LEVEL OF SATISFACTION OF BSN STUDENTS ON THE SCHOOL SERVICES, FACULTY AND FACILITIES

Level of Satisfaction of BSN Students on the School Services, Faculty and Facilities

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Abstract

Student satisfaction is the primary concern of educational institutions since the students are their primary costumers. Increase in the number of enrollees ensures profit for the school. Through these gains, the school can grant improved and innovative school services and facilities to achieve maximal student learnings. This study is a non-experimental descriptive design. The 83 respondents, obtained via purposive sampling, are the incoming second-, third- and fourth-year students of SY 2023-2024. The researcher-made tool, containing four-point Likert scale checklist, underwent reliability and validity testing and was distributed online. The level of satisfaction per category was obtained via weighted mean, wherein the services offered by the Registrar's Office obtained the highest satisfaction rating. The general level of satisfaction of BSN students to Arellano University is said to be at "much satisfied" classification. The respondents also noted that they are much satisfied as to faculty and instruction. Though Kendall's Correlation, the relationship between year level and student satisfaction was found to be notsignificant.

Keywords: *student satisfaction, school services, faculty performance, school facilities*

Introduction

Student satisfaction can notably affect learners' academic performance and their career life. However, addressing the fulfillment of student satisfaction is every so often not prioritized. Even if the administrators are aware of it, actions to satisfy students' needs and expectations are not fully executed. (Porras, 2015).Various studies about the insights of students as to the quality of higher education were conducted. One significant factor that affects their perception is that of student services. As per Anantha (2012), student satisfaction comprises of cumulative experiences that a learner had during his/her college life. Positive responses from satisfied students can help academic institutions attract more students. The obtainability of the school services, facilities and privileges has a great bearing on the learning of the students. Famacion-Quinco (2008) noted that the quality of student service is the main determinant of students' retention in a certain academic institution. This is now well-thought-out as a major concern nowadays for some cases that organization uses wide range of maneuvers in order for them to recruit freshers.

Physical facilities include structures like that of buildings, classrooms, laboratories, libraries, offices and other infrastructures in the school. These constructions must ensure safety, comfort, cleanliness and privacy. Physical facilities having affirmative image affect the enrollment in the university, the positive way. Students must feel comfortable and safe within the school premises.Classrooms, being one of the vital physical structures, should be conducive to learning. These must pose an atmosphere where the students can maximize the learning capabilities, thereby contributing to the success of the learner (Porras, 2015).According to Ahmad (2006), teacher performance affects student satisfaction, as well. Teachers must be competent enough to be able to deliver quality education. They must be responsible for devising ways to innovate themselves like researching and updating their knowledge.

Proficiency and expertise as to the assigned subjects are expected of professional teachers. They must be able to provide adequate knowledge for the students to be competent and well-rounded in their chosen field. Faramandian, et al (2013), said that it is crucial to establish the service excellence at higher learning institutions. Student satisfaction is equated to consistently upgrading the learning circumstances of students, while matching the needs of the administration, faculty and staff. The school also needs to demonstrate their institutional effectiveness. The study highlighted that institutions are inclined to care about this element as these may impact the students' motivation, retention, recruitment efforts and fund raising.

To deliver total student satisfaction, the institution's personnel, including administrative and management roles, front line or non-contact staff should hold on the principles of quality customer service.The researcher aims to determine the level of satisfaction of the BSN students in the school services and facilities rendered

by Arellano University. It is said that if students are satisfied with the provisions and performances of their learning institution, there will be higher enrollment rate for the latter. In effect, this study wants to know the current satisfaction rate of the students to the institution, wherefore it can aid the facility into looking for solutions and programs to manage and improve the situation. With this research, the school can also have an idea as to the feasible reasons of the BSN students at Arellano University to stay until they graduate.

Research Questions

This study aimed to determine the Level of Satisfaction of BSN Students on the School Services and Facilities of Arellano University- Pasay Campus. Specifically, it sought to answer the following questions:

1. What is the demographic profile of the respondents in terms of year level?
2. What is the level of satisfaction of BSN Students, in terms of:
   2.1 Student and Personnel Services;
   2.2 Faculty and Instructions; and
   2.3 School plant and Facilities?
3. What is the level of satisfaction of BSN Students as to the services rendered by offices, in terms of:
   3.1 Personnel; and
   3.2 Services?
4. What is the level of satisfaction of BSN students as to instructions, in terms of:
   4.1 Faculty; and
   4.2 Strategies/Methods?
5. What is the general satisfaction of BSN Students with Arellano University?
6. What is the relationship between the year level and the general satisfaction of BSN Students with Arellano University?
7. What programs can be implemented for the improvement of the services rendered by Arellano University to its students?

