facilities and Equipments

Table 4 has the same mean of 2.09 with that of table 3. This indicates generally mild occurrences of problems as regards facilities and equipments. It is noted though that the frequencies

of 3, serious are more than the frequencies of 2, mild in the items 5, 6 and 8, all about the comfort rooms. The answer of 2, mild is predominant in items 1, 2, 3, 4, 7, 9 and 10 but the frequencies of 3, serious are more than the frequencies of 1, negligible in items 1, 2, 4 and 7.

Facilities and equipments are very important to the academic life of the students. Classrooms should be conducive to learning as they should be clean, orderly and free from distractions. Equipments should be available and adequate for students to use so that learning can be enhanced. Comfort rooms should be available and well maintained for students' necessities. The result though shows the need to improve

TABLE 4  
Students' Problem as regards Facilities and Equipments

Items	f			$\bar{X}$	VD
	1	2	3		
1. Classrooms are poorly ventilated.	68	145	87	2.06	M
2. Classrooms are not free from noise that distracts classes.	68	135	97	2.1	M
3. Classrooms are dirty and disorderly.	75	154	71	1.99	M
4. Comfort rooms are not properly maintained.	71	118	111	2.13	M
5. Toilet bowls and flush are not functional.	74	110	116	2.14	M
6. Water supply in the comfort rooms is not sufficient.	64	117	119	2.18	M
7. Faucets in the CRs are not functional.	58	127	115	2.19	M
8. Cubicles in the CRs do not have locks.	68	112	120	2.17	M
9. Sports equipments are not available for sports activities.	87	141	72	1.95	M
10. LCD projectors are not available for classroom purposes.	82	147	71	1.96	M
Legend: 1 –Negligible (N) 2 – Mild (M) 3- Serious (S) N=300	Grand Mean			2.09	M

this area as there are indicators of such seriousness of the problems encountered especially on comfort rooms and classrooms. Comments like madumi at mahabong CRs, mainit at maruming classrooms, non or not enough ceiling fans, not enough chairs and kulang na facilities are mentioned as encountered problems. These indicate that the administration should do something for the best interest of the student so their academic experience becomes better if not best.

#### e. Academic Service

The academic service in this study comes in two forms, the character and attitude of the faculty members and the aspect of instruction by the faculty members. Table 5 presents the state of the problems encountered by the students as regards the faculty members. The mean of 1.73 could indicate that generally the students encountered mild occurrences on these problems (minsan nangyayari). Negligible occurrences of these problems were experienced on items 7, 8 and 9 as more students (frequencies of 1 were more than the frequencies of 2 and 3) had answered negligible

TABLE 5  
Students' Problem as regards Faculty Members

Items	f			$\bar{X}$	VD
	1	2	3		
1. Faculty members do not attend to their classes regularly.	109	149	42	1.78	M
2. Faculty members do not start and end classes on time.	95	145	60	1.88	M
3. Faculty members do not exhibit decency and professionalism in their behavior and action towards their students.	124	140	36	1.71	M
4. Faculty members do not exhibit decency and professionalism in their words towards their students (they utter bad /harsh words, nagmumura, namamahiya).	128	137	35	1.69	M
5. Faculty members are not approachable (masungit).	117	154	30	1.72	M
6. Faculty members are not considerate with students' problems and concerns.	104	153	43	1.8	M
7. Faculty members do not take advantage of their position in dealing with their students.	128	122	50	1.74	M
8. Faculty members sexually harass their students.	188	65	47	1.53	M
9. Money making is done by a number of faculty members.	144	105	51	1.69	M
Legend: 1 –Negligible (N) 2 – Mild (M) 3- Serious (S) N=300	Grand Mean			1.73	M

on faculty members taking advantage of their position, harassing sexually their students and doing money making. The other items 1-6 had mild as the predominant frequencies. It is important to take note though that the presence of answers for 3, serious (madalas nanagyayari) cannot be ignored as these could indicate the occurrences of such problems. Reiteration of such occurrences is substantiated by the students writing these problems in the follow up question. Written problems by students were: Some faculty are not approachable; they do not care for those students who have questions regarding the lessons; they expect too high but they give low inputs; some do not follow the 15 minutes policy-they come late; they are not consistent with the grading system; some are not responsible; unfriendly; not on time; hindi umaattend ng klase minsan; always absent and late; some of them are not productive anymore; not grading properly; yong iba masungit at di ginagawa ang trabaho nila; lazy; moody; late at di agad sinasabi kung walang pasok; some faculty members are unreasonable; inconsiderate; play favoritism; nanghuhula ng grades; lubos-lubos mag-utos; and palakasan, yung may kapit hindi bagsak.

