



## Satisfaction of the Students on the Institutional Changes in Pangasinan State University Lingayen Campus

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**Abstract** – This study was conducted to determine the satisfaction level of student on the institutional changes in Pangasinan State University Lingayen Campus specifically on the academic changes, newly constructed and renovated building, and others. It also aims to know the problems encountered by the students in the university. This study used the descriptive approach to describe the satisfaction level of the students on the institutional changes in Pangasinan State University Lingayen Campus. This research utilized interview, observation and questionnaire method. It involves the Likert scale: very highly satisfied, highly satisfied, moderately satisfied, slightly satisfied, and not satisfied. The research found out that students are highly satisfied on the academic changes, newly constructed buildings, and others. Students encountered problems on the schedule of departmental examination, errors on the examination, poor ventilation of buildings, cleanliness in classrooms are not properly maintained and expensive uniform.

**Keywords** – Satisfaction, Institutional Changes, Pangasinan State University.

### INTRODUCTION

Education is a key driver of economic growth, particularly the higher education sector. With the higher education sector becoming an increasingly competitive market, university student satisfaction has become an important component of quality assurance. Thomas & Galambos (2004) argue that students are regarded as consumers of higher education. University students' satisfaction is important to institutional success in that effective institutions have satisfied 'customers' because this satisfaction supports the enrolment of additional students. Ratings of student satisfaction are becoming more transparent and readily available. As a result, most universities around the world are constantly looking at how to improve the satisfaction of students at their institution.

University students' satisfaction with their institution has individual, institutional and social implications. From an institutional point of view, satisfied students are more likely to continue in their studies retention and are more likely to succeed academically and this is likely to enhance the financial position and reputation of the institution. Satisfied students also make effective public relations agents. High student satisfaction helps in attracting and retaining high achievers who in turn increase the reputation and standing of the university (Thomas et al., 2014).

A key factor of student satisfaction is the quality of the teaching staff. As a result, the use of

student rating scales as an evaluative component of their teaching system has increased. The majority, if not all, teaching staff at most universities have been required or expected to administer some type of teaching evaluation form to their students during each course offering for some time (Seldin, 1993).

Universities initially set up satisfaction surveys to serve two purposes: to help administrators monitor teaching quality and to help teaching staff improve on their teaching. University student satisfaction surveys are being used today in more ways than ever before (Kulik, 2001). For example, to evaluate the quality and availability of the library resources, to assess whether there is sufficient IT assistance and support for students and to consider student opinions on the social aspects of university life to name a few.

According to Vara (2002), satisfaction is a customer's emotional response to his or her evaluation of the received discrepancy between his or her prior experience with and expectation of our product and organization and the actual experience with and expectation of our product and organization.

The Pangasinan State University envisions to become an ASEAN premier state university in 2020. Through instruction, research, extension, and production, it commits to develop highly principled, morally, upright, innovative and globally competent individuals capable of meeting the needs of industry, public service and civil society.

The said institution underwent a lot of changes such as the computerization of enrolment, on-line



access to grades, OBE-DIZED syllabus, departmentalize examination, other facilities and buildings in university, the new uniforms, new university logo and enhanced PSU Website. This study aims to know the satisfaction level of the students on the institutional changes in the university.

### **OBJECTIVES OF THE STUDY**

This study focuses on the satisfaction of the students on the institutional changes in Pangasinan State University Lingayen Campus specifically on the academic changes, newly constructed and renovated buildings, classroom and facilities, and others. It also aims to know the problems encountered by the students in the university.

### **MATERIALS AND METHODS**

#### **Research Design**

This study used the descriptive approach to describe the satisfaction level of the students on the institutional changes in Pangasinan State University Lingayen Campus. This research utilized interview, observation and questionnaire method. It involves the Likert scale: very highly satisfied, highly satisfied, moderately satisfied, slightly satisfied, and not satisfied.

#### **Respondents of the Study**

The primary source of data of this study was the students of Pangasinan State University Lingayen campus who are enrolled in the first second semester 2017-2018.

#### **Data Gathering Instrument**

The major tool used in data gathering from the students in PSU-LC is the survey questionnaire. It was framed in such a way that the specific questions that the respondents were guided so that the desired information for the study will be obtained. The questionnaire for the students in Lingayen campus contains three major parts. Three parts are presented as follows:

The first part elaborate the profile of students in Lingayen campus including their age, sex.

