EXTENT OF IMPLEMENTATION AND EVALUATION OF STUDENT INFORMATION AND ACCOUNTING SYSTEM (SIAS) OF SAMAR STATE UNIVERSITY

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APPROVAL SHEET

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DEDICATION

I am dedicating this humble piece of achievement to:

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To my siblings,

Dayanara, Alyanna and **Almira**

And to my grandparents,

Itay Tiyok & **Inay Gasyang**

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ABSTRACT

This study aimed to evaluate the Samar State University's Student Information and Accounting System (SIAS). There is no significant relationship between the level of effectiveness, and the level of user satisfaction of the Student Information and Accounting System (SIAS). This study, the researcher used descriptive - correlational design. Staff from the different departments have some experience but still need supervision with the SIAS features as the grand mean resulted 3.33. 11. Out of four hundred forty-three (443) faculty, staff, and students, one hundred eighty-seven (187) or 42.2% of them perceived that the administration conducted training, one hundred twenty (120) or 27.1% were not sure if the administration conducted training while one hundred thirty-six (136) or 30.7% perceived that the administration did not conducted training on how to manipulate/use the system. The relationship between the status of implementation of SIAS in terms of knowledge learned of SIAS features by the participants and the level of effectiveness concerning system quality, information quality, and system usability was significant. Student Information and Accounting System of Samar State University is highly effective in terms of its system quality, information quality, and system usability. Since effectiveness of Student Information and Accounting System was significant to the user satisfaction, the university authority may implement an IT policy that will ensure an efficient management and timely maintenance of the system to maximize the user satisfaction.

TABLE OF CONTENTS

Chapter 1

THE PROBLEM AND ITS SETTING

Introduction

The development of information technology has been significant to the growing number of institutions that heavily depend on the computer systems in the electronic operation of their reports (Ghani, 2012). This fast-growing development created an opportunity for an agency to invest in such areas (Sahawneh, Hayek, & Bshayreh, 2016). These investments are expected to bring increased efficiency and effectiveness, as well as better quality services to stakeholders (Semeon, Musa, & Negash, 2015).

As the product of the rapid growth of information technology, information system has been a vital element in an organization. An information system is essential in gathering data and information in an organization placed in one location. The system is usually provided a beneficial task that will replace the human as to keep it in a file as the inventory or other purposes (Hashim, 2013).

According to Makurjee (2012), Student Information System (SIS) is a central system of any university. It serves as the repository of an institution's offerings, record management of the students, billing and fees management, scheduling classes, and operational and management reporting. These functionalities are intended for the purpose of all business procedures of the student lifecycle and are necessary to the

operations of the university and services presented to college students. Hence, this system is responsible to secure interest for change and upgrades.

Samar State University had utilized a Student Information System (SIS) from 2004 – 2016. SIS of SSU was a university in – house project that was developed through the combined efforts of a JAICA volunteer and IT faculty from the respective institution. The said system is web-based and designed for the automation of the enrollment processes. Along with the implementation of the system, it was found out that many problems had occurred using the SIS such as; slow and limited transaction process, limited reports generated, incompatibility on system devices integration, cannot collect payments from the newly enrolled students and unexpected logical problem arose on the operation of the subject fees which leads to conflict of the collection of fees. These reasons brought a decision to the administration to purchase a system that would address those gaps since the primary policy of the institution is to give a quality service to its stakeholders (SSU Quality Policy, BOR No. 80 series 2016).

In 2017, Samar State University acquired the Student Information and Accounting System (SIAS). SIAS is a desktop and web-based system produced by Digital Software Consultancy that offers general features for universities, colleges, and private and government schools as an integrated registrar, cashiering, budget and accounting system. As of 2018, there are already seventy - eight (78) universities and colleges which are currently utilizing the said system in the country: eleven (11) in Cagayan; six (6) in Cordillera; three (3) in Ilocos Norte; two (2) in Ilocos Sur; nine (9) in

Isabela; two (2) in La Union; one (1) in Mindoro; seven (7) in Metro Manila; one (1) in Mindoro; four (4) in Negros Occidental and Iloilo; four (4) in Nueva Viscaya; three (3) in Quirino; five (5) in Samar and Leyte; sixteen (16) in Bicol; two (2) in Palawan and; two (2) in Mindanao. SIAS generally supports accounting and enrollment processes in schools, universities and colleges that respond to the clients' needs in providing frontline services (Digital Software Consultancy, n.d.).

University system is a center of excellence for education, research and community service. As a result, student's information is more complex to managed effectively due to the existing population explosion which is a high demand for university education. Indeed, the need for correct, well timed and relevant dissemination and management of student's information is important for decision – making to be effective in any academic system (Asogwa, Abdullahi, Bello, & Suleiman, 2015).

With the increase of investment and dependence on information technology, companies have come to realize the need for the quality of information, software and systems. In today's environment, controlling quality remains difficult despite on – going effort to improve system and software development (Guimaraes, Armstrong, & Jones, 2017). The information systems usage involves a wide range of risks: from intentional to unintentional information systems misuse; from malware to human errors; etc. Most of these risks can be mitigated or even eliminated by providing an adequate level of information system usability. When the information system includes

advanced tailoring features, the main risk is to obtain an end-user tailored system which lack of usability (Suduc, Bizoi, & Filip, 2010). Therefore, evaluation of an information system in an organization is highly needed.

Thi & Adnan (2016) stated that, evaluating the effectiveness of an information system can offer an opportunity to understand the strengths and limitations of the system. It can then provide a clearer understanding and measures can be made to ensure that the system targets continue to be met. Also, this will help in the development of new systems and the costs can be justified by the benefits of using the system. On the other hand, user satisfaction is a highly personal evaluation, which is strongly influenced by individual requirements (Arshad, Azrin, & Afiqah, 2015). It generally recognized as one of the key measure to ensure that an information system is successful (Ajoye & Nwagwu, 2014).

In view of these facts, it is important that every organization that has invested such, knows the impact of the things that have been invested specifically if quality service is at stake. This was the reason why the researcher took an interest to conduct a study that evaluates the extent of implementation as well as the effectiveness and user satisfaction of Student Information and Accounting System (SIAS) of Samar State University.

Statement of the Problem

This study aimed to evaluate the Samar State University's Student Information and Accounting System (SIAS). Specifically, this study was directed with the following questions:

1. What are the SIAS profile in terms of:
    1.1 software;
    1.2 hardware, and
    1.3 feature?
        1.3.1 Smartcard, and
        1.3.2 registrar
            1.3.2.1 set – up;
            1.3.2.2 class schedule/enrollment;
            1.3.2.3 grades, and
            1.3.2.4 reports
    1.4 discounts/scholarships;
    1.5 cashiering and;
    1.6 accounting
2. What is the status of implementation of SIAS in terms of:
    2.1 knowledge learned about SIAS feature;
    2.2 attendance to training, and
    2.3 extent of utilization?

3. What is the level of effectiveness of SIAS concerning:

   3.1 system quality;

   3.2 information quality, and

   3.3 system usability?

4. What is the level of user satisfaction towards the SIAS concerning:

   4.1 system quality;

   4.2 information quality, and

   4.3 system usability?

5. Is there a significant relationship between the level of effectiveness and the level of user satisfaction of SIAS?

6. Is there significant relationship between the status of implementation and the level of effectiveness of SIAS?

7. Is there significant relationship between the status of implementation and the level user satisfaction of SIAS?

Hypotheses

The following hypotheses were tested in this study:

1. There is no significant relationship between the level of effectiveness, and the level of user satisfaction of the Student Information and Accounting System (SIAS).
2. There is no significant relationship between the status of implementation, and the level of effectiveness of the Student Information and Accounting System (SIAS).

3. There is no significant relationship between the status of implementation, and the level user satisfaction of the Student Information and Accounting System (SIAS).

Theoretical Framework

The present study is based on the Sirgy's (1984) Evaluative Congruity Theory. This theory states that satisfaction cognitive process that compares perception to referent cognition suggested to evaluate the actions. The outcome of this cognitive process will create a motivating state or an emotional state. Customer satisfaction and dissatisfaction is considered an emotional condition because it encourages customers to evaluate alternative ways of reducing existing dissatisfaction and/or achieving a state of satisfaction.

Evaluative Congruity Theory assumes that one or more cognitive congruities can determine the satisfaction of the user, for example between (1) the performance and expectations of the new product prior to its use; (2) performance of the new product after use and performance of the old product before use; (3) expected performance of the product after purchase and performance of the ideal product before purchase and; (4) product expected performance after purchase and product deserved performance after use. These differences are argued to influence customer satisfaction with a particular product.

In addition, this study adopted the Expectancy Disconfirmation of Paradigm of Oliver (1977; 1980). The model means that consumers by goods and service with anticipated performance expectations. The standard against which product is assessed becomes the level of expectation. That is why the result is compared to expectations when the product or service is used. The results would be confirmed if they match the expectation. On the other hand, disconfirmation occurs where expectations and results differ. The customer is satisfied or dissatisfied because of the positive or negative differences between expectation and perception. Indeed, when the performance of the product exceeds customer's expectation and when the service performance is as expected, the gap between expectations and perception is satisfying. In contrast, if the customer's service performance was less than expected, it causes dissatisfaction.

As applied in this study, the information of Sirgy and Oliver's' theories are the source of the researcher to measure the user satisfaction of Student Information and Accounting System (SIAS) of Samar State University in terms of system quality, information quality and system usability. It is assumed that the effectiveness of SIAS will be measured through the end – user satisfaction.

Further, this study is anchored on the DeLone and McLean IS Success Model (2003), wherein this model enables to evaluate the success of IS at different levels system, individual and organizational. Several individual dimensions of success are incorporated into an overall model of IS success; information quality, system quality, individual impact, organizational impact, use, and user satisfaction. According to this

model, information quality deals semantic success; systems quality deals technical success; use, user satisfaction, individual impacts, and organizational impacts deals effectiveness success.

Following the concept, the present study is applying the DeLone and McLean model as a framework to measure the performance of the Student Information and Accounting System of Samar State University. The model can be used to evaluate the SIAS in the following terms: (1) effectiveness would be measured with vital characteristics of Student Information and Accounting System (SIAS) which includes: (a) system quality of the system especially that most of student information processes of the university rely on the system; (b) the quality of the information generated by the system and; (c) the system usability should correspond to its functionalities.

Conceptual Framework

Figure 1 shows the conceptual paradigm of the study. This conceptual framework was constructed based on the Student Information and Accounting System (SIAS) of Samar State University. In the first section, an overview of SIAS is described. SIAS served as the independent variable where software, hardware, features, awareness of features, attendance to training, extent of utilization, system quality, information quality, and system usability relied. The following section explore concepts that constitute building block of this model. Software, hardware, and development variables was defined in order to determine the profile of SIAS. On the other hand, one of the goals of this study was to determine the extent of implementation of SIAS. To measure

the extent of implementation of the said system, awareness of the system's feature, attendance of the faculty, staff and students to training, and extent of utilization variables was considered. Also, to test the effectiveness and how user is satisfied in using the SIAS, system quality, information quality and system usability was evaluated. Furthermore, it assessed if there is significant relationship between the status of implementation of SIAS, and the factors affecting the effectiveness and user satisfaction of the said system. Feedbacks from the respondents were raised and deliberated for the validation of the data.

The researcher assumed that the result of this study would serves as the basis of the administrators for the improvement of the implementation of Student Information and Accounting System of Samar State University.

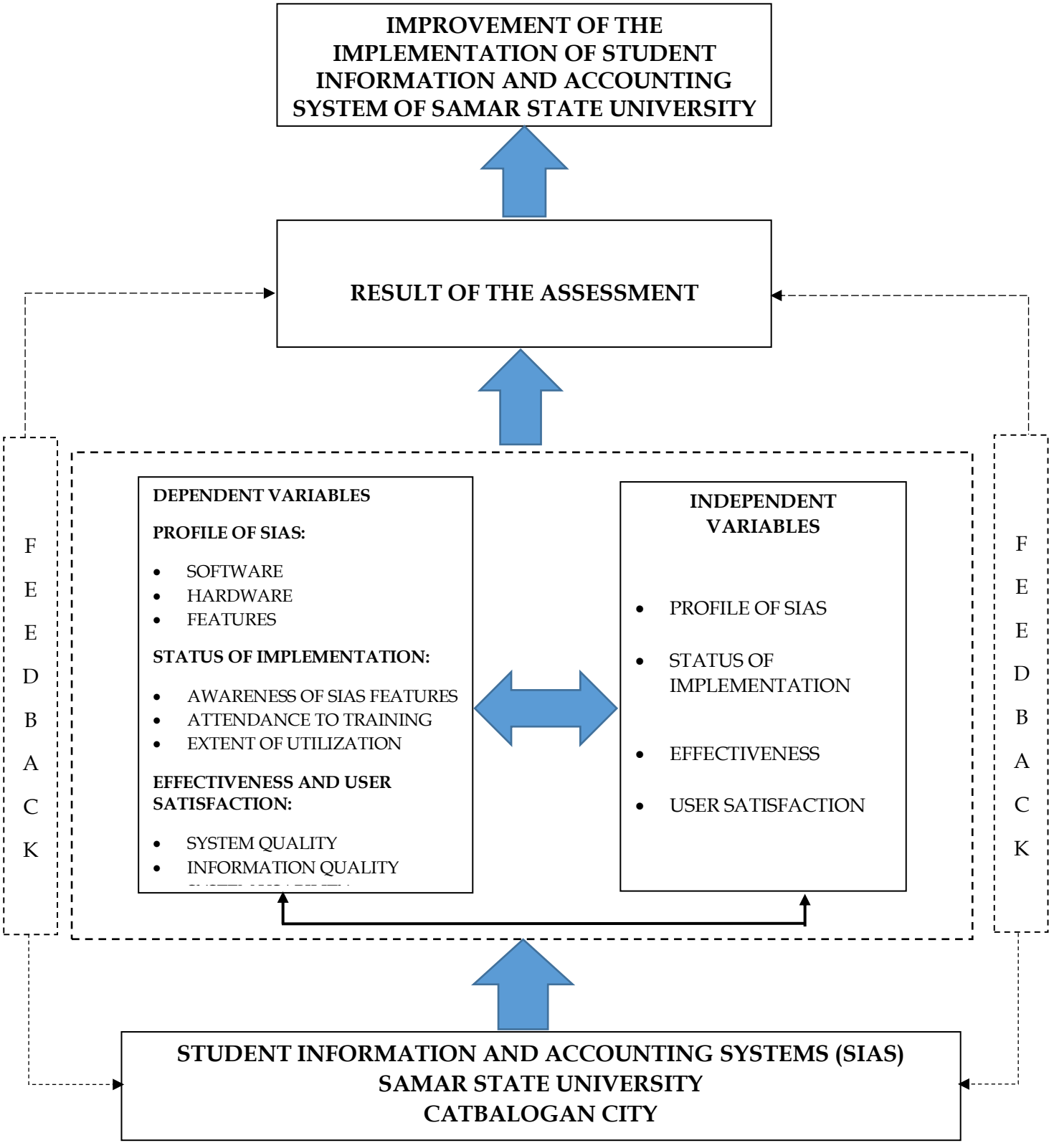

Figure 1. The Conceptual Framework of the Study

Significance of the Study

The findings of this study would be significant to the following recipients:

Administrators. This study is addressed to the university administrators. The results of the study are essential to them because it would serve as a basis of the administrators in making proper recommendations to improve the services of the institution using the SIAS**.** Also, this would guide the administrators in creating guidelines and policies in relation to the full implementation of the said system.

