

**STUDENTS' LEVEL OF SATISFACTION ON INSTITUTIONAL SERVICES OF
CENTRAL PHILIPPINE UNIVERSITY FOR SCHOOL YEAR 2005-2006**

A Research Report

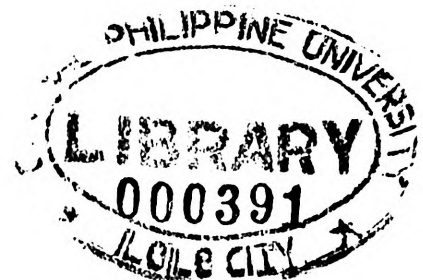
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March 2007

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ABSTRACT

This study sought to determine the level of students' satisfaction on institutional services of Central Philippine University during the school year 2005-2006. The Student Satisfaction Inventory, a researcher-made questionnaire, is composed of 91 items and divided into twelve services and was administered to 384 students enrolled during the second Semester of SY 2005-2006 and who were chosen by stratified random sampling technique. Overall results revealed that students were "Satisfied" with the Student Spiritual Life, Campus Climate, Responsiveness to Diverse Populations, Campus Safety & Security, Student Centeredness, and Service Excellence. They were "Slightly Satisfied" with the Academic Services, Scholarships/Grants-in-Aid, Campus Support Services, Academic Support Services, Admission & Registration, and Fees & Billing Practices. Students' overall level of satisfaction increased from "Slightly Satisfied" in 2004-2005 to "Satisfied" in 2005-2006. Moreover, respondents were "Satisfied" with CPU's services when they were classified according to sex and type of student upon enrolment. The College of Commerce, Nursing, Law, Theology, School of Graduate Studies, Department of High School, first year, second year, fourth year college students, those residing in the Provinces of Iloilo, Aklan, Negros Occidental, from other countries, Roman Catholic, Pentecostal, graduated from rural high schools, those who studied in CPU for a year or less and for more than one year and less than five years were

“Satisfied” with the University’s services whereas the College of Agriculture, Arts and Sciences, Computer Studies, Education, Engineering, Medicine, third year and fifth year college students, those living within Iloilo City, Antique, Capiz, Guimaras, from Outside Region VI, Baptists, those belonging in other denominations, graduated from urban high school, those who studied in the University for more than five years but less than eight years, and for more than eight years were “Slightly Satisfied”. Results of the research study also indicated that students appreciated CPU’s efforts in supporting and providing an environment that could help and enhance a student’s total development.