The second part presents the level of satisfaction of students in academic, infrastructure, and other changes in Pangasinan State University in Lingayen campus.

The last part presents the encountered problems of the students.

### **Data Gathering Procedure**

The researchers made a plan to procedure to gather the data needed in the study.

First, the researchers asked the list of students in registrar from the Pangasinan State University Lingayen campus. Second, we secured the permission of our adviser to signed the questionnaire before we conduct the float. Afterwards, we asked the students to answered the questionnaire and personally to the respondents of the study. After that, the results were collected, tabulated, analyzed and interpreted accordingly.

### **RESULTS AND DISCUSSION**

#### **Part 1. Profile of the Students/Respondents**

The researchers present the frequency and percentage distribution of the profile of the students of Pangasinan State University Lingayen Campus, in terms of age, sex.

Table 1: Distribution of Students According to Age

AGE	FREQUENCY	PERCENTAGE (%)
16-17	28	7.67
18-19	220	60.27
20-21	109	29.86
22 and above	8	2.19
Total	365	100

Table 1.a shows that the frequency and percentage distribution of the randomly selected students of Pangasinan State University Lingayen Campus according to their age. The findings indicate that a total of 220 or 60.27% of the students were found to be under the age category of 18-19 years old. 8 students or 2.19% of the sample were found under the age category of 22 and above.

SEX	FREQUENCY	PERCENTAGE (%)
Female	200	54.95 %
Male	165	45.05%
TOTAL	365	100%

Table 2: Distribution of Students According to Sex

Pangasinan State University Lingayen Campus according to their sex. The results show that 54.95% of the students are females and 45.05% are males. This implies that females dominate males because, this is just a normal expectation, since our Research statistic ratio of male and Female population is 1 male is to 3 females (1:3).

Table 2 shows the frequency and percentage distribution of the randomly selected students of

## Part 2. Satisfaction of the Students on Specific Academic Services

Table 3: Distribution of the Satisfaction of Students on the Computerization of Enrollment

ACADEMIC COMPUTERIZATION OF ENROLLMENT	SATISFACTION OF STUDENTS ON INSTITUTIONAL CHANGES					W.M	D.E	
	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Highly Satisfied	Very Highly Satisfied			
Sufficient of equipment and supplies	0	48 13.15%	184 50.41%	77 21.10%	56 15.34%	3.650033	Highly Satisfied	
Accessibility of student portal	16 4.38%	58 15.89%	135 36.99%	95 26.03%	61 16.71%	3.650568	Highly Satisfied	
Approachability of staff and personnel	11 3.01%	85 23.29%	178 48.77%	31 8.49%	60 16.44%	3.650978	Highly Satisfied	
Speed of enrollment	27 7.40%	47 12.88%	140 38.36%	93 25.48%	58 15.89%	3.649473	Highly Satisfied	
Weighted Mean	3.650263	Highly Satisfied						

Table 2.a shows the satisfaction of the 365 students in Pangasinan State University on the computerization of their enrollment. It shows that the majority or 50.41% of the students are moderately satisfied on the computerization of the enrollment. Among the respondents, 36.99% of the students tell that they are moderately satisfied with the accessibility of the student portal. There are 178 students who said that they are moderately satisfied with how approachable the staff and personnel of Pangasinan State University during their enrollment. There are 140 students who are satisfied with the speed of the enrollment in the university. Based on the Likert 5 point scales, the

students are highly satisfied on the sufficiency of equipment and supplies during enrollment with a weighted mean of 3.65. The students are also highly satisfied on the accessibility of their student portal with a weighted mean of 3.65. On the average, the students are also highly satisfied on the approachability of the staff and personnel and the speed of enrollment. Overall, the students are highly satisfied with the computerization of the enrollment in Pangasinan State University Lingayen Campus. This implies that the institution provides those academic services that satisfy the students. The institution wants to make the enrollment process easier for the students.

