

**STUDENTS' LEVEL OF SATISFACTION ON
INSTITUTIONAL SERVICES OF
CENTRAL PHILIPPINE UNIVERSITY**

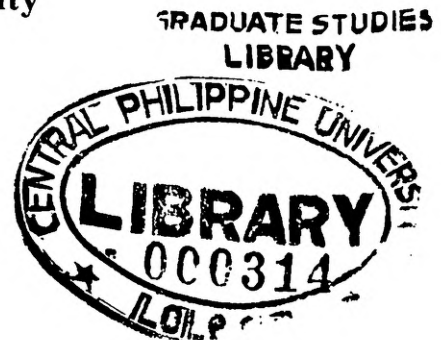
A Research Report

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By

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ABSTRACT

This study sought to determine the level of students' satisfaction on institutional services of Central Philippine University. The Student Satisfaction Inventory, a researcher-made questionnaire, is composed of 80 items and divided into twelve services and was administered to 386 students enrolled for the first Semester of SY 2004-2005. Overall results revealed that students were "Satisfied" with the Campus Climate, Student Spiritual Life, Instructional Services, Student Centeredness, and Responsiveness to Diverse Populations; and "Slightly Satisfied" with the Campus Support Services, Service Excellence, Campus Safety & Security, Admission & Registration, Scholarships/Grants-in-Aid, and Academic Services; and "Neutral" with Fees & Billing Practices. Respondents were "Slightly Satisfied" with CPU's services when they were classified according to sex, type of high school graduated from and type of student upon enrolment. On the other hand, the School of Graduate Studies, freshmen college students, Baptists, those who studied in CPU for a year or less, and coming from the provinces of Iloilo and Capiz were "Satisfied" with the University's services whereas other colleges/department, high school, college students from other year levels and denominations, those who are enrolled in CPU for more than a year, and living within Iloilo City, Antique, Aklan, Guimaras, Negros Occidental, other Visayan provinces, and other countries were "Slightly Satisfied". Results also indicate that students acknowledged CPU's efforts in supporting and providing an environment that could help and enhance student's total development.