Table 6 below presents the status of the academic service in terms of instruction. The mean of 1.8 tends to portray that the students experience generally mild occurrences of problems (minsan nangyayari) as regards the instruction of faculty members. The predominance of answer 2(mild) was seen on item 2-7, and the predominance of answer 1(negligible) was seen on item 1. In items 2-

7, the frequencies of 1(negligible) were more than the frequencies of 3(serious). Yet again just like the comment on faculty members, the presence of students who answered

TABLE 6  
Students' Problem as regards Instruction

Items	f			$\bar{X}$	VD
	1	2	3		
1. Faculty members are lazy and do not do their work well	137	116	47	1.7	M
2. Faculty members set so high and unattainable standards of excellence.	92	141	67	1.92	M
3. Faculty members have poor classroom management.	122	139	39	1.72	M
4. Faculty members do not grade their students properly and fairly (naghuhula ng grades).	109	137	54	1.82	M
5. Faculty members play favoritism in giving grades.	114	132	54	1.8	M
6. Faculty members require unreasonable projects and assignments.	112	136	52	1.8	M
7. Faculty members do not provide feedback to learners in a timely manner(e.g. not returning graded papers and evaluated materials on time)	106	140	54	1.83	M
Legend: 1 –Negligible (N) 2 – Mild (M) 3- Serious (S) N=300	Grand Mean			1.8	M

serious, though lesser in frequency could indicate the need to look into the quality of instruction as this is the life blood of any academic community. Students' success in the academic experience also depends on the kind of instruction they get. It is noted further that following comments as problems were listed by the students: some teachers discuss the lessons fast; others are not teaching well; do not explain well; di masyadong ineexpalin ang pinapagawa; minsan mali-mali ang tinuturo; minsan nagpapaassignment pero wala naman sa topic or lesson; "we do not have culture of excellence"; pinapaquiz ang hindi tinuturo; do not discuss the lessons well then at the end you see your grade failed; grabe magbigay ng quizzes at exam; and do not know how to discuss well;

2. Differences on the Problems Encountered by the Students along the students' services when compared using their Profile

**TABLE 7**  
Differences on the Problems Encountered by the Students along the students' Services when compared using their Profile

Profile				Computed chi-square value	Decision
<b>COLLEGE</b>	N	M	S		
<b>CBA</b>	5	81	0	30.58	significant
COED	9	41	0		
CCS	8	38	0		
COENG	10	26	0		
CASS	13	21	0		
CT	3	11	0		
CAFA	1	11	0		
CPA	4	3	0		
CHK	2	4	0		
COS	0	4	0		
CON	0	3	0		
<b>SEX</b>					
Male	20	112	0	1.03	Not significant
Female	33	135	0		
<b>YEAR LEVEL</b>					
2 <sup>nd</sup> Year	41	144	0	6.14	significant
3rd Year	9	81	0		
4 <sup>th</sup> & 5 <sup>th</sup> Year	4	21	0		
<b>SESSION</b>					
Day	15	205	0	63.66	significant
Evening	37	43	0		
N = Negligible M = Mild S = Serious					

The study intended further to determine whether the encountered problems of the students had differences when compared using their profile. The result of the statistical treatment using the chi-square test is shown on Table 7.

It can be seen from the result that significant differences on the encountered problems by the students were found among colleges, year levels and between day and evening session, while there is no significant difference between male and female students' encountered problems. Though the occurrences of the problems encountered were predominantly mild, the percentages between the negligible and mild when compared using the variables colleges, year level and sessions, significant differences were seen on them. Big difference on frequencies was seen between the mild and the negligible on variables colleges, year level and session. A small difference is only seen between the mild and negligible on evening session..

### 3. Areas of immediate and great concern:

Results and discussions above show that as a whole the students generally had mild or moderate occurrences of problems in the different service areas. It may indicate a non serious status of the problems encountered. No area had a mean of serious as shown by the summary table on

table 8. There were two areas whose means were above 2 but still within the mild verbal description and all the rest were below a mean of 2.