Students. The results of the study would be directly beneficial to the student. Through the recommendations of the study, it would be a big help to the students in a way that their enrollment transactions would be faster and efficient.

Staff. Since they are the front liners in extending services to the stakeholders, the recommendations of the study would be a big help to them in order for them to produce better results in their day to day transactions using the system.

Faculty. The results of the study would give awareness to the faculty regarding the other features of SIAS that they may possibly use in dealing with their functions in instruction, aside from inputting grades in the system.

Samar State University. The results, recommendations and suggestions of the study would be a big contribution to the university specifically in implementing guidelines and policies relative to the deployment of SIAS. With this, the institution would be effective in giving quality service to its stakeholders.

Future Researchers. This study would serve as a baseline in their future researches related to the present study.

Scope and Limitation

This study involves in evaluating the Student Information and Accounting System of Samar State University during the school year 2018 – 2019, one year after it was implemented.

The study used the descriptive - correlational research design in order to determine the extent of implementation, and evaluation along effectiveness and user satisfaction of SIAS. Staff from the different colleges in the campus, cahiers office, registrar's office, assessment office, Office of the Student Affairs and Services and Related Services (OSAS) as well as to the top management which includes the office of the Vice President for Academic Affairs, students, and faculty were the respondents of the said study.

The evaluation was limited to the Student Information, one of the features of SIAS since the Accounting System is not implemented in the university.

Definition of Terms

The following terms are given their conceptual as well as operational definitions to allow readers to understand the nature of this research.

Effectiveness. The degree to which something is successful in producing a desired result (Oxford, 2018). Operationally, it is the capability of the system to generate expected result that is being queried.

Information Quality. The desired feature of the system results in terms of contents and reports (DeLone & McLean, 2003). Operationally, the system gives the right information with no errors as to its displayed information.

Implementation. The process of putting a decision or plan into effect (Oxford, 2019). Operationally, this refers to the process of developing and utilization of the system.

Knowledge. It is an awareness, understanding, or information that has been obtained by experience or study (Cambridge Dictionary, 2019). Operationally, this was the ability of the participants in manipulating the features of Student Information and Accounting System.

Student Information and Accounting System. It is an integrated student and accounting system used in enrollment transactions and accounting services. (Digital Consultancy, n.d.). Operationally, it is the information system to be evaluated.

System Quality. The desirable feature of a system such as system flexibility, reliability, fast response, ease of use, and ease of learning (DeLone & McLean, 2003). Operationally, it is the overall performance of the system that conforms as to functionality, reliability, efficiency, maintainability, and portability.

System Usability. It refers to the ease of use of the software/system (Sagar & Saha, 2017). Operationally, it is the user- friendliness of the SIAS.

User Satisfaction. It is a measure of the degree to which a product or service meets the customer's expectations (TechTarget, 2018). Operationally, it is the user behavior towards the system quality, information quality and service quality.

Chapter 2

REVIEW OF RELATED LITERATURE AND STUDIES

This chapter contains detailed ideas, observations, conclusions and suggestions taken from published journals, books, web – based references which are related to the present study.

Related Literature

Samar State University's Student Information System (SSU-SIS) was primed around year 2003. A team composed of IT employees with the help of JAICA volunteers started conceptualizing the ICT Plan of the university. The said system started with the installation of Local Area Network (LAN), to enable sharing of computer resources like printing and internet connection. Then, in 2004, a first version of locally developed system SSU-SIS was launched to cater the demand of automating the enrollment procedure, and was later on improved and upgraded on the succeeding years.

In 2010, a structured network was installed in the University that served as the backbone to cater the increasing demand of the university in terms of connectivity and networking, this also help improve the speed of the enrollment procedure. But due to the increasing demand of reports and functionality needed from the enrollment system, the SSU-SIS was failed behind to the requirements and features needed. Thus, the ICT conducted benchmarking on the year 2016 from the different SUCs in the region (NSU, ESSU, LNU, WSSU, EVSU) and found out that among those SUCs are using SIAS successfully. Therefore, the ICT has recommended to acquire the Student Information and Accounting System (SIAS) instead of continuing upgrading the

outdated SSU-SIS. However, since SIAS is a closed and commercially developed system, all of its design and development structures are not available to be seen.

The study of Maggay (2017) aimed to develop a fully customized Student Information and Accounting System of Cagayan State University – Lasam Campus to facilitate enrollment and accounting processes. SIAS of CSU - LC operates in multiple computer units over the network having a centralized database for data storage and retrieval. It has different integrated features that support the needs of the frontline service providers and the clients. The overall functionality of the SIAS increased the efficiency of the frontline service providers since most of the processes are computerized and automated. The result of the survey along with quality of services, accuracy of records and reports, and timeliness reveals that SIAS is significant and effective instrument in the delivery of frontline services.

Information system plays a vital role in evolving organizations in the establishments of reliable databases. It has to be updated, easy to use and must assist the flow and computation of the information to achieve its goals and to improve productivity and effectiveness (Al-Hudhaif, 2010). The implementation of information technology sets an impact on the effectiveness of systems operations and efficiency of an organization's performance. Therefore, exploring its operational processes is important (Wiechetek, 2012).

According to DeLone and McLean (2003) research framework, IS effectiveness is not easy to measure from a single dimension. However, most of the researchers used the following subcontracts: system quality, information quality, and system usability as a discrete dimension to capture the key informants' perception on IS effectiveness (Gorla, Somers, & Wong, 2010). Researchers have been recognized the significance of information quality, system quality, and system success as critical components in developing a competitive advantage. Along with

continued research into organizational effectiveness and user satisfaction, new scales and methods are needed (DeLone & McLean, 2003).

Users' satisfaction is the representation of the users' cognitive evaluation of the entire user experience from their interaction with the information system, and technology overtime (Au, Ngai, & Cheng, 2008). Many researchers have identified that end-user satisfaction is a critical factor in the success of an information system (Sharabati, Sulaiman, & Salleh, 2015). Au, Ngai, & Cheng (2008), described user satisfaction as a summary of experiences through their interaction with technology and represent the cognitive assessment of users' overall experience using an information system. In other words, satisfaction is considered to be the consumer's response to fulfillment, i.e. a view that a product service or the product service itself delivers a satisfying performance. In addition, a range of favorable and unfavorable responses have emerged from development in conduct sciences, which give rise to different interpretations of satisfaction in advertising research. Therefore, researchers have gone away overtime from the literal meaning of satisfaction to consumer experience (Oliver, 2010).

According to Kassim, Jailani, Hairuddin, & Zamzuri (2012), assessing users' satisfaction and its factor is an essential instrument to measure the value and effectiveness of the information system investment. This concerns to net benefit in both individual and institutional level (Petter, DeLone, & McLean, 2008). Also, user satisfaction is very important in order to increase the productivity of the task significantly, and if it is not resolved, it can lead to a problem (Norfazlina, Sharidatul Akma, Nurul Adrina, & Noorizan, 2016). Hence, factors of satisfaction have a major impact on productivity, this is because most employees work to meet their needs, leading to significant increase in productivity in the workplace (Halkos & Bousinakis, 2010).

On the other hand, the desired features of an information system include system quality, i. e., ease of use, flexibility of the system, reliability of the system, easy to learn, intuitiveness, advance design, and response time (Petter, DeLone, & McLean, 2008). Ease of use is how users perceive that the information system requires less effort to use. Also, with the flexible information system, the system can be customized on the basis of internal and external changes. The lower the flexibility of the system, the lower the satisfaction which then affects the participation of the user. Moreover, reliability is an important quality indicator of IS. It is the degree to which users trust the IS. Furthermore, easy to learn is essential quality indicators of IS. Natural learning is the extent to which users have perceived the system to be easy to learn. Intuitiveness, advance design and response time as well as system features are essential indicators of IS quality. The response time is the duration of a system's response to an instruction. Longer system response time can cause users to be less satisfied (Al-Mamary, Shamsuddin, & Aziati, 2014).

In addition, information quality is defined by Gustavsson & Jonsson (2008) as the 'fitness for use' concept. Petter et al. (2008), explained information quality as the desirable feature of the system outputs. It includes; relevance, comprehensibility, accuracy, comprehensiveness, currency, timeliness and usability. Furthermore, Arazy et al. (2011) identified the quality of information criteria through accuracy, completeness, clarity, speed, ease, integration, adequacy, objectivity and impartiality, measurability and confidentiality and the integrity of the information concerned. Hence, the information systems should display results that are relevant to the purpose for which it is required, easy to understand, accurate or inferior to error, concise, complete or contain all the information, currency, rapid availability and time to meet information requirements and usability.

International Organization for Standardization (ISO) 9241-11 defines usability in three aspects: effectiveness, efficiency and user satisfaction rating of a product in a particular environment for a specific purpose by a specific user. Effectiveness defines as to the accuracy and completeness of a product's goal; efficiency refers to the effort required to complete a task for a user; and satisfaction relates to a product's comfort and acceptability (Mifsud, 2015). As added by Kom & Kom (2018), usability is one factor in determining the quality of an information system. The level of usability refers to the comfort of use of such software or information system. The higher the usability value, the greater the advantages of the information system for the benefit of users. Horsky et al. (2010) stated that poor usability of information systems delays users' adoption and limits possible improvements in the efficiency and security of services. Therefore, repeated usability assessments are essential to the system design process.

Related Studies

The following studies are cited, in terms of the used variables, nature of the study, and research methodologies which are related with the present study.

A study of Asogwa et al. (2015) aimed to highlight the potential benefits of Student Information Management System (SIMS), the current state of SIMS utilization in Nigerian Universities, the challenges face by the institutions in integrating SIMS for excellent delivery and strategies for proper SIMS integration by Nigerian Universities for the effective and efficient management of Nigerian educational system in a technological age. The study concludes that academic institutions have a full pledge responsibility in providing an effective and qualitative education for societal well - being and this could effectively be achieved by embracing newer technologies that are multifaceted in discharging most of the activities of such institutions. As a result, availability and adequate utilization of newer technologies in the management of student's information will contribute significantly to enhancing institutional effectiveness, university governance and teaching in this era of overpopulation in the universities. The study also observes that the relationship between the digital competence of the teachers and institutional efficiency in technological age is significant.

This study of Asogwa et al. (2015) is similar to the present study since both aimed to evaluate the potential and the current situation of utilization of its university's Student Information System. However, they differ on the respondents were the the researcher used teachers as their respondents while the present study used faculty, staff, and students as the respondents of the study.

In the study of Secreto & Pamulaklakin (2015) entitled Learners' Satisfaction Level with Online Student Portal as a Support System in an Open and Distance eLearning Environment

(ODEL) analyzed how the students are satisfied with the functionality, efficiency, look, ease of use and security of the website. The study assessed the degree of satisfaction of the students who used the said system. Participants indicated that the accessibility, availability, content and appearance of the portal are highly satisfied. Students evaluated the portal on the basis of their experience in using it during enrollment, viewing of grades, requesting for documents, and the like.

A study of Sherifi (2015) entitled Impact of Information Systems in Satisfying Students of the University: Case study from Epoka University analyzed the students' perceptions on the Student Affairs Information System (SAIS) used at Epoka University. The study focused on the dimensions of the student satisfaction on the physical evidence of the service, assurance, responsiveness, reliability, and empathy towards SAIS. It concludes that students are satisfied by the SAIS services and that more qualitative services offered to the students will generate better results and more satisfaction to them.

De Guzman et al. (2017) studied a research entitled Users' Perspective on the Utilization of Student Information Management System, it is intended to determine the level of user perspective on the use of the student information management system in terms of accessibility, convenience, user interface, timeliness, reliability, and privacy and security measures; and the use of the student information management system problems. The study used a descriptive survey method to gather the needed data. The result shows that the students are highly satisfied with the said SIMS.

These studies have relevance to the present study because both studies aimed to determine the satisfaction level of the students towards information's system overall appearance, easiness of use, functionality, efficiency of service and reliability. However, the

present study aimed to determine not only the satisfaction level of the students but also the satisfaction level of the faculty, staff and students towards SIAS. In addition, the study of De Guzman et al. (2017) used descriptive survey as the method in conducting of their study while the present study use descriptive – correlational method to evaluate the effectiveness, user satisfaction, and extent of implementation of the SIAS.