Methodology

Setting

The study was conducted in Arellano University - Pasay City. It is a private, non-stock, non-sectarian school. It offers varied menu of courses in the tertiary

level. It includes courses such as Hotel and Restaurant Management, Tourism, Education, Psychology, Political Science, Computer Science, Information Technology, Business Management, Commerce, Medical Technology and Nursing. The College of Nursing had a total population of 201 enrolled students last school year, specifically 2022-2023.

Research Design

The study utilized non-experimental research design, particularly descriptive design. The researcher did not use manipulation or control of the independent variable.

Sampling Design

The sampling technique used in this study was non-probability particularly employing purposive sampling is categorized, wherein the chosen units would yield meaningful and relevant responses. Purposive sampling is said to lower the margin of error in the data since the data context are the best fit with the research context. The respondents are incoming 2nd to 4th year students of the College of Nursing.

Respondents of the Study

The target respondents of the study are inclusive of the enrolled 1st, 2nd and 3rd year BSN students at Arellano University last school year 2022-2023. They are the expected incoming 2nd, 3rd and 4th year for the coming school year. There were 83 respondents who answered the online questionnaire.

Research Instrument

The tool used was researcher-made. This research instrument was validated by the Dean of College of Education, OIC University Statistician, Campus Research Coordinator and Director of Research and Publications Department of Arellano University. The grammar, sentence construction, typographical entries were also checked. The research instrument underwent pilot testing to establish the reliability of the study. Ten respondents, no longer included in the actual study, were chosen to answer the google form. They were also asked as to the content and clarity of the questionnaire.

There are two parts of questionnaire: the first part describes the demographic profile as to the name (optional) and year level. The second part answers the level of satisfaction of the students. The questionnaire was then encoded using google form so that it can be easily accessed by the prospected respondents by

clicking the link provided.

Ethical Considerations

The tool was subjected for ethics review by the director of Ethics Review Board of the said university.

Data Gathering Procedure

The researcher constructed a letter seeking consent for the participation in the study. The tool was then validated by the four experts in the field of education. Together with the initial part of the paper, the tool was subjected for ethics review by the director of Ethics Review Board of the said university. A letter of permission to conduct the study was then sent to the dean of college of nursing for the conduct of the study. With ten randomly selected students, not included in the actual study, the tool was pilot tested. This is to make certain that the feasible errors or dilemma concerning the tool and the actual study itself will be addressed accordingly. After the tool has been validated and tested for reliability, a google form containing the survey questionnaire was sent via the official group chat of the College of Nursing. The total number of target respondents, i.e., the population, was 201. The students were requested to answer the tool without being coerced. The link was posted for three days for the respondents to accomplish the form if they chose to do so. The class presidents of each year level were also requested to follow-up on their classmates, i.e., the respondents. The link was then turned off after the allotted time frame, so that no additional responses will be submitted. A total of 83 respondents were collected. This number still eligible as the minimum number of respondents for a quantitative study. The data were extracted and then saved in excel format to be tallied. After tallying and tabulating the response the researcher interpreted and statistically treated the data.

Statistical Treatment of Data

The researchers answered the statement of the problem by the use of statistics. Percentage of respondents was applied to process the data pertaining to the demographic profile. Four-point Likert Scale and weighted mean were used to determine the level of satisfaction of the BSN students as to the school services and facilities of the university. To answer the hypothesis, the statistical formula Kendall's Correlation was used. This test is appropriate when the two variables are both ordinal.

Results and Discussion

This section presents the findings according to the study's research questions. To compare the mean and find out the significance between variables, multiple linear regression was computed using IBM SPSS 26.0.

The mean ratings were interpreted as shown in Table 1. Kendall's rank correlation test was used to determine whether the general satisfaction with Arellano University was related to the year level. This test is appropriate when the two variables are both ordinal.

Table 1. *Interpretation of Mean Ratings*

Mean rating	Interpretation
3.50 – 4.00	Very Much Satisfied
2.50 – 3.49	Much Satisfied
1.50 – 2.49	Less Satisfied
1.00 – 1.49	Least Satisfied

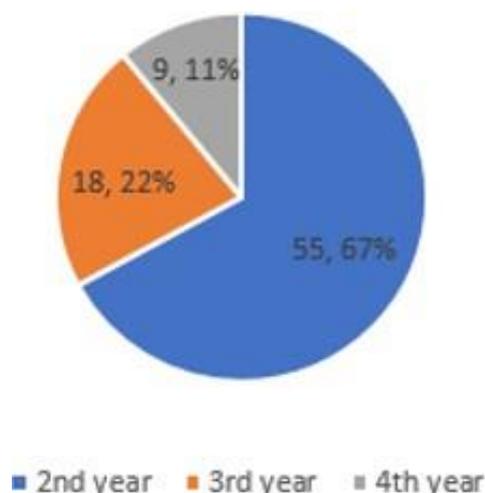**Demographic Profile of Respondents**

Figure 1. *Year level of respondents*

Figure 1 indicates that 55 (67%) respondents were second year students, 18 (22%) were third year students, and 9 (11%) were fourth year students. Hence, majority of the respondents were sophomores.

