Assessment on the Effectiveness and Satisfaction of Students in eStudent Information Portal

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Abstract- **Technology has a positive influence upon all branches and spheres of our life. People can easily access their documents and information by the use of technology. This is possible through the easy storage, retrieval, and manipulation of data even in real time transaction. One of the specific examples of these real-time systems is the Electronic Student Information Portal of Davao Oriental State College of Science and Technology which aims to provide students an avenue to easily access their information such as grades, profiles, academic records, class schedules and subject offerings. The eSIP was directly connected to the database of an independent system of Davao Oriental State College of Science and Technology, which is the Electronic School Management System (eSMS). This study aims to understand the effectiveness and satisfaction of the existing eStudent Information Portal (eSIP) system implemented by the Davao Oriental State College of Science and Technology. The results of the study show that the eSIP systems is effective regarding information management, accessible, and meets the minimum systems quality requirements. Thus, the students are satisfied. Practical and research recommendations are discussed.**

Key terms: Student Information Portal, Descriptive Research, Effectives of Information Systems, Developing Country

1. Background

Computers are used in many real-time systems existing in today's technology. It has a vast amount of knowledge and information that are usually produced in every day.One of the specific example of these real-time system is Electronic Student Information Portal of Davao Oriental State College of Science and Technology aims to provide students an avenue to easily access their information such as grades, profiles, academic records, class schedules and subject offerings. The eSIP was directly connected to an independent system, which is the Electronic School Management System (ESMS), and uses the information stored on its database for its functions. A system used to display specific data about the students enrolled in DOSCST such as the student's profile, academic records and grades every semester, subjects enrolled in every semester, account balances, schedules and room assignment. The system fetches this information from DOSCST's Electronic Schools Management System (ESMS) database and display it to the users online. The system was used as a means for the students to access and view that important academic information [1] in which they were not allowed to access using ESMS. It aims to help the students be well-informed about their status in the College without the need to go through the College Registrar, the Accounting department and/or their faculty for every subject.

The objective of this research is focused on the assessment of the existing Electronic Student Information Portal (eSIP) of Davao Oriental State College of Science and Technology (DOSCST) in terms of efficiency on User Accessibility and System Quality.To assess the satisfaction of the students regarding the performance of the eStudent Information Protal (eSIP). Specifically, it aimed to solve the following inquiries:

1. What is the feedback of the students when it comes to the quality of the information produced by the eSIP;
2. What is the point of view of the students regarding the quality of the performance of the system; and
3. How accessible the system for the students is?

2. Related Literature

There are several studies conducted on different approaches on measuring the effectiveness or usefulness of particular online services. The studies vary from the technology adoption model and criteria used to determine the factors influencing the user satisfaction of a certain online services[2]. Enumerated are some of the studies as bases of construction of this study.

The study of Pacio 2009 [3] gave emphasis to theStudent Information System in providing the students to accesstheir academic and biographic records and it has the ability to update their address information and preregister for classes [2][7] [10].

SIS has an integrated method to support the acquiring, storing, analyzing and controlling the institution flow of student data throughout the institution. Highly developed SIS can be useful in nearly all institutional International Journal of Innovative Interdisciplinary Research Issue 4 s 2013.

A study of Min-Jhih, et al [11], describes that the study uses decomposed TPB, where it defines precursor variables to attitude factor such as observed usefulness, compatibility, observed playfulness, while for normative beliefs variables, these were online word of mouth, interpersonal influence. And lastly precursor for control belief are self-efficacy, facilitating conditions that impact the behavioral intention [19] [20] [21]. The result of this study that self-efficacy and compatibility doesn't have a major effect on the behavior of downloading on mobile applications. The reading further explains that externalities of network affect the intention of the user and downloading behavior of mobile applications.

3. Research Methodology

This study used the Delone and Mclean information model to understand the characteristics of the eSIP system. The survey includes four sections: (1) demographic profile of the respondent, (2) items on information quality, (3) systems quality, (4) and service quality. The survey was rated using a 5 point Likert's Scale. The respondents of the survey were randomly selected from different programs within institution. The survey questionnaire was distributed for three months. The students were reminded by the class advisers to submit the filled out surveys questionnaires within three months. There were 100 usable survey data from the respondents. All survey questionnaires were completely filled out by the respondents. The data was analyzed used descriptive statistics.