The study of Gürkut & Nat (2017) entitled Important Factors Affecting Student Information System Quality and Satisfaction aimed to understand the impact of System Quality, Information Quality and Information Presentation on Student Information System satisfaction of academic and administrative staff. According to the study, only Information Quality has a direct effect on satisfaction. Then the impact of decision-making as a mediator factor on system satisfaction is measured. The results revealed that System Quality and Information Quality has a significant indirect effect whereas Information Presentation does not have a direct or indirect impact on system satisfaction.

The study of Gürkut & Nat (2017) presented the importance to the study since both directed to determine satisfaction level of the academic staff to the system quality and information quality of the Student Information System. However, they differ in one of the objectives of the study wherein Gürkut & Nat (2017) study includes information presentation as one of the variables in determining the satisfaction level of the academic staff while the present study used system usability as another variable to determine the user satisfaction level of SIAS not only to the academic staff but also to the faculty and students.

Further, the study of Rusli et al. (2013) entitled Usability Analysis of Students Information System in a Public University aimed to discover factors leading to usability problem found in the students' information system. They assigned the usability criteria that

affect user's impressions; useful information, timely access, interface design, and error recovery. The study found that several features that are commonly encountered in this system affect the interaction and satisfaction of users such as level and relevance of information and usability, ease of use and feature.

The study of Rusli et al. (2013) has relevance in the current study because both system usability as one of the variable to measure in evaluation of the Student Information System. However, the study differs in a way that the present study used system usability as one of the variable in determining the level of effectiveness and user satisfaction of the SIAS while Rusli et al. (2013) study directed to determine factors that leads to system usability problem.

Another study conducted by Kom & Kom (2018) entitled Web-based Usability Measurement for Student Grading Information System, dealt with the way in which the use of the student's grade processing application in Atisa Dipamkara high school was measured. Usability is used as one factor in measuring the quality of the information system. The result of the study shows that the usability measurement has the value of 'feasibility' and evidence that the usability variable has a significant influence between usefulness, ease to use and ease to learn variables to user satisfaction variable.

The study of Kom and Kom (2018) shows significance to the present study because both study used usability as one of the variables in their study. However, Kom and Kom (2018) utilized usability to measure the quality of the information system while the present study used usability to measure the effectiveness and user satisfaction of SIAS.

In the study of Gorla et al. (2010), it modeled the relationship between quality and organizational impact of an information systems' (IS). The study hypothesized larger organizational impact in situations where the quality of system, information quality and quality

of service are high. The result shows that IS service quality is the most influential variable, thus, highlighting the importance of IS service quality for organizational performance is essential.

This study of Gorla et al. (2010) is parallel to the present study since both study used information quality and system quality as their variables in their study. However, the study of Gorla et al. (2010) aimed to hypothesized the system quality, information quality and service quality between organizational impact of an information system while the present study directed to hypothesized the relationship of the level of effectiveness between the user satisfaction of SIAS. Also, the present study hypothesized the relationship of the status of implementation and the level of effectiveness and user satisfaction of the said system.

Further, the study of Hakimpoor & Khairabadi (2018) entitled Management Information Systems, Conceptual Dimensions of Information Quality and Quality of Managerial Decisions: Modelling Artificial Neural Networks examined the impact on the quality of management decisions in public organizations in Iran and conceptual dimensions of information quality using the Management Information System (MIS). With the use of the Artificial Neural Networks (ANN) analysis, the results show that when the conceptual dimensions of information quality and MIS are merged it has a stronger and positive effect on quality of managerial decisions.

This study of Hakimpoor & Khairabadi (2018) found to have a relevance to the present study because both studies used information quality as one of the variables of their study. However, the two studies differ in a way that Hakimpoor & Khairabadi's (2018) study used only information quality while the present study used system quality, information quality, and system usability to assess the effectiveness and user satisfaction of SIAS.

Baraka & EL-Gamily, (2013) study entitled Assessing call centers' success: A validation of the DeLone and Mclean model for information system, concerned the assessment of call centers' success. It used DeLone and McLean model to validate information system. The study applied the six success dimensions of the successful model of DeLone and McLean: system quality, information quality, quality of service, use, user satisfaction, and organizational impact to measure call center's performance.

This study of Baraka & EL-Gamily (2013) has similarity as well to the present study, as it adopts a theoretical framework for DeLone and McLean IS success model. However, they vary in a way that Baraka & EL-Gamily' study applied all the dimensions in the DeLone and McLean IS success model while the present study did not apply all the dimensions of the said IS success model. It will only focus on the evaluation of efficiency and user satisfaction of SIAS of Samar State University along with system quality, quality of information and system usability.

According to the study of Al-Mamary et al. (2014) entitled The Relationship between System Quality, Information Quality, and Organizational Performance, aimed to explain the concept of information quality, system quality, and organizational performance, and the relationship between system quality, information quality and organizational performance. The study hypothesized that the system quality, information quality and organizational performance had a positive relationship. It concludes that the system quality has an important impact on system acceptance. It has also an impact on the effectiveness and efficiency of organizational performance in an organization. Hence, easy to use and easy to learn system produces good information quality. Furthermore, quality of information has a significant impact and improve organizational performance on the acceptance of information systems.

Moreover, the study Al-Mamary et al. (2014) has shown to have relevance to the present study because both study used system quality and information quality as determinants in their study. However, they vary in some of the determinants of their study. The present study did not only use the system quality and information quality as determinants but also system usability. In addition, the study of Al-Mamary et al. (2014) hypothesized the relationship between the informational quality, system quality, and organizational performance while the present study hypothesized the extent of implementation of SIAS and the level of effectiveness and the satisfaction of the user towards SIAS.

The aforementioned studies discussed thoroughly about assessing the impact of an information system in some factors such as; user's satisfaction, system quality, and usability. With these, the researcher was able to incorporate the concepts of the said studies only that the present study differs wherein it focused on assessing the effectiveness and user satisfaction of Student Information and Accounting System (SIAS) of Samar State University. On the other hand, the present study hypothesized between the relationship between the status of implementation of SIAS, and level of effectiveness and user satisfaction. Also, the present study used descriptive - correlational survey methodology to collect the data needed to come up a result.

Chapter 3

METHODOLOGY

This chapter discusses the methodology employed by the researcher in this study. Among the items are discussed in detail are research design, instrumentation and its validation, sampling procedures, data gathering procedure and the statistical treatment of data.

Research Design

In this study, the researcher used descriptive - correlational design. Descriptive - correlational research design was used in gathering data that concerns the present situation to determine the effectiveness and user satisfaction of Student Information and Accounting System of Samar State University, as well as the significant relationship between the status of implementation and the factors affecting the effectiveness and user satisfaction of the said system.

Instrumentation

The instruments that were used by the researcher in gathering the necessary data are the following:

Questionnaire. The questionnaire for the respondents contained with six parts. It was filled out by the identified faculty, staff, students of Samar State University. The parts of the questionnaire are as follows:

Part I, contained the profile of the respondents. This was composed of Department/Office of the respondents for the purpose of validating response for the remaining parts of the questionnaire.

Part II, contained checklist of the features of Student Information and Accounting System for the evaluation of the knowledge learned of the user about the said system's features. Since some features of the system are restricted to the other users, there were different questions under this part for the staff from different colleges and registrar, faculty, student, assessment office, accounting office, Office of the Student Affairs and Services (OSAS), and cashier's office.

Part III, contained questions to identify the attendance of the respondents to the training conducted on how to use the SIAS.

To determine the effectiveness and user satisfaction along system quality, system usability and information quality of SIAS, Part IV and V of the questionnaire contained variables with the following five – point scale: for the evaluation of the effectiveness; 5 – Extremely Effective (EE), 4 – Highly Effective (HE), 3 – Moderately Effective (ME), 2 – Slightly Effective (SE), and 1 – Not Effective (NE) while to determine the user satisfaction the following five – point scale will be used: 5 – Extremely Satisfied (ES), 4 – Highly Satisfied (HS), 3 – Moderately Satisfied (MS), 2 – Slightly Satisfied (SS), and 1 – Not Satisfied (NS). In this part, each item is comprehensively discussed through the use of a rubrics. Lastly, Part VI contained an area for the recommendations/suggestions of the user.

Validation of Instrument

The survey questionnaire used to evaluate the status of implementation, effectiveness and user satisfaction of SIAS as to its system quality, system usability and information quality was based on Ramezan (2009) and Ajoye (2014). Since some of the questions in the survey questionnaire were made by the researcher, required activities were undertaken.

The researcher read related studies in preparation of the questionnaire and consulted five (5) IT faculty with at least three (3) years in service for the expert validation of the said instrument. Comments and suggestions by the experts were considered and integrated into the questionnaire in its final draft.

Then, the test instrument was subjected to reliability test using the Inter – rater. Inter – rater represents the extent to which different reviewers assign the same score to a particular variable on a rubric (Chong & Romkey, 2016). According to Jonsson and Svingby (2007), two raters who are under restrained conditions is enough to produce acceptable levels of inter-rater agreement. The said instrument was pilot tested and resulted 0.90 inter-rater agreement. According to Cohen (1960) and Fleiss (1971), for a test instrument to be considered standardized and a good instrument, inter-rater agreement must range from 0.81-1.00. Thus, this instrument was reliable.

Sampling Procedure

There were 443 identified users of SIAS that served as the participants of the study. Out of 443 faculty, there were 73 faculty, 38 staff, and 332 were first year college

students. In order to yield more reliable result, total enumeration sampling was used to get the number of respondents for staff, while purposive sampling for faculty and students.

The following tables show the sampling frame of the study:

Table 1. Sampling Frame of the Faculty Respondents

Name of Department/Offices	**Number of Respondents**
College of Arts and Sciences	31
College of Engineering	4
College of Nursing and Health Sciences	11
College of Education	17
College of Industrial Technology	5
CASPED	5
Total No. Respondents	**73**

Table 2. Sampling Frame of the Staff Respondents

Name of Department/Offices	**Number of Respondents**
College of Arts and Sciences	2
College of Engineering	2
College of Nursing and Health Sciences	1
College of Education	3
College of Industrial Technology	3
College of Graduate Studies	4
Registrar's Office	10
Assessment Office	1
Cashier's Office	5
Office of the Vice President for Academic Affairs	1
Office of Student Affairs and Services	6
Total No. Respondents	**38**

Table 3. Sampling Frame of the Student Respondents

Name of Department/Offices	Number of Respondents
College of Arts and Sciences	84
College of Engineering	38
College of Nursing and Health Sciences	38
College of Education	65
College of Industrial Technology	107
Total No. Respondents	**332**

Data Gathering Procedure

The researcher conducted an interview to the faculty, staff and students of the different colleges and selected offices of the university who are the users of SIAS. The data gathered from the interview was a big help to the researcher in determining the variables of the study. On the other hand, to fully define the variables of the study, the researcher also conducted an observation on the actual transactions of the system. Afterwards, the researcher sought permission from the University President of Samar State University to conduct this study. Upon approval, the researcher personally visited the concerned office(s) for the purpose of gathering data. Each participant was given a consent form which includes an agreement that they conform to whatever settlement enclosed. Survey questionnaire was given to the faculty, staff and students as the identified respondents of the study. In addition, the researcher asked an assistance coming from office of the dean of the different colleges for the fast distribution of the questionnaire. Then, the answered questionnaires by the respondents were collected by the researcher for the interpretation of the gathered data.

Statistical Treatment of Data

The researcher used quantitative research approach in analyzing and interpreting the data. It is quantitative where it structures data collection instrument and produce results that generalize, compare and summarize the status of implementation, level of effectiveness and user satisfaction of the SIAS towards system quality, information quality and system usability.

Statistical tools that were used to analyze the data gathered are the following:

Frequency Count. This statistical tool was used to determine the frequency of the number of responses on the suggestions given by the respondents that are doable and related to the improvement of the system.

Standard Deviation. This was used to determine the variability of responses of the respondents along extent of implementation, effectiveness and user satisfaction of the system.

Weighted Average. This was used to determine the extent of implementation of the SIAS, level of effectiveness and the level of satisfaction of the respondents towards the system.

Pearson R. This statistical tool was used to determine the correlation between the level of effectiveness of the system and the factors affecting the user satisfaction.

Ethical Consideration

This study followed ethical standards for the respondents ' safety and security. The following ethical guidelines were implemented:

Respect for People's Right and Dignity. The researcher provided sufficient information and assurance that the respondents of the study were informed about the implications of their participation and reached a fully informed, considered and free decision on whether or not to participate without exerting any pressure. The following were deliberated to the respondents of the study: (1) the purpose and objectives of the study (2) period and extent of involvement; (3) voluntary participation; (4) right to withdraw from his/her participation in the study if he/she wished to do so; (5) secrecy and privacy; (6) mutual responsibility; (7) contact person; and (8) assurance that they would be informed whatever the result of the study.

Justice. The researcher was responsible for the fair treatment of the respondents. Also, when the respondents are put in a situation of inconvenience and considerable discomfort, the researcher was reasonable to compensate the respondents for the inconveniences they experienced due to their involvement in the research project. However, the researcher ensured that the compensation would not put the respondents to the risk of financial gain.

Truthfulness. The researcher made sure that there is no dishonesty in the conduct of the study at any phase.

Integrity. The researcher took the interpretation of the data according to the standard way of analysis. Also, the researcher consulted a statistician to verify the accuracy of the result from the assessment that was conducted.