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Level of Satisfaction of BSN Students with Student Personnel Services

Table 2. *Registrar's Office Services*

Items	Mean Rating	Rank
1.1 Availability of registrar's office staff	3.44	5
1.2 Accommodating, service-oriented and approachable registrar's office staff	3.40	7.5
1.3 Efficiency in the admission policy	3.40	7.5
1.4 Efficiency of enrolment procedure	3.48	2.5
1.5 Efficiency in "Adding, Changing and Dropping of Subjects"	3.35	10.5
1.6 Efficiency in processing of completion of INCs	3.37	9
1.7 Coordination of Deans, Department Heads and students during enrollment	3.51	1
1.8 Adequacy of the online platform to address students' needs	3.29	12
1.9 Adequacy of the face-to-face office space to receive students	3.46	4
1.10 Accessibility of the Registrar's Office	3.48	2.5
1.11 Availability of information regarding services offered	3.41	6
1.12 Observance of scheduled release of requested documents (Transcript of Records, Certificates, Diploma, etc.)	3.35	10.5
Overall	**3.41**	

Overall, as shown in Table 2, the respondents were much satisfied (*M* = 3.41) with the services provided by the Registrar's Office. They were very much satisfied (*M* = 3.51) with the coordination of Deans, Department Heads, and students during enrollment. The top three aspects that the respondents were much satisfied were efficiency of enrollment procedure (*M* = 3.48), accessibility of Registrar's Office (*M* = 3.48), and adequacy of face-to-face office space to receive students (*M* = 3.46).

The Registrar's Office is responsible in the maintenance of academic records, student admission, enrollment and registration, grade reporting, as well as transcript of records generation (CHED, 2008). The efficiency of document processing by the Registrar's Office is vital when it comes to fulfilling students needs. Coordination of deans, department head and students mean that the enrollment process, as well processing of other documents, must be with ease. Documents needed by students may include, but not limited to, transcript of records, certificates, diploma, and the like.

Table 3. *Bursar's Office Services*

Items	Mean Rating	Rank
2.1 Availability of accounting staff	3.34	5
2.2 Accommodating, service oriented and approachable accounting staff	3.28	10
2.3 Efficiency of payment system	3.39	2
2.4 Speed of financial transactions	3.29	9
2.5 Accuracy of financial transactions	3.38	3.5
2.6 Provision of accurate and updated statement of accounts	3.38	3.5
2.7 Efficiency of the refund of payments	3.04	12
2.8 Adequacy of the online platform to address students' needs	3.15	11
2.9 Adequacy of the face-to-face office space to receive students	3.30	7.5
2.10 Accessibility of Bursar's Office	3.40	1
2.11 Availability of information regarding services offered	3.32	6
2.12 Provision of information regarding new policies in payments and settling of accounts	3.30	7.5
Overall	**3.30**	

Overall, as shown in Table 3, the respondents were much satisfied (*M* = 3.30) with the services provided by the Bursar's Office. They were much satisfied with all items. The top four aspects were accessibility of Bursar's Office (*M* = 3.40), efficiency of payment system (*M* = 3.39), accuracy of financial transactions (*M* = 3.38), and provision of accurate and updated statement of accounts (*M* = 3.38).

The Bursar, according to Merriam-Webster, is the one in-charged of funds, i.e., treasurer of the college. Its office is responsible for managing the institutions financial services, and that of endowment of funds and all accountings. It is an advantage if the office is strategically located within the campus. This will help the ease of payment to meet the needs of the students.

Table 4. *Guidance Office Services*

Items	Mean Rating	Rank
3.1 Availability of Guidance Office staff	3.28	12.5
3.2 Accommodating, service-oriented and approachable Guidance Office staff	3.33	6
3.3 Efficiency in the orientation services/programs which aimed at helping adjust to college life	3.30	8
3.4 Efficiency in conducting counselling services	3.29	10.5
3.5 Availability of individual and/or group counseling for students	3.28	12.5
3.6 Adequacy of the number of counselors to deal with students' needs	3.37	2
3.7 Efficiency in conducting testing services	3.35	4.5
3.8 Efficiency in conducting career placement service	3.35	4.5
3.9 Usefulness and relevance of seminars and programs	3.37	2
3.10 Adequacy of online platform to address students' needs	3.30	8
3.11 Adequacy of f2f office space to receive students	3.30	8
3.12 Accessibility of Guidance Office	3.37	2
3.13 Availability of information regarding services offered	3.29	10.5
Overall	**3.32**	

Overall, as shown in Table 4, the respondents were much satisfied (M = 3.32) with the services provided by the Guidance Office. They were much satisfied with all the items. The top three aspects were adequacy of the number of counselors to deal with students' needs (*M* = 3.37), usefulness and relevance of seminars and programs (*M* = 3.37), and accessibility of Guidance Office (*M* = 3.37).

