Testing & Evaluation

System Usability System (SUS)		P1	P2	P3	P4	P5	P6	P7	P8
		1	2	3	4	5	6	7	8
1.	I would like to use this application frequently.	4	5	5	5	1	4	4	1
2.	I found some parts of the application confusing.	3	1	3	4	1	4	2	2
3.	The application is simple and easy to use.	4	5	5	5	4	4	2	2
4.	I think I would need help from others to use it.	2	2	3	4	2	4	2	2
5.	The features of the application work smoothly together	3	5	5	4	4	3	4	5
6.	Some functions feel unclear or hard to understand.	1	1	2	2	3	3	2	2
7.	Most people could learn to use the application quickly	5	5	5	5	5	3	2	5
8.	Using the application can be frustrating at times.	1	2	2	2	3	2	2	2
9.	I feel comfortable and confident using the application.	3	5	5	5	5	4	4	5
10.	Certain features are difficult to figure out.	1	2	2	2	3	3	2	2

Table 01 Raw SUS Responses of Participants

The participants in the SUS evaluation came from different roles within the LYDO scholarship process, which helped provide a complete view of how the system performs. The group includes a mayor's staff secretary who handles approval processes (P1), LYDO personnel involved in screening and daily operations (P2 and P3), and the LYDO administrator responsible for overseeing and managing the entire system (P4). The evaluation also includes two applicants who directly use the platform to submit the application and fill up intake sheets (P5 and P6), as well as two active scholars who use the system for monitoring scholarship status and receiving notifications (P7 and P8). This combination of administrative users, applicants, and scholars

provides a comprehensive view of system usability from individuals who interact with the platform in different roles and stages of the scholarship process.

System Usability System (SUS)		P1	P2	P3	P4	P5	P6	P7	P8
		1	2	3	4	5	6	7	8
1.	I would like to use this application frequently.	3	4	4	4	0	3	3	0
2.	I found some parts of the application confusing.	2	4	2	1	4	1	3	3
3.	The application is simple and easy to use.	3	4	4	4	3	3	1	0
4.	I think I would need help from others to use it.	3	3	2	1	3	1	3	3
5.	The features of the application work smoothly together	2	4	4	3	3	2	3	4
6.	Some functions feel unclear or hard to understand.	4	4	3	3	2	2	3	3
7.	Most people could learn to use the application quickly	4	4	4	4	4	2	1	4
8.	Using the application can be frustrating at times.	4	3	3	3	2	3	3	3
9.	I feel comfortable and confident using the application.	2	4	4	4	4	3	3	4
10.	Certain features are difficult to figure out.	4	3	3	3	2	2	3	3

Table 02 Adjusted SUS Scores

The System Usability Scale (SUS) scores were calculated by first adjusting each participant's responses to fit the SUS formula. For positive statements 1 was subtracted from the score, and for negative statements the score was subtracted from 5. This adjustment ensures that all items contribute consistently to the final usability score, with higher numbers representing better usability. The adjusted scores for each participant are presented item by item in Table 02, showing how each statement was interpreted and rated across different user roles, including administrative staff, applicants, and scholars.

After adjustment, the total score for each participant was summed and multiplied by 2.5. This final SUS score reflects the overall perception of usability for the LYDO Scholarship Management System. Higher scores indicate a more user-friendly system, while lower scores highlight areas that may need improvement. Using this method allows comparison between participants and provides a clear measure of how easy and comfortable the system is to use for different types of users.

System Usability System (SUS)		P1	P2	P3	P4	P5	P6	P7	P8	Total
		1	2	3	4	5	6	7	8	
1.	I would like to use this application frequently.	3	4	4	4	0	3	3	0	
2.	I found some parts of the application confusing.	2	4	2	1	4	1	3	3	
3.	The application is simple and easy to use.	3	4	4	4	3	3	1	0	
4.	I think I would need help from others to use it.	3	3	2	1	3	1	3	3	
5.	The features of the application work smoothly together	2	4	4	3	3	2	3	4	
6.	Some functions feel unclear or hard to understand.	4	4	3	3	2	2	3	3	
7.	Most people could learn to use the application quickly	4	4	4	4	4	2	1	4	
8.	Using the application can be frustrating at times.	4	3	3	3	2	3	3	3	
9.	I feel comfortable and confident using the application.	2	4	4	4	4	3	3	4	
10.	Certain features are difficult to figure out.	4	3	3	3	2	2	3	3	
Total:		77.5	92.5	82.5	75	67.5	55	65	67.5	**582.5**
Average SUS Score:		**72.81**								

Table 03 Final SUS Score Computation

The final SUS scores of the participants show that the LYDO Scholarship Management System has an average usability score of **72.81**, which indicates good overall usability. Staff members, including the mayor's staff secretary (P1), LYDO staff (P2 and P3), and the LYDO administrator (P4), gave higher scores because the system helped them perform approval, screening, and management tasks more easily. Applicants (P5 and P6) and scholars (P7 and P8) gave lower scores, reflecting initial difficulties in navigating the system, especially during their first use. This score suggests that those less familiar with digital platforms, may need guidance at the beginning.