Table 3: Distribution of the Satisfaction of Students on Online Access to Grades

ONLINE ACCESS TO GRADE	SATISFACTION OF STUDENTS ON INSTITUTIONAL CHANGES					W.M	D.E
	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Highly Satisfied	Very Highly Satisfied		
Availability of computers	0	60 16.44 %	109 29.86 %	57 15.62%	139 38.08%	3.753425	Highly satisfied
Accessibility of Student Portal	0	31 8.49%	137 37.53 %	104 28.49%	93 25.48%	3.709589	Highly satisfied
User-friendly Interface of MIS	11 3.01%	16 4.38%	183 50.14 %	76 20.82%	79 21.64%	3.53698	Highly satisfied
Design of the MIS	0	27 7.40%	181 49.59 %	78 21.37%	79 21.64%	3.572603	Highly satisfied
Graphics of the MIS	0	37 10.14 %	186 50.96 %	78 21.37%	64 17.53%	3.463014	Moderately satisfied
The system can easily correct the faults	11 3.01%	97 26.58 %	163 44.66 %	30 8.22%	64 17.53%	3.106849	Moderately satisfied
Weighted mean :	3.287671		Moderately satisfied				

Table 2.b shows the satisfaction of the students on the accessibility of their grades online. There are 109 students or 29.86% who said that they are moderately satisfied with the availability of the computers in the school to access their grades. There are 104 students who said that they are moderately satisfied on the accessibility of their student portal for viewing their grades. Majority of the students also tell that they are moderately satisfied with the interface of the Management Information System and its design. Most students answered that they are moderately satisfied with the graphics of the MIS. Most students who were interviewed also said that they are moderately satisfied with the capability of the system to fix errors. Based on the Likert scale, on the average, the students are highly satisfied with the availability of the computers,

accessibility of the student portal, user friendly interface of the MIS, and design of the MIS. There are students who on the average answered that they are moderately satisfied on the graphics of the MIS and its capability to fix errors. Overall, the students are moderately satisfied with viewing their grades online. It implies that students were able to easily access their grades online. The students perceive the Management Information System as user-friendly because it is able to correct errors.

Table 4: Distribution of the Satisfaction of Students on the Use of OBEDIZED Syllabus

OBE-DIZED SYLLABUS	SATISFACTION OF STUDENTS ON INSTITUTIONAL CHANGES					W.M	D.E
	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Highly Satisfied	Very Highly Satisfied		
The content of syllabi is comprehensive	11 3.01	43 11.78	83 22.74	152 41.64	76 20.18	3.654 795	Highly satisfied
The syllabi are rapidly available		11 3.01%	156 42.74%	122 33.42%	76 20.82%	3.720 548	Highly satisfied
The syllabi are well structured and organized	11 3.01%	27 7.40%	112 30.68%	139 38.08%	76 20.82%	3.663 014	Highly satisfied
The reference materials adhere to the topic		38 10.14%	101 27.67%	154 42.19%	72 19.73%	3.712 329	Highly satisfied
Weighted mean;	3.523744		Highly satisfied				

Table 4 shows the satisfaction of the students on the use of OBE-DIZED Syllabi. The students are highly satisfied with the content, availability, structure, and references of the syllabus. Overall, the students are

highly satisfied with the OBEDIZED Syllabus of their subjects. It implies that the institution sees to it that its faculty members are able to provide comprehensive and organized syllabi. These syllabi are available and are distributed to the students.

Table 5: Distribution of the Satisfaction of Students on the Departmental Examination

DEPARTMENTAL EXAMINATION	SATISFACTION OF STUDENTS ON INSTITUTIONAL CHANGES					W.M	D.E
	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Highly Satisfied	Very Highly Satisfied		
The classroom can accommodate all students taking up the departmental exam	15 4.11%	48 13.15%	113 30.96%	74 20.27%	115 31.51%	3.619 178	Highly satisfied
All exam are assigned with the respective classroom	15 4.11%	22 6.03%	72 19.73%	137 37.53%	104 28.49%	5.035 616	Very highly satisfied
The construction for test item has no grammatical error	0	81 22.19%	138 37.81%	87 23.84%	59 16.16%	3.339 726	Moderately satisfied
Clear instructions are provided before the test	0	38 10.41%	108 29.59%	133 36.44%	86 23.56%	3.731 507	Highly satisfied