Salgong, et al (2016) stated that guidance and counselling office is responsible for essential elements in discipline management. Teachers and school administrators are responsible in making certain that the students are well-guided and disciplined. Having available counseling personnel who are giving advices to the students can attribute student's satisfaction. It can satisfy students in a sense that somebody can help them emotionally with their problem (Porras, 2015).

Table 5. *Office of Student Affairs (OSA) Services*

Items	Mean Rating	Rank
4.1 Availability of Office of Student Affairs staff	3.33	10
4.2 Accommodating, service-oriented and approachable Office of Student Affairs staff	3.37	6
4.3 Availability of financial aid for needy and deserving students	3.26	14
4.4 Availability of information about scholarships (requirements and qualifications)	3.38	3.5
4.5 Availability of opportunities to participate in inter-school/university activities provided for the students	3.38	3.5
4.6 Efficiency of processing and approval of student services/activities	3.30	12.5
4.7 Availability of various activities provided for the student	3.24	15
4.8 Awareness of the students of the different campus organization and co-curricular activities	3.32	11
4.9 Provision of assistance to student organizations	3.30	12.5
4.10 Efficiency in handling disciplinary cases	3.39	1.5
4.11 Provision of activities to ensure student development	3.37	6
4.12 Adequacy of online platform to address students' needs	3.34	9
4.13 Adequacy of f2f office space to receive students	3.39	1.5
4.14 Accessibility of Office of Student Affairs	3.35	8
4.15 Availability of information regarding services offered	3.37	6
Overall	3.34	

Overall, as shown in Table 5, the respondents were much satisfied ($M = 3.34$) with the services provided by the Office of Student Affairs (OSA). They were much satisfied with all the items. The top four aspects were efficiency in handling disciplinary cases ($M = 3.39$), adequacy of face-to-face office space to receive students ($M = 3.39$), availability of information about scholarships ($M = 3.38$), and availability of opportunities to participate in inter-school or university activities for students ($M = 3.38$).

The accessibility of financial assistance such as scholarship and loans and tuition cost is also one of the significant aspects that influence the student satisfaction. This availability can encourage students to select particular university among multiple choices, as stated by Webb, Coccari and Allen in 2008.

Table 6. *Medical-Dental Office Services*

Items	Mean Rating	Rank
5.1 Availability of medical and dental staff during school hours	3.40	10
5.2 Availability of medical and dental services of the school whenever there is a need	3.38	12.5
5.3 Accommodating, service-oriented and approachable medical and dental staff	3.44	7
5.4 Availability of medical and dental services during school hours	3.38	12.5
5.5 Availability of medical supplies (medicines, first aid kits, etc.)	3.38	12.5
5.6 Adequate facilities and supplies for medical and dental needs	3.37	15
5.7 Cleanliness of facilities	3.51	1
5.8 Provision of annual physical check-up to all students	3.44	7
5.9 Availability of contact information of other health professionals when referrals are needed	3.38	12.5
5.10 Provision of student update on current health issues and tips to prevent contagion and sickness	3.44	7
5.11 Awareness of parents and/or guardians of health-related problems	3.48	3.5
5.12 Adequacy of online platform to address students' needs	3.41	9
5.13 Adequacy of f2f office space to receive students	3.48	3.5
5.14 Accessibility of Medical-Dental Office	3.49	2
5.15 Availability of information about services offered by the office	3.46	5
Overall	3.43	

Overall, as shown in Table 6, the respondents were much satisfied ($M = 3.43$) with the services provided by the Medical-Dental Office. They were very much satisfied ($M = 3.51$) with the cleanliness of facilities.

The top three aspects with which the respondents were much satisfied were accessibility of Medical-Dental Office ($M = 3.49$), awareness of parents and/or guardians of health-related problems ($M = 3.48$), and adequacy of face-to-face office space to receive students ($M = 3.48$).