Privacy and Confidentiality. The researcher ensured that the personal data of the respondents are kept confidential and private. Respondents guarantee that their identity would not be disclosed, from the collection of data, managing and storage processes would protect anonymity such as: (1) respondents did not ask to disclose their names on the questionnaire; (2) data collected from the respondents were kept in private wherein only the researcher can access and; (3) answered questionnaires were disposed through shredding.

Chapter 4

PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA

This section presents the result and discussion of the study. This chapter is divided into profile of SIAS, status of implementation, level of effectiveness and level of user satisfaction, relationship between the level of effectiveness and the factors affecting the user satisfaction of SIAS, relationship between the status of implementation and the factors affecting the level of effectiveness of SIAS, and relationship between the status of implementation and the factors affecting the user satisfaction of SIAS.

Profile of Student Information and Accounting System

The following are the profile of SIAS in terms of its software, hardware and features:

Software

The programming language used in the development of SIAS is C#.NET. C#.NET is a simple, modern, object – oriented, and type – safe programming language and a free, cross-platform, open source developer platform for building many different types of applications. For its database, it utilized MySQL/MariaDB. This database server is one of the most popular database servers in the world that was made by the original developers of MySQL and guaranteed to stay open source. Notable users include Wikipedia, WordPress.com and Google. Using this kind of technology guarantees that the system

would be more robust and fail-proof, and is supported to last since it is supported by big companies.

Hardware

Student Information and Accounting System of Samar State University is not network and resource hogging application, thus, it only requires a minimum of computer and network to operate. In spite of the low requirements of the system in terms of its hardware, still the university had structured cabling installed using category 6 cables as the main backbone of the system. With this, the university is more than capable of running the system including other network operation within the university.

Network Infrastructure

As shown in figure 1, the blue lines represent the network backbone connectivity of the university. SIAS is installed and located in the Research Office Building which is shown with data symbol, and from then, each colleges building including the administration building are interconnected in the backbone of the network as represented by the square boxes that serves as the main hub of the network connectivity. Further, those computers in each department and offices are connected to the building hub to enable the user to connect to the university's backbone network.

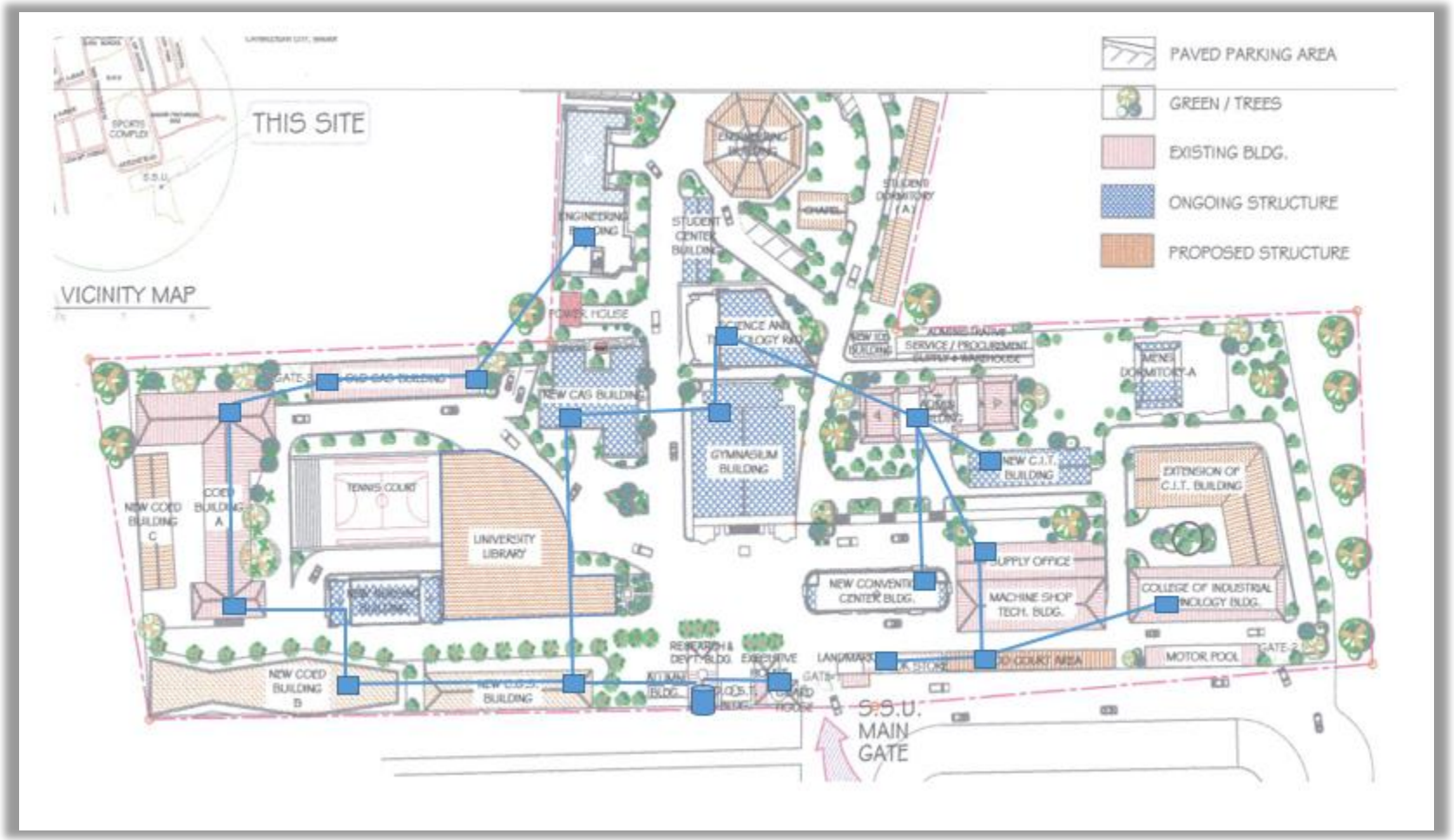

Figure 2. SIAS Network Infrastructure

Features

Student Information and Accounting System of Samar State University is a fully integrated registrar, cashiering, budget and accounting software. The said system can utilize TCP/IP LAN Server or HTTP Internet/Cloud Server, 100% upgradable to SIAS Online 3.x without migration. In addition, updates of SIAS can be uploaded to the server from one workstation (or server itself), workstations automatically detects, downloads and installs the latest version from server, user passwords are stored in at least Hash-256-bit standard algorithm, encrypted data are stored in at least AES-256-bit standard algorithm. Further, all reports that the SIAS generated can be exported to MS Excel 5.0, 2003 and 2007 formats, can be previewed on screen before printing, and all custom reports are stored in the database. Moreover, the said system has the following specific features:

Table 1

Specific Features of Student Information and Accounting System

Features of Smartcard Information Kiosk	Integrated information kiosk system for viewing grades, accounts & queue using smartcards IDs
	Integrated online real-time cloud queuing system using smartcards IDs
	Smartcard or biometric touch screen wall-mounted information kiosk
	Integrated teller/counter module using smartcard IDs for more efficient
	Updates on queue status are real-time in all information kiosks
	Can add/delete/enable/disable offices which is reflected in kiosks in real-time.
	Caters to all offices such Registrar, Cashier, Enrollment, Guidance, Scholarship, Promissory, Deans, etc.
Features for Registrar **A. Set – up**	User-defined credentials/admission documents
	Monitoring of submission of credentials/admission documents
	Summary report on submitted/unsubmitted documents required for graduation
	User-defined periods on code, description, enrollment, adding/dropping & validation

	User-defined grading terms for any period like Prelim, Midterm, etc.
	User-defined table for the transmutation of grades from other grading systems like SUC (1.0, 3.0, etc), Percentile (75, 98, etc), Ateneo (A+,B-, etc), La Salle (4.0, 3.0, etc), and others
	User-defined courses and form-9 categorization per course
	User-defined subjects on code, course no., description, units, tuition, lec, lab, hours
	Facility to easily arrange the subjects globally based on classification
	Pre-requisites, co-requisites, equivalence can be defined on each subject
	Easy access to shared/synchronized subjects among all courses and curricula
	User-defined curricula with support effectivity year
	Change of Code/Name Authorization Protection
B. Class Schedule / Enrollment	Entry of class schedule which automatically detects conflicts
	Class schedule supports multiple rooms and/or teachers per class
	Facility to copy schedules of one class or whole period to another period
	Automatic generation of minimal class codes for fast encoding of enrollment
	Facility to limit, freeze, unfreeze or dissolve enrollment in any section or class
	Generates rooms assignment (tabular) and utilization (color coded) reports
	Creation of student accounts with automatic permanent or temporary ID
	Facility to merge a duplicate student account (including all its transactions) into the original account so that the duplicate account can then be deleted.
	Integrated smartcard reader for student identification (no need to type student ID)
	Facility to import all student ID pictures stored in a folder
	Enrollment: Identification for New, Freshman, Returnee, Shiftee, Graduating, Transferee, Cross Enrollee, Foreigner, etc.
	Encoding of enrolled subjects by block section for regular students
	Use class codes (separated by space entered in one line only) for irregular students
	Automatically finds available schedules for the problematic subjects of student
	Automatically computes and prints student assessment after encoding
	Adding and dropping of subjects with automatic re-assessment
	Transfer students from one class to another or subjects of student to another section
	Saves student performance, absences and violations
	Viewing and printing of Student Profile
	Reports on absences from student-attendance monitoring system.
C. Grades	Entry of grades by teacher or registrar through network
	Controlled editing of grades through authorization and privilege
	Changes to grades are logged by the system for auditing

	Export and import grades encoded in MS Excel by teacher or department
	Supports standard grading systems of SUCs, Ateneo, La Salle, Percentile, etc.
	Can input grades in all terms such as Prelim, Midterm & Finals with option to automatically compute the Final Grade
	Entry of external grades (transferees) using original codes, descriptions, grades and grading system
	Generates periodic average for the determination of academic achievers
	Generates general weighted average (GWA) from any period to any period
	Monitoring and replacement of incomplete (INC) to a failed grade value
	Monitoring of teacher's progress in grade entry (finished/unfinished) with pass/fail statistics for management action
	Automatically evaluate students based on their respective curriculum
	Automatic crediting of internal and equivalent subjects
	System assisted crediting of external subjects (from other schools)
D. Reports	Generates report on encoded grades that were not enrolled by students
	Generates report unsubmitted credentials/admission documents required
	Generates report on candidates for graduation with summary on unfinished subjects and lacking documents.
	Prints diploma of all graduating students on the fly
	Prints all enrollment reports like masterlist, enrollment list, etc.
	Masterlist provides additional info on units (lec/lab) with filter options by level, department, course, year, gender, classifications (new, old, freshmen, returnee, shifter, regular, graduating, cross enrollee, transfee, etc.)
	Generates official class list or control sheet by department, teacher or subject
	Report on all enrolled students on a particular subject(s)
	Generates instructors loads and teacher's programs with info on class sizes
	Report on laboratory/professional subjects with info on related charges
	Real-time statistics on enrollment data for management monitoring
	Prints general schedule with filter on open, closed, newly open, dissolved classes
	Statistical reports on enrollment by subject, credits earned, lecture/laboratory units and head count (FTE)
	Summary reports on reserved/confirmed, old/new and gender all can be displayed by course, department with year level in columns
	Prints Certifications of Enrollment, Billing and Grades
	Prints Transcript of Records, True Copy of Grades, Scholastic Records, Form-9 and Diploma
Features for Scholarship/Discounts	Supports multiple discounts/scholarship grants availed by single student
	User-defined discounts/scholarships and classifications
	Option to define internal and external scholarships
	Option for grantees that will be automatically validated even without payment

	User-defined options on maximum units, rates on tuition, misc, lab, others and for fixed amount.
	Option to include or exclude specific fees in the computation.
	Entry of discount/scholarship grantees with option to automatically compute
	Distribution of payment to grantees from the amount paid by sponsor
	Automatically debits/credits to the receivable ledgers of sponsors
	Reports on List of Grantees, Tuition & Other Discounts, Summary of Discounts/Scholarships, Detailed Report on Discount/Scholarships with distribution on affected fees and Summary on Collected Fees
Features for Assessment	User-defined Assessment Setup criteria by level, department, course, year, class code, new, old, freshmen, returnee, shifter, transferee, cross enrollee, graduating, foreigner, exclusive and special
	Assessment Setup for no tuition, sole subject, late enrollees and adding/dropping
	Assessment Setup charges can be configured per unit, per subject, per hour, fixed amount, or packaged
	Report on laboratory and professional subjects that were not/missed charged
	Automatic assessment of enrollment (no need for a separate step for assessment)
	Automatic re-assessment of students when some fees have changed or corrected
	Generation of Statement of Accounts with options to filter by period, as of date, fee, level, department, course, year and student names.
	Prints reminder slips, examination permits and student clearances
	Detailed Report on Assessments (Fees on columns), Enrollment/Assessment Summary, Assessment by Fee, Summary by Department, Summary of Assessment and Collections
	Schedule Summary Report: No of students, units, tuition, laboratory, miscellaneous, other, all and total fees
Features for Cashiering	Integrated smartcard reader (no need to type student IDs)
	Automatic computation of required payment for down payment and examinations
	Automatic detection of period based on last transaction of student
	Automatic distribution of paid amount to both assessed and adjusted fees
	Automatically posts assessed fee payment to student ledger
	Automatically posts collected fees to subsidiary accounts (Publication, Guidance, NSTP, Insurance, etc.)
	Automatically posts discounted fees to sponsor ledgers
	Automatic segregation of funds for deposits
	Entry of deposits to bank accounts with respect to fund segregation
	Supports both cash basis and accrual accounting