The departmental exam is well planned and conducted smoothly	22 6.03%	0	114 31.23%	166 45.48%	63 17.26%	3.679 452	Highly satisfied	
Appropriate numbers of test item are given	22 6.03%	0	72 19.73%	180 49.32%	91 24.93%	3.871 233	Highly satisfied	
The test questions are delivered/stated in every simple and understand	22 6.03%	11 3.01%	77 21.10%	140 38.36%	115 31.51%	3.863 014	Highly satisfied	
There is an enough of the numbers of test papers	38 10.41%	11 3.01%	93 25.48%	148 40.55%	75 20.55%	3.578 082	Highly satisfied	
Enough time is allotted for every examination of subject	22 6.03%	11 3.01%	106 29.04%	137 37.53%	89 24.38%	3.712 329	Highly satisfied	
Weighted mean:	3.68767 1	Highly satisfied						

Table 5 shows that the satisfaction of students on the departmental examination in Pangasinan State University Lingayen Campus. With an overall average weighted mean of 3.687671, the students are highly satisfied with the departmental examination. It manifests that students are very highly satisfied with the practice on how departmental examination is being conducted to the students. The students are highly

satisfied on the practice that departmental examinations are conducted in assigned classrooms. This tells that students are able to take their departmental examination with satisfaction on how it is being conducted. The students are also satisfied on the clear instructions of the examination and simplicity of the test questions. This means that the examinations and test questions were properly formulated and made by the teachers.

Table 6: Distribution of the Satisfaction of Students on the Newly Constructed and Renovated Science Building

B. NEWLY CONSTRUCTED AND RENOVATED OF BUILDINGS SCIENCE BUILDING	SATISFACTION OF STUDENTS ON INSTITUTIONAL CHANGES					W.M	D.E
	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Highly Satisfied	Very Highly Satisfied		
Lighting	0	0	151 41.37%	109 29.86%	105 28.77%	3.873973	Highly satisfied
Ventilation	31 8.49%	65 17.81%	86 23.56%	78 21.37%	105 28.77%	3.441096	Moderately satisfied
Sufficient equipment and supplies	0	49 13.42%	117 32.05%	123 33.70%	76 20.82%	3.6191 78	Highly satisfied
Cleanliness	11 3.01%	61 16.71%	76 20.82%	141 38.63%	76 20.82%	3.575 342	Highly satisfied

				%				
Weighted mean:	3.825 571	Highly satisfied						

Table 6 shows the satisfaction of the students on the newly constructed and renovated Science Building. With an overall average weighted mean of 3.825571, it shows that the students are highly satisfied. The data shows that the students are highly satisfied with the lighting of the building, sufficiency of equipment and supplies, and cleanliness of the building.

It also shows that students are moderately satisfied with the ventilation of the building. Given that students are generally satisfied with the newly constructed science building, it can be implied that the university prioritizes its infrastructures. The university provides buildings conducive for the learning of the students.

Table 7: Distribution of the Satisfaction of Students on the Newly Constructed Academic Building

ACADEMIC BUILDING	SATISFACTION OF STUDENTS ON INSTITUTIONAL CHANGES					W.M	D.E	
	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Highly Satisfied	Very Highly Satisfied			
Lighting	0	0	151 41.37%	109 29.86%	105 28.77%	3.876712	Highly satisfied	
Ventilation	31 8.49%	65 17.81%	86 23.56%	78 21.37%	105 28.77%	3.835616	Highly satisfied	
Sufficient equipment and supplies	0	49 13.42%	117 32.05%	123 33.70%	76 20.82%	3.712329	Highly satisfied	
Cleanliness	11 3.01%	61 16.71%	76 20.82%	141 38.63%	76 20.82%	3.641096	Highly satisfied	
Weighted mean;	3.627397		Highly satisfied					

Table 7 shows the satisfaction of the students on newly constructed Academic Building. With an overall average weighted mean of 3.627397, the students are highly satisfied. The data shows that the students are highly satisfied with the lighting, ventilation, equipment and supplies and cleanliness of

the building. It implies that the academic building is conducive for the learning of the students given that they are satisfied with its ventilation, equipment and cleanliness of the building.