Porras, et al (2015) mentioned that the medical and dental attention can relate to students satisfaction. It should keep students' health at an optimum. Every school is required to have clinic for the provision of health assistance and services for every student (DepEd, 2020). The personnel should be approachable. If the personnel's in clinic were approachable, then the students will not be able to hesitate to consult. In addition to being approachable, medical staff also must have a caring attitude hand so that the students will feel at ease and satisfied. Per CDC (2023), the school health services staff should be able to rendered to all students with regards to preventive care and health screening. These services include, but not limited to, conduct of vaccination and annual physical examinations

Table 7. *Food Services*

Items	Mean Rating	Rank
6.1 Availability of canteen staff	3.04	4
6.2 Accommodating, neat, service-oriented and approachable canteen staff	3.02	5.5
6.3 Availability of nutritious food offered to students	2.82	10
6.4 Availability of budget meals offered to students	2.94	9
6.5 Assurance that the opening and closing time suit the students	3.02	5.5
6.6 Maintenance of clean and orderly canteen	3.07	1
6.7 Adequacy of online platform to address students' needs	2.95	8
6.8 Adequacy of f2f office space to receive students	3.00	7
6.9 Accessibility of the canteen	3.06	2.5
6.10 Availability of information about services offered by the office	3.06	2.5
Overall	3.00	

Overall, as shown in Table 7, the respondents were much satisfied ($M = 3.00$) with the Food Services. They were much satisfied with all the items. The top three aspects were maintenance of clean and orderly canteen ($M = 3.07$), accessibility of the canteen ($M = 3.06$), and availability of information about services offered ($M = 3.06$).

The reasons that qualify for attainment of satisfaction of the students as to food services is that the canteen must provide clean food and good menu every day. The students are also interested to eat whenever the food set-up is presentable, neat and enticing. (Llego, 2023). The availability of nutritious food offered to students must be ensued. Per DepEd Order 052 (2008), it states that only nutritious foods shall be sold in school canteens.

Table 8. *Security Services*

Items	Mean Rating	Rank
7.1 Availability of Security Office staff	3.54	1.5
7.2 Accommodating, service-oriented and approachable Security Office staff	3.49	10.5
7.3 Assurance of safety and security at the school premises	3.48	12.5
7.4 Assurance of safety and security near the vicinity of the school	3.48	12.5
7.5 Proper implementation of security and safety measures	3.50	7
7.6 Provision of systematic procedure when receiving/processing students' complaints	3.52	3
7.7 Attentiveness to students' needs	3.50	7
7.8 Provision of immediate attention to students' needs	3.50	7
7.9 Assisting with helpful information to students and visitors	3.50	7
7.10 Adequacy of campus signages for student direction	3.49	10.5
7.11 Adequacy of online platform to address students' needs	3.44	14
7.12 Adequacy of f2f office space to receive students	3.50	7
7.13 Accessibility of the Security Office	3.54	1.5
7.14 Availability of information about services offered by the office	3.51	4
Overall	3.50	

Overall, as shown in Table 8, the respondents were very much satisfied ($M = 3.50$) with Security Services. They were very much satisfied with nine out of 14 items. The top four aspects were availability of Security Office staff ($M = 3.54$), accessibility of the Security Office ($M = 3.54$), provision of systematic procedure when receiving or processing students' complaints ($M = 3.52$), and availability of information about services offered (M = 3.51).

Soverano (2019) highlighted in his study that promoting safety and security of the students is one of the primal concern of school administrators. The security and safety department is responsible for fostering holistic development of learners. The security officers' visibility is a factor that helps achieve student satisfaction.

Table 9. *Information Technology Department Services*

Items	Mean Rating	Rank
8.1 Availability of IT Department staff	3.20	9
8.2 Accommodating, service-oriented and approachable IT Department staff	3.24	3
8.3 Availability of instructional equipment and materials in the multimedia room when needed	3.15	10
8.4 Accessibility of IT resources	3.23	4
8.5 Availability of multimedia devices (projectors, cords, etc.)	3.26	1.5
8.6 Provision of policies regarding lending of AVC material	3.26	1.5
8.7 Adequacy of online platform to address students' needs	3.22	6
8.8 Adequacy of f2f office space to receive students	3.22	6
8.9 Accessibility of the IT Department Office	3.22	6
8.10 Availability of information about services offered by the office	3.21	8
Overall	3.22	

Overall, as shown in Table 9, the respondents were much satisfied ($M = 3.22$) with the services provided by the Information Technology Department. They were much satisfied with all the items. The top four aspects were availability of media devices ($M = 3.26$); provision of policies regarding lending of AVC material ($M = 3.26$); accommodating, service-oriented, and approachable staff ($M = 3.24$); and accessibility of IT resources ($M = 3.23$).

Aside from the availability of audio-visual equipment, the campus should have strong internet connectivity. Wells (2023) said that connecting schools to the internet is beneficial for both students and educators. It can give access to local opportunities and digital public service in a cost-effective way, within the campus. Internet connectivity drives access to information, opportunity, choice and development within the school. Hybrid-blended learning can make access to high-quality education. It will help the learners gain flexibility in engaging learning. It will provide them with the valuable information needed to better support face-to-face instructions.