4. Result and Discussion

Table 1: Assessment on Effectiveness of eStudent Information

User Accessibility	N	Mean	Standard Deviation	Standard Error
User Friendly Environment	100	4.28	0.739642	0.073964
Updates academic performance result.	100	4.27	0.623333	0.078951

Portal (eSIP) for user Accessibility.

	N	Mean	Standard Deviation	Standard Error
Provides accurate personal data information.	100	4.23	0.789515	0.078951
Suggest Comments and Feedback	100	3.61	0.956377	0.096119
View class academic schedules with assigned instructors /Professors	100	4.23	0.789515	0.078951

The findings on the assessment on user accessibility were derived through designed questionnaire. As could be gleaned in the above table, students agreed, in average, in all indicative statements, this means that the level of perception of students in terms of user accessibility of Electronic Student Information Portal (eSIP) are on a high extent. Electronic student Information Portal (eSIP) being a user friendly environment got the highest mean of 4.28, this is not significantly different in updating academic performance result with a mean of 4.27 neither in providing accurate personal data information nor viewing class academic schedules with assigned Instructors or professors which had the same mean of 4.23. However, there is quite difference from above statements regarding on user's accessibility in terms of suggesting comments and feedbacks which had a mean of 3.61.

Table 2: Assessment on Effectiveness of eStudent Information Portal (eSIP) for the System Quality.

System Quality	N	Mean	Standard Deviation	Standard Error
Provides ease of system accessibility	100	4.04	0.77746	0.077746
Displays webpages clear and attractive.	100	4.00	0.9101	0.09101
Detects link address easily.	100	3.88	0.956424	0.095642
Keeps safe and secure personal information.	100	4.24	0.933333	0.093333
Deliver overall usefulness of the system	100	4.22	0.746439	0.074644

This part indicated the level of perception of students to Electronic Etudent Information Portal in terms of system quality. After the students were asked and data was analyzed, it showed that similarly on user accessibility, level of perception on system quality was on a high extent since students, in average, agreed in every statement. Moreover, from five statements, eSIP portal, system that keeps safe and secure personal

information had the highest level (x=4.04); deliver overall usefulness of the system (x=4.22); provides ease of system accessibility (x=4.04); displays webpages clear and attractive (x=4.00); and detects link address easily (x=3.88).

Based on the results, the students' assessment of Electronic student Information Portal (eSIP) in terms of efficiency on User Accessibility and System Quality are on high extent. Davao Oriental State College of Science and Technology (DOSCST) may enhance the portal to a point that its effectiveness to users will reach to a very high extent particularly in suggesting comments and feedbacks and detecting links address easily which had the least mean in user accessibility and system quality respectively since by improving the accessibility of users to suggest comments and feedbacks also improves the organization and internal processes [19] [20]; developing in detecting link address is very essential to the student especially if they were using mobile accessibility.

Table 3: Scales Rating for Assessment on Effectiveness of eStudent Information Portal (eSIP).

Scale	Weight	Description
1-1.49	Strong Disagree	The extent of student perception on the indicative statement is very low.
1.5-2.49	Disagree	The extent of student perception on the indicative statement is low.
2.5-3.49	Undecided	The extent of student perception on the indicative statement is moderate.
3.5-4.49	Agree	The extent of student perception on the indicative statement is high.
4.5-5.0	Strongly Disagree	The extent of student perception on the indicative statement is very high.

5. Conclusion

Identifying the area within the Electronic Student Information Portal wherein improvements is highly recommendable is of great help not just to the part of the end users (students) but to the administrator as well. Providing good quality of service will not be possible without adhering concerns and suggestions by its clientele. It is important for DOSCST to improve their understanding of the needs of the students through improving its feature wherein comments and suggestions of the end users will surely reach the administrator's side make use of the received feedback to enhance and improve the service of the portal.

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