	Generation of reports such as Official Receipts Listing, Collection Details, Summary of Assessment and Collections, Collection of Assessed Fees, Collection by Fee, Summary of Collections, Collection for Deposit, Daily/Monthly Cash Report, Cash Receipts Record, Cash Book, Report of Collections and Deposits, Summary of Report of Collections and Deposits, Daily Cashiers Summary
Features for Accounting	User-defined Chart of Accounts on code, description, type, parent account, contra, subsidiary, order no, etc.
	User-defined Accounts for Allotment and Obligations
	User-defined fees on code, description, type (tuition, miscellaneous, laboratory, other, non-assess and non-school), collection/income account, fund, nature of collection and priority level
	User-defined Funds, Banks and Bank Accounts
	User-defined Assessment Setup criteria by level, department, course, year, class code, new, old, freshmen, returnee, shifter, transferee, cross enrollee, graduating, foreigner, exclusive and special
	Assessment Setup for no tuition, sole subject, late enrollees and adding/dropping
	Assessment Setup charges can be configured per unit, per subject, per hour, fixed amount, or packaged
	Added laboratory and other charges for laboratory/professional subjects
	User-defined down payment options by level, department, course or year where required down payment, charge rate, distribution and computation can be defined
	Configuration of periodic exams with inclusive dates for collection purposes
	Report on laboratory and professional subjects that were not/missed charged
	Automatic assessment of enrollment (no need for a separate step for assessment)
	Automatic re-assessment of students when some fees have changed or corrected
	Generation of Statement of Accounts with options to filter by period, as of date, fee, level, department, course, year and student names.
	Prints reminder slips, examination permits and student clearances
	Detailed Report on Assessments (Fees on columns), Enrollment/Assessment Summary, Assesment by Fee, Summary by Department, Summary of Assessment and Collections
	Schedule Summary Report: No of students, units, tuition, laboratory, miscellaneous, other, all and total fees
	Reports on Detailed Transactions, Inactive Accounts, Cumulative Ledger, Periodic Exam Accounts, Exam Accounts Summary, Due Accounts, Summary of Accounts, Accounts Balances, Adjustments, Masterlist of Student Receivable, Balance Forwarded and Aging of Student Receivables
	Entry and monitoring of Promisory Notes
	Entry of Adjustments which automatically updates student ledger
	Posting of Reminders to cashier
	Prints periodic examination summary of collectibles
	Entry for Vouchers Payable

	Entry for Allotments and Obligation Requests
	Transaction entries for cash and check disbursements
	Transaction entries for Check Issuance, Encashment, Cancellation and other Bank transactions
	Breakdown/Summary of Obligations, Statement of Allotment and Obligations
	Reports on Check Register, Check Disbursement Record, and Check Disbursement Journal
	Transaction entries for general journal and journal entry voucher
	Reports on Journal Entries, General Ledger, Receivables Ledger and Payables Ledger
	Generates Summary of Debits and Credits
	Generates Trial Balance, Income Statement and Balance Sheet

Figure 3. Smartcard Information Kiosk of Samar State University

Figure 4. Actual Use of Smartcard Information Kiosk of Samar State University

Status of the Implementation of Student Information and Accounting System

The following are the status of the implementation of SIAS in terms of the knowledge learned of the participants about the SIAS feature, attendance to training of the participants and the extent of utilization of the said system:

Knowledge Learned about the SIAS features

Table 2

Status of Implementation of SIAS in terms of the Knowledge Learned about the Features by the Assessment Office Staff

	Indicators	$\bar{X}w$/Interpretation	
1.	User-defined Assessment Setup criteria by level, department, course, year, class code, new, old, freshmen, returnee, shifter, transferee, cross enrollee, graduating, foreigner, exclusive and special	5.00	E
2.	Assessment Setup for no tuition, sole subject, late enrollees and adding/dropping	5.00	E
3.	Assessment Setup charges can be configured per unit, per subject, per hour, fixed amount, or packaged	5.00	E
4.	Report on laboratory and professional subjects that were not/missed charged	5.00	E
5.	Automatic assessment of enrollment (no need for a separate step for assessment)	5.00	E
6.	Automatic re-assessment of students when some fees have changed or corrected	5.00	E
7.	Generation of Statement of Accounts with options to filter by period, as of date, fee, level, department, course, year and student names.	5.00	E
8.	Prints reminder slips, examination permits and student clearances	4.00	G
9.	Detailed Report on Assessments (Fees on columns), Enrollment/Assessment Summary, Assessment by Fee, Summary by Department, Summary of Assessment and Collections	5.00	E
10.	Schedule Summary Report: No of students, units, tuition, laboratory, miscellaneous, other, all and total fees	5.00	E
	Grand Mean	**4.90**	**E**

Legend:

4.51-5.00 Excellent (E) /Able to teach someone else
3.51-4.50 Good (G) / Able to practice independently
2.51-3.50 Average (A) / Has some experience but needs supervision
1.51-2.50 Fair (F) / Know something but no experience
1.00-1.50 Poor (P) / Know nothing

In this table, it shows that the participants perceived excellent/able to teach someone else with a score of 5.00 as to nine (9) out of ten (10) indicators. Indeed, it is evident that the staff from the assessment office was able to teach someone else with the indicators below as the grand mean resulted 4.90.

Table 2

Status of Implementation of SIAS in terms of the Knowledge Learned about the Features by the Faculty

	Indicators	$\bar{X}$w/Interpretation	
1.	Entry of grades by teacher or registrar through network.	4.16	G
2.	Controlled editing of grades through authorization and privileged.	3.88	G
3.	Changes to grades are logged by the system for auditing.	3.62	G
4.	Exports and import grades encoded in MS Excel by teacher or department.	3.23	A
5.	Supports standard grading systems of SUCs (Ateneo, La Salle, Percentile, etc.).	3.05	A
6.	Can input grades in all terms such as Prelim, Midterm and Finals with option to automatically compute the Final Grade.	3.77	G
7.	Entry of external grades (transferees) using original codes, descriptions, grades and grading system.	3.07	A
8.	Generates periodic average for the determination of academic achievers.	3.04	A
9.	Generates general weighted average (GWA) from any period to any period.	3.21	A
10.	Monitoring and replacement of incomplete (INC) to a failed grade value.	3.34	A
11.	Monitoring of teachers' progress in grade entry (finished/unfinished) with pass/fail statistics for management action.	3.29	A
12.	Automatically evaluate students based on their respective curriculum.	3.07	A
13.	Automatic crediting of internal and equivalent subjects.	2.99	A
14.	System assisted crediting of external subjects (from other schools).	3.01	A
	Grand Mean	**3.34**	**A**

Legend:

4.51-5.00 Excellent (E) /Able to teach someone else
3.51-4.50 Good (G) / Able to practice independently
2.51-3.50 Average (A) / Has some experience but needs supervision
1.51-2.50 Fair (F) / Know something but no experience
1.00-1.50 Poor (P) / Know nothing

This table presents the status of the implementation of Student Information and Accounting System in terms of the knowledge learned by the faculty from different colleges/department of the different features of the said system. Participants perceived good/able to practice independently as to the indicators, "Entry of grades by teacher or registrar through network", "Controlled editing of grades through authorization and privileged", "Changes to grades are logged by the system for auditing", and "Can input grades in all terms such as Prelim, Midterm and Finals with option to automatically compute the Final Grade". Meanwhile, participants scored average/has some experience but still requires supervision with the rest of the indicators. Therefore, this result implied that majority of the faculty members have some experienced but requires supervision of the features of SIAS as the grand mean resulted 3.34.

Table 2

Status of Implementation of SIAS in terms of the Knowledge Learned about the Features by the Students

	Indicators	$\bar{X}$w/Interpretation	
1.	Integrated information kiosk system for viewing grades, accounts & queue using smartcards IDs	4.47	E
2.	Integrated online real-time cloud queuing system using smartcards IDs	4.01	G
3.	Smartcard or biometric touch screen wall-mounted information kiosk	4.15	G
4.	Integrated teller/counter module using smartcard IDs for more efficient	4.03	G

5.	Updates on queue status are real-time in all information kiosks	3.91	G
6.	Can add/delete/enable/disable offices which is reflected in kiosks in real-time.	3.51	G
7.	Caters to all offices such Registrar, Cashier, Enrollment, Guidance, Scholarship, Promissory, Deans, etc.	4.03	G
	Grand Mean	**4.02**	**G**

Legend:

4.51-5.00 Excellent (E) /Able to teach someone else
3.51-4.50 Good (G) / Able to practice independently
2.51-3.50 Average (A) / Has some experience but needs supervision
1.51-2.50 Fair (F) / Know something but no experience
1.00-1.50 Poor (P) / Know nothing

This table illustrates the status of the implementation of Student Information and Accounting System in terms of the knowledge learned by the students from different colleges/department of the different features of the said system. Participants scored 4.47 as they perceived excellent/able to teach someone else with the indicator Integrated information kiosk system for viewing grades, accounts & queue using smartcards IDs. However, majority of the participants scored good/able to practice independently with the six (6) indicators. Hence, students were able to practice independently with the features of SIAS as the grand mean resulted 4.02.

Table 2

Status of Implementation of SIAS in terms of the Knowledge Learned by the Student Affairs and Services' Office Employees and Staff

	Indicators	$\bar{X}$w/Interpretation	
1.	Supports multiple discounts/scholarship grants availed by single student	3.17	A
2.	User-defined discounts/scholarships and classifications	3.17	A
3.	Option to define internal and external scholarships	3.17	A
4.	Option for grantees that will be automatically validated even without payment	3.17	A
5.	User-defined options on maximum units, rates on tuition, misc, lab, others and for fixed amount.	3.17	A

6.	Option to include or exclude specific fees in the computation.	3.17	A
7.	Entry of discount/scholarship grantees with option to automatically compute	3.00	A
8.	Distribution of payment to grantees from the amount paid by sponsor	3.17	A
9.	Automatically debits/credits to the receivable ledgers of sponsors	3.00	A
10.	Reports on List of Grantees, Tuition & Other Discounts, Summary of Discounts/Scholarships, Detailed Report on Discount/Scholarships with distribution on affected fees and Summary on Collected Fees	3.00	A
	Grand Mean	**3.12**	**A**

Legend:

4.51-5.00 Excellent (E) /Able to teach someone else
3.51-4.50 Good (G) / Able to practice independently
2.51-3.50 Average (A) / Has some experience but needs supervision
1.51-2.50 Fair (F) / Know something but no experience
1.00-1.50 Poor (P) / Know nothing

As presented in this table, participants perceived "average/has some experience but still requires supervision" to all the features of SIAS. Therefore, it is evident that all staff and employee from OSAS has some experience but still requires supervision in manipulating the aforementioned indicators as the grand mean resulted 3.12.

Table 2

Status of Implementation of SIAS in terms of the Knowledge Learned about SIAS Features by the Cashier's Office Employees and Staff

	Indicators	$\bar{X}$w/Interpretation	
1.	Integrated smartcard reader (no need to type student IDs)	3.40	A
2.	Automatic computation of required payment for down payment and examinations	3.80	G
3.	Automatic detection of period based on last transaction of student	3.60	G
4.	Automatic distribution of paid amount to both assessed and adjusted fees	4.60	E
5.	Automatically posts assessed fee payment to student ledger	4.80	E
6.	Automatically posts collected fees to subsidiary accounts (Publication, Guidance, NSTP, Insurance, etc.)	4.80	E
7.	Automatically posts discounted fees to sponsor ledgers	3.00	A
8.	Automatic segregation of funds for deposits	5.00	G

9.	Entry of deposits to bank accounts with respect to fund segregation	5.00	G
10.	Supports both cash basis and accrual accounting	4.00	A
11.	Generation of reports such as Official Receipts Listing, Collection Details, Summary of Assessment and Collections, Collection of Assessed Fees, Collection by Fee, Summary of Collections, Collection for Deposit, Daily/Monthly Cash Report, Cash Receipts Record, Cash Book, Report of Collections and Deposits, Summary of Report of Collections and Deposits, Daily Cashiers Summary	5.00	E
	Grand Mean	**4.36**	**G**

Legend:

4.51-5.00 Excellent (E) /Able to teach someone else
3.51-4.50 Good (G) / Able to practice independently
2.51-3.50 Average (A) / Has some experience but needs supervision
1.51-2.50 Fair (F) / Know something but no experience
1.00-1.50 Poor (P) / Know nothing

This table presents the status of the implementation of Student Information and Accounting System in terms of the knowledge learned about the different features of the said system by the staff and employees from the Cashier's Office. Participants are able to practice independently with the features 'Automatic detection of period based on last transaction of student', 'Automatic detection of period based on last transaction of student', 'Automatic segregation of funds for deposits', and 'Entry of deposits to bank accounts with respect to fund segregation' as they scored 'good'. Indeed, this result implied that majority of the participants were able to practice independently with the aforementioned indicators as the grand mean resulted 4.36.