Table 10. *Maintenance Office Services*

Items	Mean Rating	Rank
9.1 Availability of maintenance staff	3.39	6
9.2 Accommodating, neat, service-oriented and approachable maintenance staff	3.37	10.5
9.3 Attentiveness of maintenance staff to students' needs	3.38	7.5
9.4 Provision of clean and adequate lightning system in classrooms	3.37	10.5
9.5 Provision of clean and adequate lightning system in the hallways	3.40	4
9.6 Provision of clean and adequate lightning system in lobbies	3.43	1
9.7 Provision of clean and adequate lightning system in campus grounds	3.37	10.5
9.8 Provision of clean and adequate lightning system in comfort rooms	3.35	13
9.9 Immediate repair of damaged school property	3.27	14
9.10 Adequacy of supply of trash bins	3.38	7.5
9.11 Adequacy of online platform to address students' needs	3.37	10.5
9.12 Adequacy of f2f office space to receive students	3.41	2
9.13 Accessibility of Maintenance Office	3.40	4
9.14 Availability of information about services offered by the office	3.40	4
Overall	3.38	

Overall, as shown in Table 10, the respondents were much satisfied ($M = 3.38$) with the services provided by the Maintenance Office. They were much satisfied with all the items. The top five aspects were provision of clean and adequate lighting system in lobbies ($M = 3.43$), adequacy of face-to-face office space to receive students ($M = 3.41$), provision of clean and adequate lighting system in the hallways ($M = 3.40$), accessibility of Maintenance Office ($M = 3.40$), and availability of information about services offered ($M = 3.40$).

Maintenance is an operation, on a continuous basis, to keep the school furniture, equipment and buildings at its best condition. The schools must have a maintenance program which is systematic and proactive (Bastidas, 1998). The campus must ensure orderliness and cleanliness within the area to meet student satisfaction.

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Table 11. *Library Services*

Items	Mean Rating	Rank
10.1 Availability of library staff during school days	3.26	2.5
10.2 Accommodating, service-oriented and approachable library staff	3.17	12
10.3 Availability of relevant and updated materials in the library	3.20	8
10.4 Adequacy of supplied textbooks for classroom use	3.17	12
10.5 Availability of references materials in the library	3.18	9.5
10.6 Organization of materials in the library, i.e., needed materials can be easily found	3.21	6.5
10.7 Availability of clear and efficient system for borrowing books, i.e., lending policies	3.24	4
10.8 Availability of internet and photocopying services in the library	3.00	15
10.9 Availability of adequate supply of instructional media materials (DVD, videos, pamphlets, infographics)	3.09	14
10.10 Atmosphere is conducive for study and research	3.21	6.5
10.11 Maintenance of well-lighted, ventilated space suited for quiet reading	3.28	1
10.12 Adequacy of the online platform to address students' needs	3.17	12
10.13 Adequacy of library space to receive students	3.26	2.5
10.14 Accessibility of Library	3.23	5
10.15 Availability of information about services offered by the office	3.18	9.5
Overall	3.19	

Overall, as shown in Table 11, the respondents were much satisfied ($M = 3.19$) with the Library Services. They were much satisfied with all the items. The top three aspects were maintenance of well-lighted, ventilated space suited for quiet reading ($M = 3.28$); availability of library staff during school days ($M = 3.26$); and adequacy of library space to receive students ($M = 3.26$).

Oloteo and Mabesa, Jr. (2013) explored the relationship of costumer's satisfaction to library services. Library is considered as the "heart" of academic institutions. It is expected that this department address the quality service relating to the interactive relationship between the library and the learners whom it is intended to serve.

In addition, additional reason attributed to student satisfaction is that library must contain quality books, contains enough references. The library should always be open on time. The personnel should perform their job well, must ensure that proper silence is observed and make sure that books can easily be borrowed (Porras, 2015).

Level of Satisfaction of BSN Students with Faculty and Instruction

Table 12. *Faculty and Instruction*

Items	Mean Rating	Rank
Teachers act as professionals.	3.56	1
Teachers assess the students cautiously.	3.50	3
Teachers are highly competent.	3.55	2
Overall	3.54	

Overall, as shown in Table 12, the respondents were very much satisfied (M = 3.54) with the faculty and instruction. They were very much satisfied with all the items. The top two aspects were that teachers act as professionals ($M = 3.56$) and are highly competent ($M = 3.55$).

According to Pors (2001), the quality of teaching can be measured by using student perception as to the different dimensions of teaching. In addition, Louden (2000) said that the instructors must know the aspects and criteria which are directly connected to the professional development of a lecturer. This is to enhance the teaching quality of lectures.