The SUS results show what can be improved in the system and how to make it easier for users, while high scores from staff indicate that core functions such as approval, record management, and notifications are working well. Lower scores from applicants and scholars highlight areas that need attention, such as clearer navigation, faster page loading, and step-by-step guidance for first-time users. Addressing these issues can make the system easier for all users, reduce frustration, and encourage regular use, which is essential for managing scholarship applications efficiently.

During the SUS activity, several positive and negative insights were observed. Positively, staff and applicants managed to complete tasks correctly despite initial confusion, and the system showed fast processing and proper handling of records under stable internet conditions. Negative insights included difficulties for applicants during first-time use, slow page loading on weak internet, and delayed notifications. These issues are manageable through system updates, better internet support, and short user training sessions. Overall, the system successfully solved the major problems such as slow manual application processing, heavy administrative workload, and scattered student records, proving its value for both staff and scholarship applicants.

Chapter 5

Conclusion and Recommendations

The main goal of this project was to design and build the LYDO Scholarship Management System to make the scholarship application process easier, faster, and more secure. The system aimed to digitize data input, store scholar records in one database, track applications, send announcements, notify scholars of updates, and protect all scholarship information. The researchers used Waterfall Model, and the tools used were Laravel for the web backend, React.js for the web frontend, Flutter for the mobile app, and MySQL for the database. This chapter presented the summary of the study, the findings of the system evaluation, the conclusions based on the results, and the recommendations for future improvements.This chapter follows the previous one by showing the results after discussing the system design, diagrams, including how it works and how users interact with it.

Findings

The results of the system implementation and evaluation showed that the LYDO Scholarship Management System successfully improved the scholarship process. The testing results showed that the system was able to digitize data entry, store information in one database, track applications, send announcements, and notify scholars. During testing, most functions worked correctly and followed the requirements set in the study. The System Usability Scale (SUS) rating was overall good, showing that users found the system helpful and useful.

During the evaluation, several patterns were observed from staff and applicant feedback. Some staff had a little confusion at first about where to go but understanding became easier after a short time of using the system. The applicants had the most difficult experience, especially during the first use, and many were unsure where to click or how to move to the next step. The applicants struggled the most during their first time using the system, the weak internet connection made it even harder because the pages loaded slowly and many were unsure where to click or how to move to the next step. Despite these issues, both staff and applicants still managed to use the system properly during SUS testing.

There were minor problems during system use, including confusion in navigation, slow loading on weak internet, small UI issues, and where notifications took a long time to reach users because of poor internet connection. These problems were considered normal challenges that can be fixed with system updates and user training. The system was effective in solving the main problems, such as the slow manual application process, missed updates for students, heavy workloads for administrators, and scattered data records. The performance metrics, including good usability ratings, accurate data processing, and fast response time under stable internet, showed that the system improved the scholarship workflow.

Conclusion

The findings of the study show that most of the objectives of the LYDO Scholarship Management System were met, especially the goal of providing proper and organized storage of scholarship applications and records. The system was able to digitize data entry, keep all scholar

information in one secure database, track applications, send announcements, and notify scholars for updates. This organized storage helped staff easily manage, locate, and process applications without relying on scattered or manual records, making their workflow faster and easier.

The results of the implementation give important insights, showing that proper digital storage reduced the workload of staff by removing the need to manually search through multiple folders and helping the organization manage scholarship records in a faster and more organized way. It prevents missed updates for scholars because all information is now in one place and easy to access. This improvement solves the organization's IT problems by making the scholarship process faster, more correct, and easier to manage. The system shows that simple digital tools can make work better and save time for both staff and applicants.

Despite these advantages, limitations such as poor internet connection and the need for user familiarity affected the implementation and outcomes of the project. Some users experienced slow loading and confusion, which made certain functions harder to access. From these results, users learned the importance of adapting to digital systems, developers learned which features need improvement, and stakeholders recognized that digital transformation is beneficial but requires proper support, training, and continuous updates. The system improved the scholarship management process and established a strong foundation for future enhancements.

Recommendations

1. **System Deployment** – It is recommended that the LYDO Scholarship Management System be officially deployed for use by both staff and applicants. The system has proven

effective in organizing scholar records, tracking applications, sending notifications, and reducing manual workloads. Proper deployment will allow the organization to fully benefit from its advantages.

2. **Stakeholder Actions** – Users should take time to learn and understand how to use the system properly, following the instructions and guidance provided. Developers should monitor the system regularly, fix any errors or bugs, and make improvements based on user feedback. Both users and developers should communicate with each other to quickly resolve problems and ensure the system works smoothly.
3. **Enhanced Features** – Future versions of the system could include real-time notifications to inform scholars immediately about updates. Mobile alert notifications that appear even when the app is closed can also be added. This will prevent missed announcements and make communication faster. Adding these features will improve user experience and make the scholarship process more easy.
4. **Performance and Technical Improvements** – Future developers should address limitations such as slow loading during weak internet connections and minor UI issues. Making the system work faster will help users complete tasks more easily. Improving the look and layout will make it easier and more comfortable for staff and applicants to use.
5. **New Features** – A chat or messaging feature can be added to the system in future versions. This will allow staff and applicants to communicate directly for questions or clarifications. It will make it easier to resolve issues quickly without relying on email or other platforms. Adding this feature can improve communication and overall user experience.