Table 2

Status of Implementation of SIAS in terms of the Knowledge Learned about the Features by the Registrar's Office Employees and Staff

	Indicators	$\tilde{X}_w$/Interpretation	
A.	**Setup**		
1.	User-defined credentials/admission documents	4.10	G
2.	Monitoring of submission of credentials/admission documents	3.20	A
3.	Summary report on submitted/unsubmitted documents required for graduation	2.60	A
4.	User-defined periods on code, description, enrollment, adding/dropping & validation	4.00	G
5.	User-defined grading terms for any period like Prelim, Midterm, etc.	4.10	G
6.	User-defined table for the transmutation of grades from other grading systems like SUC (1.0, 3.0, etc), Percentile (75, 98, etc), Ateneo (A+,B-, etc), La Salle (4.0, 3.0, etc), and others	3.70	G
7.	User-defined courses and form-9 categorization per course	3.00	A
8.	User-defined subjects on code, course no., description, units, tuition, lec, lab, hours	3.80	G
9.	Facility to easily arrange the subjects globally based on classification	3.10	A
10.	Pre-requisites, co-requisites, equivalence can be defined on each subject	2.80	A
11.	Easy access to shared/synchronized subjects among all courses and curricula	3.90	G
12.	User-defined curricula with support effectivity year	3.10	A
13.	Change of Code/Name Authorization Protection	3.80	G
Sub-mean		**3.48**	**A**

B.	**Class Schedule / Enrollment**		
1.	Entry of class schedule which automatically detects conflicts	4.10	G
2.	Class schedule supports multiple rooms and/or teachers per class	3.00	A
3.	Facility to copy schedules of one class or whole period to another period	3.10	A
4.	Automatic generation of minimal class codes for fast encoding of enrollment	4.20	G
5.	Facility to limit, freeze, unfreeze or dissolve enrollment in any section or class	3.10	A
6.	Generates rooms assignment (tabular) and utilization (color coded) reports	3.10	A
7.	Creation of student accounts with automatic permanent or temporary ID	4.50	G
8.	Facility to merge a duplicate student account (including all its transactions) into the original account so that the duplicate account can then be deleted.	3.90	G
9.	Integrated smartcard reader for student identification (no need to type student ID)	3.50	G
10.	Facility to import all student ID pictures stored in a folder	2.60	A

11.	Enrollment: Identification for New, Freshman, Returnee, Shiftee, Graduating, Transferee, Cross Enrollee, Foreigner, etc.	4.50	G
12.	Encoding of enrolled subjects by block section for regular students	3.60	G
13.	Use class codes (separated by space entered in one line only) for irregular students	2.80	A
14.	Automatically finds available schedules for the problematic subjects of student	3.10	A
15.	Automatically computes and prints student assessment after encoding	4.30	G
16.	Adding and dropping of subjects with automatic re-assessment	4.00	G
17.	Transfer students from one class to another or subjects of student to another section	3.80	G
18.	Saves student performance, absences and violations	3.20	A
19.	Viewing and printing of Student Profile	4.60	E
20.	Reports on absences from student-attendance monitoring system.	2.40	F
Sub-mean		**3.57**	**G**

C.	**Grades**		
1.	Entry of grades by teacher or registrar through network	4.40	G
2.	Controlled editing of grades through authorization and privilege	3.60	G
3.	Changes to grades are logged by the system for auditing	3.90	G
4.	Export and import grades encoded in MS Excel by teacher or department	3.30	A
5.	Supports standard grading systems of SUCs, Ateneo, La Salle, Percentile, etc.	3.30	A
6.	Can input grades in all terms such as Prelim, Midterm & Finals with option to automatically compute the Final Grade	4.30	G
7.	Entry of external grades (transferees) using original codes, descriptions, grades and grading system	3.10	A
8.	Generates periodic average for the determination of academic achievers	2.80	A
9.	Generates general weighted average (GWA) from any period to any period	4.50	G
10.	Monitoring and replacement of incomplete (INC) to a failed grade value	2.90	A
11.	Monitoring of teacher's progress in grade entry (finished/unfinished) with pass/fail statistics for management action	2.80	A
12.	Automatically evaluate students based on their respective curriculum	2.90	A
13.	Automatic crediting of internal and equivalent subjects	2.90	A
14.	System assisted crediting of external subjects (from other schools)	3.00	A
Sub-mean		**3.41**	**A**

D.	**Reports**		
1.	Generates report on encoded grades that were not enrolled by students	3.50	A

2.	Generates report unsubmitted credentials/admission documents required	3.00	A
3.	Generates report on candidates for graduation with summary on unfinished subjects and lacking documents.	2.90	A
4.	Prints diploma of all graduating students on the fly	2.60	A
5.	Prints all enrollment reports like masterlist, enrollment list, etc.	4.70	E
6.	Masterlist provides additional info on units (lec/lab) with filter options by level, department, course, year, gender, classifications (new, old, freshmen, returnee, shifter, regular, graduating, cross enrollee, transfee, etc.)	4.30	G
7.	Generates official class list or control sheet by department, teacher or subject	4.70	E
8.	Report on all enrolled students on a particular subject(s)	4.50	G
9.	Generates instructors loads and teachers programs with info on class sizes	4.50	G
10.	Report on laboratory/professional subjects with info on related charges	3.40	A
11.	Real-time statistics on enrollment data for management monitoring	4.40	G
12.	Prints general schedule with filter on open, closed, newly open, dissolved classes	3.70	G
13.	Statistical reports on enrollment by subject, credits earned, lecture/laboratory units and head count (FTE)	3.80	G
14.	Summary reports on reserved/confirmed, old/new and gender all can be displayed by course, department with year level in columns	4.60	E
15.	Prints Certifications of Enrollment, Billing and Grades	3.70	G
16.	Prints Transcript of Records, True Copy of Grades, Scholastic Records, Form-9 and Diploma	2.70	A
Sub-mean		**3.81**	**G**
Grand Mean		**3.57**	**G**

Legend:

4.51-5.00 Excellent (E) /Able to teach someone else
3.51-4.50 Good (G) / Able to practice independently
2.51-3.50 Average (A) / Has some experience but needs supervision
1.51-2.50 Fair (F) / Know something but no experience
1.00-1.50 Poor (P) / Know nothing

This table illustrates the status of the implementation of Student Information and Accounting System in terms of the knowledge learned about the different features of the said system by the staff and employees from the Registrar's Office. In this section, the indicators have four categories: set – up, class schedule/enrollment, grades, and report.

In the set – up category, participants perceived good/able to practice independently with the different indicators as it summarizes with the sub – mean of 3.48. On the other hand, features under class schedule/enrollment category summarizes that participants perceived good/able to practice independently as its sub – mean showed 3.57. Furthermore, participants responded average/ has some experience but still requires supervision with the indicators under grades category as its sub – mean showed 3.41. Moreover, participants perceived good/able to practice independently with the indicators under report category as its sub – mean summarizes 3.81. In general, the result implied that participants were able to practice independently with the different indicators in this section as the grand mean resulted 3.57.

Table 2

Status of Implementation of SIAS in terms of the Knowledge Learned about the Features by the Colleges' Staff

	Indicators	$\bar{X}w$/Interpretation	
A.	**Setup**		
1.	User-defined credentials/admission documents	3.63	G
2.	Monitoring of submission of credentials/admission documents	3.50	A
3.	Summary report on submitted/unsubmitted documents required for graduation	3.44	A
4.	User-defined periods on code, description, enrollment, adding/dropping & validation	3.63	G
5.	User-defined grading terms for any period like Prelim, Midterm, etc.	3.69	G
6.	User-defined table for the transmutation of grades from other grading systems like SUC (1.0, 3.0, etc), Percentile (75, 98, etc), Ateneo (A+,B-, etc), La Salle (4.0, 3.0, etc), and others	2.69	A
7.	User-defined courses and form-9 categorization per course	3.56	G
8.	User-defined subjects on code, course no., description, units, tuition, lec, lab, hours	3.81	G
9.	Facility to easily arrange the subjects globally based on classification	3.56	G

10.	Pre-requisites, co-requisites, equivalence can be defined on each subject	3.31	A
11.	Easy access to shared/synchronized subjects among all courses and curricula	3.81	G
12.	User-defined curricula with support effectivity year	3.69	G
13.	Change of Code/Name Authorization Protection	3.56	G
Sub-Mean		**3.53**	**G**

B.	**Class Schedule / Enrollment**		
1.	Entry of class schedule which automatically detects conflicts	4.13	G
2.	Class schedule supports multiple rooms and/or teachers per class	4.00	G
3.	Facility to copy schedules of one class or whole period to another period	3.56	G
4.	Automatic generation of minimal class codes for fast encoding of enrollment	3.81	G
5.	Facility to limit, freeze, unfreeze or dissolve enrollment in any section or class	3.75	G
6.	Generates rooms assignment (tabular) and utilization (color coded) reports	3.69	G
7.	Creation of student accounts with automatic permanent or temporary ID	3.50	A
8.	Facility to merge a duplicate student account (including all its transactions) into the original account so that the duplicate account can then be deleted.	3.69	G
9.	Integrated smartcard reader for student identification (no need to type student ID)	2.81	A
10.	Facility to import all student ID pictures stored in a folder	2.44	F
11.	Enrollment: Identification for New, Freshman, Returnee, Shiftee, Graduating, Transferee, Cross Enrollee, Foreigner, etc.	3.31	A
12.	Encoding of enrolled subjects by block section for regular students	3.00	A
13.	Use class codes (separated by space entered in one line only) for irregular students	2.69	A
14.	Automatically finds available schedules for the problematic subjects of student	3.00	A
15.	Automatically computes and prints student assessment after encoding	3.75	G
16.	Adding and dropping of subjects with automatic re-assessment	3.50	A
17.	Transfer students from one class to another or subjects of student to another section	3.63	G
18.	Saves student performance, absences and violations	2.50	F
19.	Viewing and printing of Student Profile	3.00	A
Sub-Mean		**3.36**	**A**

C.	**Grades**		
1.	Entry of grades by teacher or registrar through network	3.25	A
2.	Controlled editing of grades through authorization and privilege	3.44	A

3.	Changes to grades are logged by the system for auditing	3.19	A
4.	Export and import grades encoded in MS Excel by teacher or department	2.94	A
5.	Supports standard grading systems of SUCs, Ateneo, La Salle, Percentile, etc.	2.88	A
6.	Can input grades in all terms such as Prelim, Midterm & Finals with option to automatically compute the Final Grade	3.13	A
7.	Entry of external grades (transferees) using original codes, descriptions, grades and grading system	2.63	A
8.	Generates periodic average for the determination of academic achievers	2.75	A
9.	Generates general weighted average (GWA) from any period to any period	2.94	A
10.	Monitoring and replacement of incomplete (INC) to a failed grade value	3.25	A
11.	Monitoring of teacher's progress in grade entry (finished/unfinished) with pass/fail statistics for management action	2.69	A
Sub-Mean		**3.01**	**A**

D.	**Reports**		
1.	Generates report on encoded grades that were not enrolled by students	2.50	F
2.	Generates report on candidates for graduation with summary on unfinished subjects and lacking documents.	2.63	A
3.	Prints all enrollment reports like masterlist, enrollment list, etc.	3.88	G
4.	Masterlist provides additional info on units (lec/lab) with filter options by level, department, course, year, gender, classifications (new, old, freshmen, returnee, shifter, regular, graduating, cross enrollee, transfee, etc.)	3.50	A
5.	Generates official class list or control sheet by department, teacher or subject	3.81	G
6.	Report on all enrolled students on a particular subject(s)	3.56	G
7.	Generates instructors loads and teachers' programs with info on class sizes	3.94	G
8.	Report on laboratory/professional subjects with info on related charges	3.13	A
9.	Real-time statistics on enrollment data for management monitoring	3.56	G
10.	Prints general schedule with filter on open, closed, newly open, dissolved classes	3.63	G
11.	Statistical reports on enrollment by subject, credits earned, lecture/laboratory units and head count (FTE)	3.44	A
12.	Summary reports on reserved/confirmed, old/new and gender all can be displayed by course, department with year level in columns	3.69	G
13.	Prints Certifications of Enrollment, Billing and Grades	3.50	A
Sub-mean		**3.44**	**A**

Grand Mean	**3.33**	**A**

Legend:

4.51-5.00 Excellent (E) /Able to teach someone else
3.51-4.50 Good (G) / Able to practice independently
2.51-3.50 Average (A) / Has some experience but needs supervision
1.51-2.50 Fair (F) / Know something but no experience
1.00-1.50 Poor (P) / Know nothing

In this section, indicators have four categories: set – up, class schedule/enrollment; grades and report. In the set – up category, it summarizes that participants are able to practice independently with the different indicators as the sub – mean resulted 3.53. Meanwhile, in the class schedule/enrollment category, participants perceived average/has some experience but still needs supervision with the different indicators under this section as the sub – mean showed 3.36. On the other hand, participants responded average/has some experience but still needs supervision with the different indicators under the grades category as its sub – mean resulted 3.01. Furthermore, participants have some experience but still needs supervision with the different indicators under the reports category, as its sub – mean showed 3.44. Generally, the result implied that the participants have some experience but still needs supervision with the different indicators as the grand mean resulted 3.33.

Attendance to Training

Table 3

Status of Implementation of SIAS in Terms of Attendance to Training by the Respondents

Indicators	Responses					
	Yes		Not Sure		No	
	F	Percent	f	Percent	f	Percent
Did the administration conducted training on how to manipulate/use the system?	187	42.2	120	27.1	136	30.7
Did you attend the training?	83	18.7	21	4.7	339	76.5

Table 3 presents the status of implementation of Student Information and Accounting System in terms of the attendance to training of the participants. The result implied that, out of 443 participants, 187 or 42.2% of them perceived that the administration conducted the training, 120 or 27.1% were not sure if the administration conducted training while 136or 30.7% perceived that the administration did not conducted training on how to manipulate/use the system. On the contrary, as to the attendance to training of the faculty, staff and students, result implied that out of 443 participants, there were 83 or 18.7% attended the training, 21 or 4.7% were not sure if they attended the training, while 339 or 76.5% did not attend the training.

Extent of Utilization

Table 4

Status of the Implementation of Student Information and Accounting System along Extent of Utilization

Features of SIAS	Responses					
	Regularly Used		Seldom Used		Not Used	
	frequency	Percent	frequency	Percent	frequency	Percent
Smartcard Information Kiosk	0	0.0	3	42.9	4	57.1
Registrar – SETUP	7	53.8	6	46.2	0	0.0
Registrar- Class Schedule/ Enrollment	11	52.4	5	23.8	5	23.8
Registrar- Grades	4	26.7	6	40.0	5	33.3
Registrar- Reports	13	76.5	3	17.6	1	5.9
Assessment	14	93.3	1	6.7	0	0.0
Discounts/Scholarships	10	100.0	0	0.0	0	0.0
Cashiering	10	76.9	1	7.7	2	15.4
Accounting	0	0.0	0	0.0	31	100.0
Total	**69**	**48.6**	**25**	**17.6**	**48**	**33.8**

Further, there were 142 features of Student Information and Accounting System, seven (7) were smartcard information kiosk, 13 were registrar – setup, 21 were registrar – class schedule/enrollment, 15 were registrar – grades, 15 were assessment, ten (10) discounts/scholarships, 13 were for cashiering and 31 were for accounting. The result implied that out of 142 features, 69 or 48.6% were regularly used, 25 or 17.6% were seldom used, and 48 or 33.8% were not used.