Level of Satisfaction of BSN Students with School Plant and Facilities

Table 13. *School Plant and Facilities*

Items	Mean Rating	Rank
Availability of well-kept, functional and maintained laboratories.	3.51	4
Conduciveness of the campus to educational related activities.	3.51	4
Availability of clean and well-maintained toilets with water facilities that are sanitary, adequate and well-distributed.	3.43	9
Availability of adequate toilets.	3.44	8
Maintenance of classrooms that are conducive for learning.	3.48	7
Availability of well-lighted and ventilated classrooms.	3.52	1
Maintenance of neat and clean classrooms.	3.51	4
Availability of enough signs for locating different sites.	3.51	4
Accessibility of various offices within the campus.	3.51	4
Availability of the sanitary/potable drinking water.	3.30	10
Overall	3.47	

Overall, as shown in Table 13, the respondents were much satisfied ($M = 3.47$) with the school plant and facilities. They were very much satisfied with six out of 10 items. The top aspect was the availability of well-lighted and ventilated classrooms ($M = 3.52$).

For Fisher (2005), building condition such as lightning, temperature, student comfort, and classroom technology can affect the student outcomes positively including performance & attitude. Academic institutions spend huge sum of money on facility improvement and maintenance. It is notable to analyze the impact of several environmental attributes to safeguard that students, faculty & institutions receive the greatest benefit from spending on learning environment. Anantha and Abdullah (2012) asserted that enough equipment & laboratory apparatus can satisfy the deeds of the students.

Lighting in school facilities helps in the achievement of positive student satisfaction. The importance of an appropriate visual environment for learning tasks deserves careful consideration. If lighting is inadequate, the ability of the learners will decrease. Good visual environment will lead to active mental, physical & spiritual alertness of a students. Their disposition to strive and study hard will increase.

Because of that reason, the laziness of some students will gradually be decreased. Ampleness of facilities on school will play a role on every achievement of a student.

Classroom plays an important role in the student learning & persistence process relationship between professor & students participation in classroom & learning. Classroom traits, specifically atmosphere are important for the participation inside the classroom. Learning process in terms of physical environment must be supportive, in nature. Classroom should be kept clean and free of distraction. It must be conducive to learning. Keeping the classrooms clean and orderly will provide good mindset for the students. They will become inspired in studying & listening to their lessons (Tuan, 2012).

As stated by Aldridge and Ronlley (1998), the students' educational experience in the physical facilities such as library services, technology facilities, and lecture room has significant effect on student satisfaction. Facilities factor is associated with accessibility of physical facilities. This protect academic activities as well as non-academic activities based on various researchers. This dimension is declared as tangibles, physical features, and physical issues, physical appearance, design of lecture halls, campus and cleanliness of the campus. It also includes the easement of the classrooms and study rooms.

Vantabedian (2002) acknowledged that upgrading of classroom is valuable. Improvements are in terms of computer technology, audio visual components, as well as the network structures. By providing a wide range of computer media, projection and communication equipment will then differ from the traditional classroom. There is exaltation from using only a white board or blackboard serve as the primary props for the instructors.

The improvement of facilities should be done from time to time to ensure services to the students.

Level of Satisfaction of BSN Students with Services Rendered by Offices

Table 14. *Personnel*

Items	Mean Rating	Rank	Interpretation
Guidance (Admission)	3.44	3.5	Much Satisfied
Registrar (Enrolment)	3.51	1	Very Much Satisfied
Accounting (Billing)	3.33	5	Much Satisfied
Clinic (Medical & Dental)	3.44	3.5	Much Satisfied
IT/ Server (Generating Grades)	3.32	6.5	Much Satisfied
Library	3.18	9	Much Satisfied
Audio-Visual Center (AVR)	3.24	8	Much Satisfied
Canteen	3.07	10	Much Satisfied
Student Affairs	3.32	6.5	Much Satisfied
Security	3.46	2	Much Satisfied
Overall	**3.33**		**Much Satisfied**

Overall, as shown in Table 14, the respondents were much. satisfied ($M = 3.33$) with the office personnel who provided student services. They were very much satisfied ($M = 3.51$) with the personnel at the Registrar's Office. The top three offices with personnel with whom the respondents were much satisfied were Security ($M = 3.46$), Guidance ($M = 3.44$), and Medical & Dental Clinic ($M = 3.44$).

Pursuing exceptional service delivery to augment efficacy, loyalty, students' retention, and a favorable learning conditions is a challenge to achieve a competitive advantage over other institution (Patalinghug, et, al.,2020).

Table 15. *Services*

Items	Mean Rating	Rank	Interpretation
Guidance (Admission)	3.41	4	Much Satisfied
Registrar (Enrolment)	3.52	1	Very Much Satisfied
Accounting (Billing)	3.32	7	Much Satisfied
Clinic (Medical & Dental)	3.43	3	Much Satisfied
IT/ Server (Generating Grades)	3.35	6	Much Satisfied
Library	3.16	9	Much Satisfied
Audio-Visual Center (AVR)	3.24	8	Much Satisfied
Canteen	3.12	10	Much Satisfied
Student Affairs	3.37	5	Much Satisfied
Security	3.46	2	Much Satisfied
Overall	**3.34**		**Much Satisfied**

Overall, as shown in Table 15, the respondents were much satisfied ($M = 3.34$) with the services provided by the offices at Arellano University. Consistent with the level of satisfaction with personnel, the respondents were very much satisfied ($M = 3.52$) with the services provided by the Registrar's Office. The top three offices with services with which the respondents were much satisfied were Security ($M = 3.46$), Medical & Dental Clinic ($M = 3.43$), and Guidance ($M = 3.41$).

