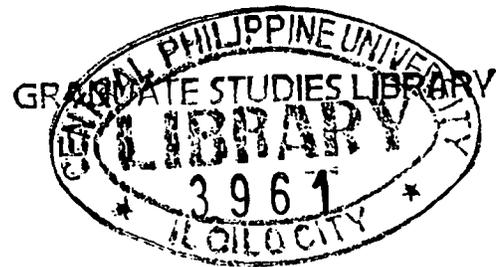


**AWARENESS, ACCESS, AVAILMENT AND SATISFACTION WITH GUIDANCE  
SERVICES AMONG STUDENTS IN A STATE UNIVERSITY  
SYSTEM: BASIS FOR AN ENHANCED PROGRAM**

**A Dissertation**

**Presented to  
the Faculty of the School of Graduate Studies  
Central Philippine University  
Jaro, Iloilo City**



**In Partial Fulfillment  
of the Requirements for the Degree  
DOCTOR OF EDUCATION  
(Guidance & Counseling)**

**SUSIE HOPE ROMUROS-TOMOL  
November 2019**

**AWARENESS, ACCESS, AVAILMENT AND SATISFACTION WITH GUIDANCE SERVICES AMONG STUDENTS IN A STATE UNIVERSITY SYSTEM: BASIS FOR AN ENHANCED PROGRAM**

Susie Hope Romuros – Tomol

**ABSTRACT**

This study was conducted to determine the awareness, access to, availment, and satisfaction with the guidance services among students in five campuses of the state university for the School Year 2018 – 2019. It also determined relationships between respondents' characteristics such as sex, year level and course to their awareness, access to, and availment of the guidance services. It also sought to compare awareness and access, access and availment with the guidance services whether there is a significant relationship in the level of satisfaction in a state university. The sample consisted of 361 randomly selected students coming from the five campuses of the state university. Results revealed that majority of the respondents are aware, have access to, availed and satisfied with the guidance services specifically the assistance rendered by a licensed guidance counselor, an interview with students to know their concerns, records that provide an overview of personal needs and concerns of every student, and a service that discusses similar concerns with other students and attendance to conferences where students can learn something important. Of the variables considered, year level and course have significant relationship with the awareness, access to, availment, and satisfaction with the guidance services. Moreover, respondents' awareness, access and availment have significant relationship with the guidance services.