Table 8: Distribution of the Satisfaction of Students on the Newly Renovated Covered Court

COVERED COURT	SATISFACTION OF STUDENTS ON INSTITUTIONAL CHANGES					W.M	D.E
	Not satisfied	Slightly satisfied	Moderately satisfied	Highly satisfied	Very highly satisfied		

Lighting	22 6.03	11 3.01	77 21.10	135 36.99	120 32.88	3.394521	Moderately satisfied	
Ventilation	22 6.03%	11 3.01%	107 29.32 %	90 24.66%	135 36.99%	3.353425	Moderately satisfied	
Sufficient equipment and supplies	11 3.01%	22 6.03	119 32.60 %	122 33.42%	91 24.93%	3.520548	Highly satisfied	
Cleanliness	22 6.03%	11 3.01%	134 36.71 %	107 29.32%	91 24.93%	3.449315	Moderately satisfied	
Weighted mean:	3.766438	Highly satisfied						

Table 8 shows the satisfaction of students on newly renovated covered court . With an overall average weighted mean of 3.766438, it indicates that the students are highly satisfied. The students are moderately satisfied with the lighting, ventilation, and cleanliness of the building, and they are highly satisfied

with the equipment and supplies. This implies that the students think that the covered court as functional. This means that students are able to go to the covered court and use the equipment and supplies in the court. Cleanliness is also properly maintained.

Table 9: Distribution of the Satisfaction of Students on the Newly Renovated Convention Hall

CONVENTION HALL	SATISFACTION OF STUDENTS ON INSTITUTIONAL CHANGES					W.M	D.E
Lighting	11 3.01%	31 8.49%	202 55.34%	45 12.32%	76 20.82%	3.926027	Highly satisfied
Ventilation	11 3.01%	47 12.88%	169 46.30%	78 21.37%	60 16.44%	3.854795	Highly satisfied
Cleanliness	11 3.01%	11 3.01%	180 49.32%	103 28.22%	60 16.44%	3.958904	Highly satisfied
Sufficient equipment and supplies	11 3.01%	43 11.78%	129 35.34%	135 36.99%	47 12.88%	3.706849	Highly satisfied
Weighted mean:	3.429452		Moderately satisfied				

Table 9 shows the satisfaction of the students on the newly renovated convention hall. With an overall average weighted mean of 3.429452, it shows that students are highly satisfied with the overall features of

the convention hall. This means that students are able to use and go to the convention hall. The institution makes sure that there is a functional hall for the different events in university.

Table 10: Distribution of the Satisfaction of Students on Classroom Equipment

C. CLASSROOM EQUIPMENT GLASS BOARD	SATISFACTION OF STUDENTS ON INSTITUTIONAL CHANGES					W.M	D.E
	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Highly Satisfied	Very Highly Satisfied		



		ed						
The glass board are effective and functional	13 3.56%	27 7.40%	98 26.85%	63 17.26%	164 44.93%	3.6876 71	Highly satisfied	
The cleanliness of the glass boards are well maintained	24 6.58%	16 4.38%	98 26.85%	78 21.37%	149 40.82%	3.6027 4	Highly satisfied	
Weighted mean:	3.861644		Highly satisfied					

Table 10 shows the satisfaction of the students on classroom equipment specifically the glass board. With an overall average weighted mean of 3.861644, it shows that the students are highly satisfied. The data

also tell that the students consider the glass boards effective and functional for teaching. It also shows that cleanliness of glass boards are well-maintained.

**Table 11: Distribution of the Satisfaction of Students on Classroom Chairs**

ARM CHAIR	SATISFACTION OF STUDENTS ON INSTITUTIONAL CHANGES					W.M	D.E	
	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Highly Satisfied	Very Highly Satisfied			
The arm chair are sufficient and adequate	11 3.01%	16 4.38	83 22.74%	122 33.42%	133 36.44%	3.764384	Highly satisfied	
Sufficient equipment and supplies	11 3.01%	31 8.49%	114 31.23%	107 29.32%	102 27.95%	3.643836	Highly satisfied	
	0	53 14.52%	115 31.51%	90 24.66%	107 29.32%	3.728767	Highly satisfied	
Weighted mean;	3.645205		Highly satisfied					

Table 11 shows the satisfaction of the students on the arm chairs in the classrooms. With an overall average weighted mean of 3.645205, this indicates that the students are highly satisfied. The data also shows

that the students are highly satisfied with the arm chairs and believe that they are usable, sufficient and comfortable to sit on.