Student services affects student satisfaction. Based on the study conducted by Anantha (2012), student satisfaction is based on the experiences the learner had during their stay in school. The school can duplicate the strategies employed by the department where

majority of students are satisfied with. Their techniques can be shared to the department that garnered the least score for student satisfaction.

Level of Satisfaction of BSN Students with Instruction

Table 16. *Instruction*

Items	Mean Rating	Interpretation
Faculty	3.41	Much Satisfied
Strategies/Methods	3.40	Much Satisfied

When it comes to instruction, Table 16 indicates that the respondents were much satisfied ($M = 3.41$) with the faculty and much satisfied ($M = 3.40$) with the strategies or methods they use.

Teaching quality of lectures is ensured by enhancing the teaching quality. The teachers must make steps to engage in activities that will promote professional growth, as mentioned by Louden (2000) and Pors (2001). The condition of teaching can be evaluated by using student satisfaction in relation to teaching.

General Satisfaction of BSN Students with Arellano University

In general, the respondents were much satisfied (M = 3.29) with Arellano University. This result reflects that the students well-appreciate the efforts exerted by the institution to meet students' needs. It means that the students are getting what is due for them to be able to achieve quality learning. The institution was able to provide for the learning needs of their students.

Relationship Between Year Level and General Satisfaction with Arellano University

Table 17. *Kendall's Rank Correlation Test*

		General Satisfaction			Expected Values				
		2	3	4		2	3	4	Total
Year Level	2	1	32	22	2	3.353659	32.19512	19.45122	55
	3	3	10	5	3	1.097561	10.53659	6.365854	18
	4	1	6	2	4	0.54878	5.268293	3.182927	9
					Total	5	48	29	82

Kendall's Correlation

tau	-0.18822
s.e.	0.104792
z-stat	-1.79613
p-value	0.072474

Table 17 shows the result of Kendall's Rank

Correlation Test between the year level of the general satisfaction with Arellano University. Since the *p-value* = 0.072 is greater than the .05 significance level, the null hypothesis is accepted. This means that there is no significant relationship between the year level and general satisfaction with Arellano University. The responses cannot be categorized as generic per given year level.

Programs to Improve the Student Services in Arellano University

Based on the results of the study, a program, in the form of a seminar, is intended to enhance the existing strategies employed by the school to optimize student satisfaction and learning. The highlights of the content of this intended program aimed to improve and innovate the services and facilities of Arellano University:

For the Registrar's Office, the focus must be given on an increased efficiency in the "adding, changing and dropping" of subjects and there must be proper observance of scheduled release of requested documents. The Bursar's Office should employ steps to increase the efficiency in the refund process.

The availability of individual and/or group counselling for students, is incorporated as the focus of the Guidance Office. The Office of Student Services, on one hand, must safeguard that there be accessible activities provided for the students.

As to Medical and Dental Services, the department must have adequate facilities and supplies for health needs. Food Services' improved technique is the inclusion of available nutritious food offered to students.

Security Services should address the adequacy of online platform to meet students' needs. Information Technology Department Services must likewise be focused on availability of instructional equipment and materials in the multimedia room when needed. Maintenance Office Services should prioritize immediate repair of damaged school property. For Library Services priority is on the availability of internet and photocopying services in the library. For Faculty and Instruction, the focus must include cautious assessment of the students and their output. School plant and facilities must have availability of sanitary/potable water.

Training to improve quality of both personnel and services of canteen can be included in staff

development programs of the school. Affordable meals must be offered and the location must be convenient. Friendly personnel are needed to serve the students.

Conclusion

Based on the findings presented in this study, the level of satisfaction of the students in terms of admission and enrollment, guidance center services, student affairs services, health services, security services, audio visual/multimedia services , library, faculty and instruction, school plant and facilities, offices/department personnel and services, faculty and strategies/methods, most of the respondent are much satisfied with the facilities and services rendered by Arellano University-Pasay Campus. On the other hand, the food services department garnered the lowest rank but the score is still within the "much satisfied' category.

Based on the conclusions made, the following recommendations are hereby given. (1)Orientation program for freshmen and transferees about the services, facilities and privileges must be done for their awareness of the services which they can avail of. (2)Training for staff aimed towards betterment of the school's holistic performance. (3)The researchers recommend future researchers must conduct studies utilizing other departments as respondents of the study. (4)The researchers suggest that a comparative study will be done as per the results of the yearly survey conducted by the Office of Student Affairs.

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