The mild occurrences of students' problems along the different service areas still pose a need for urgent concern since a university of excellence should have problems that are negligible and thus manageable. Areas on enrollment and registration with concern on the students' comments of its slow, unsystematic, disorderly, unorganized, tiring and exhausting process; and facilities and equipments with special concerns on

TABLE 8  
Students' Problems along the Different Service Areas

Service Area	Mean	Verbal Description	Rank
Enrollment and Registration	2.09	Mild	1.5
Facilities and Equipments	2.09	Mild	1.5
Library and Laboratory	1.96	Mild	3
Medical	1.87	Mild	4
Instruction	1.8	Mild	5
Faculty Members	1.73	Mild	6
1 – 1.50 – Negligible 3 - Serious	1.51 – 2.50 - Mild	2.51 –	

the classrooms and comfort rooms on untidiness, disorderliness, lack of water supply, ventilation, noisiness, lack of equipments and others have to be addressed. The other problem areas though may be classified as mild in terms of the degree of occurrences should be areas of concern to prevent other chronic problems, for prevention is better than cure.

## V. CONCLUSIONS

Respondents were drawn from across the 11 colleges, using sex, year level and sessions as further source of variability. A predominantly mild occurrence in all students' services was seen, although immediate concern is focused on enrollment and registration, and facilities and equipments. Significant differences on the encountered problems were seen along the colleges, year levels and class sessions.

The students are the center of any educational institution as they are the reasons why these institutions are established. The educational institution's establishment reflects the desire of humanity to continue towards the attainment of the culture of excellence. Yet towards this culture of excellence, quality education for that matter is the need to install supports that could guarantee its emergence. Such supports are the services provided that can help create a very inspiring and uplifting academic experience for the students. While any institution cannot claim perfection for its existence, efforts to make it excellent can be attained especially if people who are involved really have this spirit of service, commitment and social responsibility.

The real functioning of a state university follows definitive steps and concerns as manifested by its philosophic rationale enshrined in its Vision, Mission Goals and Objectives; and there is a

need for a focus on the commitment towards quality education. The state university's administration and management is challenged to show a very satisfactory or excellent performance. Management and administration should be leading the way, of giving the examples, and of empowerment. There is a challenge to assemble an institution that is concertedly working and enjoining what they are doing because the educational administrators and managers lead them to do things, and empower the whole system to function meaningfully. It is a big challenge but these can be done through what Juergen Habermas espoused as Bi-dimensional Learning process, that is the merging of cognitive-technical and moral-practical. He said that the development of the forces of production could not be grasped independently of the development of the forces of social integration. This is also what Emmanuel Levinas termed as Ethics of Solidarity, which is exemplified by the presence of responsibility and reverence in participation. As educational managers, there is a need to institute measures so as to thresh out problems, discuss issues, and determine strengths and weaknesses that could be directed for the good of the institution.

Quality education is not just about producing experts and specialists but more of helping them become socially responsible experts and specialists. Towards the attainment of such is the need for the creation of an environment that exemplify the goal and an environment which can be a witness that such is not just a vision, a dream but a reality that can be attainable. This is the challenge posed to a state university to be an agent of quality education and a catalyst of change.

#### *Proposed Administrative Measures*

1. Consultations, dialogues, planning sessions, and immersion into the experiences of the concerned individuals or stakeholders (students, personnel and faculty members) are important first steps to address the problems encountered by the students along the different service areas.

2. A thorough inventory of the physical plants, facilities and equipments to determine their availability or non availability, adequacy or inadequacy and functionality or non functionality is also a desired and necessary step in addressing a perceived not conducive atmosphere for excellent learning experiences for the students.

3. An honest, reliable and valid evaluation of the performance of the human resources, faculty members and non academic staff can help provide data on areas for improvement in the performance of their duties. Evaluation results could be used to create measures to solve delinquencies or non-performance of both academic and non-academic personnel.

4. Continuing orientation and education for values formation and enhancement for good public service, human relations and social responsibility through seminars, conferences, and workshops should be undergone to help build good character of personnel in the performance of their duties.

5. Efforts towards making the university a community, meaning treating each other as brothers and sisters, helping each other in the performance of duties, complementing each other's role towards making it a whole through team building activities be a priority policy enshrined in its philosophy, vision, mission, goals and objectives.

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