**Table 12: Distribution of the Satisfaction of Students on the Electric Fans**

ELECTRIC FAN	SATISFACTION OF STUDENTS ON INSTITUTIONAL CHANGES					W.M	D.E
	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Highly Satisfied	Very Highly Satisfied		
There are effective and sufficient electric fan in each classroom	0	38 10.41%	145 39.73%	106 29.04%	76 20.82%	3.378082	Moderately satisfied

Weighted mean;	3.378082	Moderately satisfied		
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Table 12 shows the satisfaction of the students on the electric fans in the classrooms. With the average weighted mean of 3.378082, this says that the students

are moderately satisfied with the electric fans in the classrooms. This implies that students are able to use the electric fans but not really satisfied with it.

**Satisfaction of Students on Other School Matters**

Table 13: Distribution of the Satisfaction of Students on their New Uniform

D. OTHERS NEW UNIFORM	SATISFACTION OF STUDENTS ON INSTITUTIONAL CHANGES					W.M	D.E
	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Highly Satisfied	Very Highly Satisfied		
The design of new uniform is attractive		11 3.01 %	156 42.74%	106 29.04%	92 25.21%	3.427397	Moderately satisfied
The texture of new uniform is comfortable to wear		11 3.01 %	169 46.30%	124 33.97%	61 16.71%	3.260274	Moderately satisfied
The price of new uniform is affordable	15 4.11%	11 3.01 %	109 29.86%	153 41.92 %	77 21.10%	4.046575	Highly satisfied
Weighted mean:	3.412329		Moderately satisfied				

Table 13 shows the satisfaction of the students on the new uniform of the students. With an overall average weighted mean of 3.412329, the data shows that the students are moderately satisfied with their new

uniform. Majority of the students answered that they are highly satisfied with the price of their new uniform. This implies that students find the price of their new uniform affordable and appropriate for them.

Table 14: Distribution of the Satisfaction of Students on the New University Logo

NEW UNIVERSITY LOGO	SATISFACTION OF STUDENTS ON INSTITUTIONAL CHANGES					W.M	D.E
	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Highly Satisfied	Very Highly Satisfied		
The university logo is symbolized what PSU represent	26 7.12%	38 10.41%	134 36.71%	106 29.04%	61 16.71 %	3.42465 8	Highly satisfied
The new university logo is easy to interpret	22 6.03%	11 3.01%	195 53.42%	63 17.26%	74 20.27 %	3.26027 4	Moderately satisfied
Weighted mean;	3.578082		Highly satisfied				

Table 14 shows the satisfaction of the students on the new university logo. With an overall average weighted mean of 3.578082, the data shows that the

students are highly satisfied with the new logo. Majority of the students agree that the PSU logo represents and symbolizes Pangasinan State University.

**Table 15: Distribution of the Satisfaction of Students on the Enhanced PSU Website**

ENHANCED PSU WEBSITE	SATISFACTION OF STUDENTS ON INSTITUTIONAL CHANGES					W.M	D.E
	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Highly Satisfied	Very Highly Satisfied		
The website is easy to access	11 3.01%	51 13.97%	195 53.42%	48 13.15%	60 16.44%	3.350685	Moderately satisfied
The website is informative and comprehensive	68 18.63%	118 32.33%	95 26.03%	73 20.00%	11 3.01%	3.635616	Highly satisfied
Weighted mean:	3.342466		Moderately satisfied				

Table 15 shows the satisfaction of students on the enhancement of the PSU Website. With an overall average weighted mean of 3.342466, the students answered that they are moderately satisfied with the PSU Website. The students are moderately satisfied

with the accessibility of the PSU Website. They are highly satisfied with the information that the PSU Website give. It implies that the students are able to use and access the PSU Website and believe that it contains necessary information about the university.