Level of Effectiveness of Student Information and Accounting System in terms of System Quality

Table 5

Level of Effectiveness of SIAS concerning System Quality as Assessed by the Participants

	Indicators	Respondent's Category														Com-bined Mean	Interpretation
		Assessment		Faculty		OSAS		Students		Cashier		Colleges		Registrar			
		Xw/Interpretation		Xw/Interpretation		Xw/Interpretation		Xw/Interpretation		Xw/Interpretation		Xw/Interpretation		Xw/Interpretation			
1.	The system presents integrated reports.	5.00	E	4.07	HE	2.67	ME	4.38	HE	3.40	ME	4.25	HE	4.60	EE	4.05	HE
2.	The system limits to unauthorized access.	5.00	E	4.07	HE	2.83	ME	4.24	HE	5.00	EE	4.06	HE	4.20	HE	4.20	HE
3.	The system generates result according to the request.	5.00	E	3.88	HE	3.00	ME	4.20	HE	4.00	HE	3.81	HE	4.30	HE	4.03	HE
4.	The results generated by the system is accurate	5.00	E	4.01	HE	3.00	ME	4.28	HE	4.20	HE	3.88	HE	4.40	HE	4.11	HE
5.	The system is capable to interact with one or more specified systems.	5.00	E	3.74	HE	2.67	ME	4.11	HE	3.00	ME	3.75	HE	4.40	HE	3.81	HE
	Grand Mean	**5.00**	**EE**	**3.95**	**HE**	**2.83**	**ME**	**4.24**	**HE**	**3.92**	**HE**	**3.95**	**HE**	**4.38**	**HE**	**4.04**	**HE**

Legend:

4.51-5.00 Extremely Effective (EE)
3.51-4.50 Highly Effective (HE)
2.51-3.50 Moderately Effective (ME)
1.51-2.50 Slightly Effective (SE)
1.00-1.50 Not Effective (NE)

Table 5 illustrates the level of effectiveness of Student Information and Accounting System concerning system quality as it was assessed by the participants. It summarizes that participants from Assessment Office perceived 'extremely effective' as the grand mean resulted 5.00. On the other, participants from the faculty, staff from Cahier's Office, colleges and departments, Registrar's Office, and student responded 'highly effective' as the grand mean resulted higher than 3.51 but not lesser than 4.50 while staff from Office of the Student Affairs responded 'moderately effective'. Hence, the result implied that in general, system quality of SIAS is 'highly effective' based on the evaluation of the participants.

Level of Effectiveness of Student Information and Accounting System in terms of Information Quality

Table 6

Level of Effectiveness of SIAS concerning Information Quality as Assessed by the Participants

	Indicators	Respondent's Category																Com-bined Mean	Interpretation
		Assess-ment		Faculty		OSAS		Students		Cashier		Colleges		Registrar					
		Xw/Interpretation		**Xw/Interpretation**		**Xw/Interpretation**		**Xw/Interpretation**		**Xw/Interpretation**		**Xw/Interpretation**		**Xw/Interpretation**					
1.	The information provided by the system is accurate.	5.00	E	3.90	HE	3.00	ME	4.28	HE	4.20	HE	3.75	HE	4.50	HE			4.09	HE
2.	The information provided by the system is complete.	4.00	HE	3.90	HE	3.00	ME	4.16	HE	4.00	HE	3.38	ME	4.10	HE			3.79	HE
3.	The information provided by the system is on time.	5.00	E	3.97	HE	3.17	ME	4.12	HE	5.00	EE	4.06	HE	4.40	HE			4.25	HE
4.	The information provided by the system is understandable.	5.00	E	3.85	HE	2.83	ME	4.42	HE	5.00	EE	4.25	HE	4.40	HE			4.25	HE
5.	The volume of information provided by the system is appropriate.	5.00	E	3.78	HE	2.83	ME	4.27	HE	4.80	EE	3.88	HE	4.60	EE			4.17	HE
	Grand Mean	**4.80**	**EE**	**3.88**	**HE**	**2.97**	**ME**	**4.25**	**HE**	**4.60**	**EE**	**3.86**	**HE**	**4.40**	**HE**			**4.11**	**HE**

Legend:

4.51-5.00 Extremely Effective (EE)
3.51-4.50 Highly Effective (HE)
2.51-3.50 Moderately Effective (ME)
1.51-2.50 Slightly Effective (SE)
1.00-1.50 Not Effective (NE)

Table 6 presents the level of effectiveness of Student Information and Accounting System concerning system quality as it was assessed by the participants. The result summarizes that the participant from the Assessment Office and Cashier's Office responded 'extremely effective'. Furthermore, faculty, students and staff from staff from colleges and Registrar's Office perceived 'highly effective'. However, participants from Office of the Student Affairs and Services responded 'moderately effective'. Therefore, the result implied that the information quality of SIAS is "highly effective" based on the response of the participants as the grand mean resulted 4.11.

Level of Effectiveness of Student Information and Accounting System in terms of System Usability

Table 7

Level of Effectiveness of SIAS concerning System Usability as Assessed by the Participants

	Indicators	Respondent's Category														Com-bined Mean	Interpretation
		Assess-ment		Faculty		OSAS		Students		Cashier		Colleges		Registrar			
		Xw/Interpretation		**Xw/Interpretation**		**Xw/Interpretation**		**Xw/Interpretation**		**Xw/Interpretation**		**Xw/Interpretation**		**Xw/Interpretation**			
1.	The system is simple to use.	5.00	E	3.95	HE	2.83	ME	4.43	HE	4.00	HE	3.81	HE	4.40	HE	4.06	HE
2.	Using the system, user can effectively complete their work.	4.00	HE	3.84	HE	3.00	ME	4.28	HE	4.80	EE	3.31	ME	3.90	HE	3.88	HE
3.	Using the system, user is able to complete their work quickly.	5.00	E	3.88	HE	2.83	ME	4.22	HE	4.80	EE	3.81	HE	4.20	HE	4.11	HE
4.	It was easy to learn to use the system.	5.00	E	3.89	HE	3.00	ME	4.46	HE	3.20	ME	3.50	ME	4.10	HE	3.88	ME
5.	The information (such as online help, on-screen messages, and other documentation) provided with this system is clear	4.00	HE	3.60	HE	2.83	ME	4.19	HE	3.20	ME	3.25	ME	3.50	ME	3.51	HE
	Grand Mean	**4.60**	**EE**	**3.83**	**HE**	**2.90**	**ME**	**4.32**	**HE**	**4.00**	**HE**	**3.54**	**HE**	**4.02**	**HE**	**3.89**	**HE**

Legend:

4.51-5.00 Extremely Effective (EE)
3.51-4.50 Highly Effective (HE)
2.51-3.50 Moderately Effective (ME)
1.51-2.50 Slightly Effective (SE)
1.00-1.50 Not Effective (NE)

Table 7 shows the level of effectiveness of Student Information and Accounting System concerning system usability as it was assessed by the participants. The summary of result showed that participant from the Assessment Office responded 'extremely effective' as the grand mean indicates 4.60. Furthermore, participants from the faculty, students, and staff from the Cashier's Office, colleges, and Registrar's Office answered 'highly effective' as the grand mean leads to greater than 3.51 but not lesser than 4.50. However, staff from the Office of the Student Affairs and Services answered 'moderately effective'. In general, the result implied that the system usability of SIAS is 'highly effective' based on the assessment of the participants.

Level of User Satisfaction of Student Information and Accounting System in terms of System Quality

Table 8

Level of User Satisfaction of SIAS concerning System Quality as Assessed by the Participants

	Indicators	Respondent's Category															
		Assess-ment		Faculty		OSAS		Students		Cashier		Colleges		Registrar		Com-bined Mean	Interpretation
		Xw/Interpretation		**Xw/Interpretation**		**Xw/Interpretation**		**Xw/Interpretation**		**Xw/Interpretation**		**Xw/Interpretation**		**Xw/Interpretation**			
1.	I am satisfied with the functionality of the system.	4.20	HS	3.81	HS	2.83	MS	4.28	HS	4.00	HS	3.88	HS	4.20	HS	3.89	HS
2.	I am satisfied with the reliability of the system.	4.30	HS	3.89	HS	2.83	MS	4.33	HS	4.80	ES	3.69	HS	4.30	HS	4.02	HS
3.	I am satisfied with the efficiency of the system.	4.20	HS	3.81	HS	2.67	MS	4.21	HS	4.80	ES	3.81	HS	4.20	HS	3.96	HS
	Grand Mean	**4.23**	**HS**	**3.84**	**HS**	**2.78**	**MS**	**4.27**	**HS**	**4.53**	**ES**	**3.79**	**HS**	**4.23**	**HS**	**3.95**	**HS**

Legend:

4.51-5.00 Extremely Satisfied (ES)
3.51-4.50 Highly Satisfied (HS)
2.51-3.50 Moderately Satisfied (MS)
1.51-2.50 Slightly Satisfied (SS)
1.00-1.50 Not Satisfied (NS)

Table 8 illustrates the level of user satisfaction of the Student Information and Accounting System in terms of its system quality as evaluated by the participants. The result summarizes that participants from the Cashier's Office were 'extremely satisfied' as the grand mean indicated 4.53. On the other hand, participants from the faculty, students, and staff from different colleges and department, Registrar's Office, and Assessment Office were 'highly satisfied' as the grand mean resulted higher that 3.51 and not lower than 4.50. Further, participants from the Office of the Student Affairs and Services (OSAS) perceived 'moderately satisfied' as the grand mean resulted 2.78. With the combined responses of all participants, the result implied that the users were 'highly satisfied' in terms of the system quality of SIAS as the grand mean resulted 3.95.

Level of User Satisfaction of Student Information and Accounting System in terms of Information Quality

Table 9

Level of User Satisfaction of SIAS concerning Information Quality as Assessed by the Participants

	Indicators	Respondent's Category															
		Assess-ment		Faculty		OSAS		Students		Cashier		Colleges		Registrar		Com-bined Mean	Interpretation
		Xw/Interpretation		**Xw/Interpretation**		**Xw/Interpretation**		**Xw/Interpretation**		**Xw/Interpretation**		**Xw/Interpretation**		**Xw/Interpretation**			
1.	The information on the system is always timely.	4.20	HS	3.93	HS	2.83	MS	4.09	HS	4.80	ES	3.75	HS	4.20	HS	3.97	HS
2.	The information on the system is always accurate.	4.40	HS	3.92	HS	2.67	MS	4.22	HS	4.00	HS	3.81	HS	4.40	HS	3.92	HS
3.	The information on the system is usually relevant.	4.10	HS	4.07	HS	3.00	MS	4.38	HS	4.80	ES	3.50	MS	4.10	HS	3.99	HS
	Grand Mean	**4.23**	**HS**	**3.97**	**HS**	**2.83**	**MS**	**4.23**	**HS**	**4.53**	**ES**	**3.69**	**HS**	**4.23**	**HS**	**3.96**	**HS**

Legend:

4.51-5.00 Extremely Satisfied (ES)
3.51-4.50 Highly Satisfied (HS)
2.51-3.50 Moderately Satisfied (MS)
1.51-2.50 Slightly Satisfied (SS)
1.00-1.50 Not Satisfied (NS)

Table 9 presents the level of user satisfaction of the Student Information and Accounting System in terms of its information quality as evaluated by the participants. The result sums up that the participants from the Cashier's Office were 'extremely satisfied', faculty, staff from Assessment Office, colleges and Registrar's Office were 'highly satisfied' as grand mean of their responds were higher than 3.51 but not lesser than 4.50, and staff from the Office of the Student Affairs and Services (OSAS) were 'moderately satisfied'. Generally, the result implied that the users were 'highly satisfied' in terms of the information quality of SIAS based on the responds of the participants.

Level of User Satisfaction of Student Information and Accounting System in terms of System Usability

Table 10

Level of User Satisfaction of SIAS concerning System Usability as Assessed by the Participants

Indicators	Respondent's Category															
	Assess-ment		Faculty		OSAS		Students		Cashier		Colleges		Registrar		Com-bined Mean	Interpretation
	Xw/Interpretation		**Xw/Interpretation**		**Xw/Interpretation**		**Xw/Interpretation**		**Xw/Interpretation**		**Xw/Interpretation**		**Xw/Interpretation**			
1. I am satisfied with how the system is easy to use.	4.40	HS	3.90	HS	2.67	MS	4.48	HS	4.00	HS	3.94	HS	4.40	HS	3.97	HS
2. I am satisfied with the interface of the system.	4.00	HS	3.86	HS	2.67	MS	4.32	HS	4.80	ES	3.56	HS	4.00	HS	3.89	HS
3. I am satisfied with the purpose of the system.	4.40	HS	4.01	HS	2.83	MS	4.44	HS	4.00	HS	3.75	HS	4.40	HS	3.98	HS
Grand Mean	**4.27**	**HS**	**3.92**	**HS**	**2.72**	**MS**	**4.41**	**HS**	**4.27**	**HS**	**3.75**	**HS**	**4.27**	**HS**	**3.94**	**HS**

Legend:

4.51-5.00 Extremely Satisfied (ES)
3.51-4.50 Highly Satisfied (HS)
2.51-3.50 Moderately Satisfied (MS)
1.51-2.50 Slightly Satisfied (SS)
1.00-1.50 Not Satisfied (NS)

Table 10 shows the level of user satisfaction of the Student Information and Accounting System in terms of its system quality as assessed by the participants. The result summarizes that majority of the participants perceived 'highly satisfied'. Hence, the result implied that the users were 'highly satisfied' in terms of the system usability of SIAS based on the assessment of the participants.