**Table 16: Problems Encountered by the Students on the Academic Changes**

A. ACADEMIC	PROBLEMS ENCOUNTERED	
	NO	YES
1. The proctors are always late in administering the exam.	197 53.97%	168 46.03%
2. The schedules of the department exam of each subject are conflicting.	166 45.48%	199 52.54%
3. There is also a tendency to have errors in the examination papers.	136 37.26%	229 62.74%

Table 16 shows the problems encountered on the academic changes in Pangasinan State University Lingayen Campus. Out of 365 students 168 or 46.03% say that students have encountered that proctors are late in administering the departmental examination. Out of 365 students, 199 or 52.54% said that they encountered problem of conflicting schedules of the departmental examinations. Out of 365 students 229 or 62.74% said

that they encountered test questions with many typographical errors. Despite the satisfaction of the students on the academic services, there are still problems that they encounter.

Table 17: Problems Encountered by the Students with the Newly Constructed and Renovated Buildings

<b>B. NEWLY CONSTRUCTED AND RENOVATED BUILDINGS</b>	<b>PROBLEM ENCOUNTERED</b>	
	<b>NO</b>	<b>YES</b>
1. The convention hall has poor ventilation.	246 67.40%	199 32.60%
2. The convention hall cannot accommodate all students due to its space and capacity.	272 74.52%	93 25.48%
3. There's no enough equipment of science room.	263 72.05%	102 27.95%

Table 17 shows the problem encountered on the classroom equipment and facilities in Pangasinan State University Lingayen Campus. Out of 365 students, 102 or 27.95% said that the cleanliness of the boards are

not well maintained. Out of 365 students, 41 or 11.23% said that there are no enough electric fans in every room. Out of 365 students, 86 or 23.56% said that the arm chairs are not comfortable to sit on.

Table 18: Other Problems Encountered by the Students in the Campus

<b>D. Others</b>	<b>PROBLEMS ENCOUNTERED</b>	
	<b>NO</b>	<b>YES</b>
1 The new uniform is expensive compared to old uniform.	294 80.55%	71 19.45%
2. The university logo does not symbolize PSU.	305 83.56%	60 16.44%
3 The PSU website is not easy to access.	304 83.29%	61 16.71%

Table 18 shows the other problems encountered in the university such as problem on the new uniform, PSU logo, and PSU Website. Out of 365 students, 71 or 19.45% said that the new uniform is expensive compared to old uniform. Out of 365 students, 60 or 16.44% said that the university logo does not symbolize PSU. Out of 365 students 61 or 16.71% say that the PSU Website is not accessible. This means that there are still some PSU students who are not able to access the PSU Website. There are students who do not appreciate the logo of the university.

### **CONCLUSION AND RECOMMENDATION**

Based on the analysis and interpretation of the data the following are the findings:

1. Profile of the students
  - a. The majority of the respondents who are the currently enrolled students of Pangasinan State University Lingayen Campus are in the ages 18-19 years older.
  - b. The majority of the respondents are composed of female.

2. Satisfaction of the Students on Academic Services  
The students are highly satisfied with some of the academic services provided by the university. This includes the computerization of the enrollment process,



online access to grades and departmental examination. The students enrolled in PSU-LC are moderately satisfied with the online access to grade. They are highly satisfied with the availability of the computers and the system's ability to correct its faults. Students are highly satisfied with the use of OBE-dized syllabi. The students find the syllabi organized and comprehensive. The students are highly satisfied with the departmental examination where in the exams are assigned in the respective classrooms.

### 3. Satisfaction of the Students on the Newly Constructed Buildings

The level of satisfaction of the students enrolled in PSU-LC I term of newly constructed renovated buildings science, as academic building and covered court rated as highly satisfied. Thus, convention hall rated moderately satisfied.

The level of satisfaction of the students enrolled in PSU-LC in terms of Classrooms Equipment and facilities like glass board, arm chair, rated a highly satisfied. Thus, in electric fan rated as moderately satisfied.

The level of satisfaction on others according New Uniform rated as moderately satisfied (3.41), they also rated enhanced PSU website as moderately satisfied (3.34) but in terms of New University logo respondents rated it as highly satisfied (3.58).

4. The problems encountered of the students are the errors on the examination papers. Newly constructed buildings have poor ventilation. Classroom equipment and facilities and the cleanliness of glass boards are not well maintained. New uniform is expensive compared to old one.

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