Relationship Between the Level of Effectiveness and Level of User Satisfaction of Student Information and Accounting System

Table 11

Relationship Between the Level of Effectiveness of SIAS and the Level of User Satisfaction

Level of Effectiveness	Level of User Satisfaction								
	System Quality			Information Quality			System Usability		
	r-value	p-value (2-tailed)	Evaluation	r-value	p-value (2-tailed)	Evaluation	r-value	p-value (2-tailed)	Evaluation
System Quality	.664**	.000	S	.670**	.000	S	.662**	.000	S
Info Quality	.671**	.000	S	.725**	.000	S	.676**	.000	S
System Usability	.744**	.000	S	.650**	.000	S	.771**	.000	S

**. Correlation is significant at the 0.01 level (2-tailed).

Table 11 illustrates the relationship between the level of effectiveness and level of user satisfaction of Student Information and Accounting System. The result implied that there is a significant correlation between the level of effectiveness and the satisfaction of the user of the said system since system quality ($r=0.664$, $p<0.05$), information quality

(r=0.671, p<0.05), and system usability (r=0.744, p<0.05). The result of this study agreed with the study of Gürkut & Nat (2017) and Ajoye (2014) who found out that effectiveness of system quality and information quality of an information system has a good influence on user satisfaction.

Relationship Between the Status of Implementation and the Factors Affecting the Level of Effectiveness of Student Information and Accounting System

Table 12

Relationship Between the Status of Implementation of SIAS in Terms of the Knowledge Learned About SIAS Features and the Level of Effectiveness

Level of Effectiveness Dimension	r-value	p-value (2-tailed)	Evaluation
System Quality	.446**	.000	Significant
Information Quality	.407**	.000	Significant
System Usability	.486**	.000	Significant

**. Correlation is significant at the 0.01 level (2-tailed).

Table 12 denotes that the relationship between the status of implementation concerning the knowledge learned of the participants about the SIAS features and the level of effectiveness of the said system. The r computed value of the system quality is 0.446 and p value is lower than significance (alpha) level, information quality r value computed as 0.407, p-value is lesser than significance level, and system usability r value computed as 0.486 and p-value is lesser than 0.05. Therefore, correlation was significant

between the level of effectiveness of SIAS along system quality, information quality and system usability, and the knowledge learned of the participants about the said system's features.

Table 13

Relationship Between the Status of Implementation of SIAS in Terms of the Attendance to Training and the Level of Effectiveness

Indicator	Level of Effectiveness Dimension	Level of Effectiveness	Degree of Freedom	p-value	Evaluation	Interpretation
Did the administration conducted training on how to manipulate/use the system?	System Quality	Highly Effective	8	0.475	Not Significant	No significant relationship
	Information Quality	Highly Effective	8	0.177	Not Significant	No significant relationship
	System Usability	Highly Effective	8	0.417	Not Significant	No significant relationship
Did you attend the training?	System Quality	Highly Effective	8	0.000	Significant	Correlation is significant
	Information Quality	Highly Effective	8	0.000	Significant	Correlation is significant
	System Usability	Highly Effective	8	0.022	Significant	Correlation is significant

Table 13 also denotes that the relationship between the status of implementation of in terms of the attendance to training of the participants and the level of effectiveness of Student Information and Accounting System. The result summarizes that there is no significant relationship between the indicator 'Did the administration conducted training on how to manipulate/use the system?' and the level of effectiveness of SIAS along system quality, information quality and system usability of the said system. On the other hand, the result sums up that there is significant relationship between the indicator 'Did

you attend the training?' and the level of effectiveness of SIAS in terms of its system quality, information quality and system usability.

Relationship Between the Status of Implementation and the Factors Affecting the Level of User Satisfaction of Student Information and Accounting System

Table 14

Relationship Between the Status of Implementation of SIAS in Terms of the Knowledge Learned About SIAS Features and the Level of User Satisfaction

Level of Satisfaction Dimension	r-value	p-value (2-tailed)	Evaluation
System Quality	.373**	.000	Significant
Information Quality	.343**	.000	Significant
System Usability	.391**	.000	Significant

**. Correlation is significant at the 0.01 level (2-tailed).

As illustrated in Table 14, the level of user satisfaction along system quality computed with an r-value of 0.373 and p-value of .000, information quality with an r-value of 0.343 and p-value of .000, and system usability with an r-value of 0.343 and p-value of .000. The p value is higher than 0.05 significance (alpha) level. Therefore, the relationship between the level of user satisfaction concerning system quality, information quality, and user and the knowledge learned of the participants about the said system's features was significant.

Table 15

Relationship Between the Status of Implementation of SIAS in terms of the Attendance to Training and the Level of User Satisfaction

Attendance to Training Indicator	Level of User Satisfaction Dimension	Level of User Satisfaction	Degree of Freedom	p-value	Evaluation	Interpretation
Did the administration conducted training on how to manipulate/use the system?	System Quality	Highly Satisfied	8	0.964	Not Significant	No significant relationship
	Information Quality	Highly Satisfied	8	0.280	Not Significant	No significant relationship
	System Usability	Highly Satisfied	8	0.001	Significant	Correlation is significant
Did you attend the training?	System Quality	Highly Satisfied	8	0.006	Significant	Correlation is significant
	Information Quality	Highly Satisfied	8	0.314	Not Significant	No significant relationship
	System Usability	Highly Satisfied	8	0.000	Significant	Correlation is significant

Table 15 presents the relationship between the status of implementation in terms of the attendance to training of the participants and the level of user satisfaction of the Student Information and Accounting System. The result gives an idea that there was no significant relationship between the indicator 'Did the administration conducted training on how to manipulate/use the system?', and the level of user satisfaction of the SIAS along system quality and information quality, while in terms of system usability, there is significant relationship. On the other hand, the result summarizes that there is significant relationship between the indicator 'Did you attend the training?' and the level of user satisfaction along system quality and system usability, while there was a significant relationship along information quality.

Chapter 5

SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

This section presents the summary of findings, conclusions, and recommendations.

Summary of Findings

The following were the findings of the study:

1. Student Information and Accounting System was created using C#.NET. C#.NET as its programming languages and MySQL/MariaDB for its database.
2. Student Information and Accounting System is not network and resource hogging application, thus, it only requires a minimum of computer and network to operate.
3. SIAS has features for smartcard information kiosk usage, registrar, class schedule/enrollment, grades, reports, scholarship/discounts, assessment, accounting, and cashiering.
4. Status of implementation of SIAS in terms of the knowledge learned about its features by the staff from the Assessment Office resulted a grand mean of 4.90 or excellent/able to teach someone else.
5. Faculty perceived average/has some experience but requires supervision of the features of SIAS as the grand mean resulted 3.34.

6. Students were able to practice independently with the features of SIAS as the grand mean resulted 4.02.
7. Staff from Office of Student Affairs and Services have some experiences but still requires supervision in manipulating the SIAS features as the grand mean resulted 3.12.
8. Staff from Cashier's Office were able to practice independently with the SIAS features as the grand mean resulted 4.36.
9. Registrar's Office Staff participants were able to practice independently with the SIAS features as the grand mean resulted 3.57.
10. Staff from the different departments have some experience but still need supervision with the SIAS features as the grand mean resulted 3.33.
11. Out of four hundred forty-three (443) faculty, staff, and students, one hundred eighty-seven (187) or 42.2% of them perceived that the administration conducted training, one hundred twenty (120) or 27.1% were not sure if the administration conducted training while one hundred thirty-six (136) or 30.7% perceived that the administration did not conducted training on how to manipulate/use the system.
12. Attendance to training of the faculty, staff, and students were; out of four hundred forty-three (443) participants, eighty-three (83) or 18.7% attended the training, twenty-one (21) or 4.7% were not sure if they attended the training, while three – hundred thirty-nine (339) or 76.5% did not attend the training.

13. Extent of utilization of SIAS features were; all features of SIAS has been utilized but differs in the participants' level of knowledge learned about its features.
14. The level of effectiveness of SIAS in terms of its system quality was "highly effective" as the grand mean resulted to 4.04.
15. The level of effectiveness of SIAS in terms of its information quality was "highly effective" as the grand mean leads to 4.04.
16. The level of effectiveness of SIAS in terms of its system usability was "highly effective" as the grand mean resulted to 3.89.
17. The level of user satisfaction of SIAS concerning system quality was "highly satisfied" as the grand mean resulted to 3.95.
18. The level of user satisfaction of SIAS concerning information quality was "highly satisfied" as the grand mean resulted to 3.96.
19. The level of user satisfaction of SIAS concerning system usability was "highly satisfied" as the grand mean resulted to 3.94.
20. The relationship between the level of effectiveness and user satisfaction of SIAS in terms of system quality, information quality, and system usability was significant.
21. The relationship between the status of implementation of SIAS in terms of knowledge learned of SIAS features by the participants and the level of effectiveness concerning system quality, information quality, and system usability was significant.

22. The relationship between the status of implementation of SIAS as to if the administration conducted training on how to use/manipulate the system and the level of effectiveness of SIAS concerning system quality, information quality, and system usability was not significant.
23. The relationship between the status of implementation of SIAS in terms of the attendance to training of the faculty, staff and students as to if the administration conducted training on how to use/manipulate the system and the level of effectiveness of SIAS concerning system quality, information quality, and system usability was significant.
24. The relationship between the status of implementation of SIAS in terms of knowledge learned of SIAS features by the faculty, staff and students, and the level of user satisfaction concerning system quality, information quality, and system usability was significant.
25. The relationship between the status of implementation of SIAS as to if the administration conducted training on how to use/manipulate the system and the level of user satisfaction of SIAS concerning system quality, and information quality was not significant while between system usability was significant.
26. The relationship between the status of implementation of SIAS in terms of the attendance to training of the faculty, staff and students as to if the administration conducted training on how to use/manipulate the system and the level of user satisfaction of SIAS concerning system quality, and system usability was significant while between information quality was not significant.

Conclusions

Based on the findings in this study, the following conclusions was drawn:

1. Student Information and Accounting System of Samar State University is highly effective in terms of its system quality, information quality, and system usability.
2. Computer literacy of the user is a major factor for the effectiveness of the operation of the system. Also, it contributes to the higher level of satisfaction of the user.
3. One factor that could affect the acceptability of the system is the lack of involvement of the user in the training for the operation of the system, which leads to the absence of knowledge of the user on its system's features and capability.

Recommendations

Based on the findings of the study, the following recommendations were considered:

1. Since effectiveness of Student Information and Accounting System was significant to the user satisfaction, the university authority may implement an IT policy that will ensure an efficient management and timely maintenance of the system to maximize the user satisfaction.

2. Since attendance to training of the participants was significant to the level of effectiveness and user satisfaction of the system, the university may implement a policy to conduct annual training on the operation of the Student Information and Accounting System, specifically that there are newly hired staff and faculty, and newly enrolled students every school year.
3. In addition, students must be included as participants in the training since they also use the system.
4. In order to maximize the knowledge of the faculty, staff, and students with the different features of SIAS, each usage of the said system's features must be clearly explained and demonstrated during training, specially to the staff from different colleges and Office of the Student Affairs and Services since they still need supervision in manipulating the system's features.
5. To fully assess the effectiveness and user satisfaction of SIAS by the faculty, all faculty must personally input their grades on the system.
6. Since the study was conducted one year after the implementation of the Student Information and Accounting System and some features are not yet fully implemented, it is recommended to conduct comparable studies after the full implementation of the said system to attain all – out sustainability.

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APPENDICES

APPENDIX A

LETTER OF APPROVAL

Republic of the Philippines
Samar State University
COLLEGE OF GRADUATE STUDIES
Catbalogan, City

April 4, 2019

DR. MARILYN D. CARDOSO
University President
Samar State University
Catbalogan City, Samar

Madam:

The undersigned, a Master of Science in Information Technology student, is currently conducting a research entitled, **"EXTENT OF IMPLEMENTATION AND EVALUATION OF STUDENT INFORMATION AND ACCOUNTING SYSTEM (SIAS) OF SAMAR STATE UNIVERSITY".**

In this regard, the undersigned would like to seek an approval from your good office to conduct a survey/data gathering to the following faculty, staff and students from the different colleges and offices in this institution since they are the identified participants of the said study.

Further, the undersigned would like to ask assistance from the office of the Dean of the different colleges for the distribution of the questionnaire to the faculty and students in their respective colleges.

Thank you very much and more power!

Sincerely yours,

(SGD.) ANNA MONICA C. PACULABA
Researcher

Noted:

(SGD.) ENGR. ESTEBAN A. MALINDOG, JR., Ph. D.
Dean, College of Graduate Studies

APPENDIX B

COVER LETTER FOR THE RESEARCH INSTRUMENT

Republic of the Philippines
Samar State University
COLLEGE OF GRADUATE STUDIES
Catbalogan, City

Dear Respondents,

Greetings!

The undersigned is currently conducting a study entitled **"EXTENT OF IMPLEMENTATION AND EVALUATION OF STUDENT INFORMATION AND ACCOUNTING SYSTEM (SIAS) OF SAMAR STATE UNIVERSITY"** as a requirement to complete her degree leading to Master of Science in Information Technology.

In relation to this, the undersigned humbly asks your assistance in answering the questionnaire and hoping that you will take time answering the questions honestly. Rest assured that all data gathered will be treated with utmost confidentiality and will be used for the purpose of this research endeavor.

Thank you very much for your patience, support and cooperation!

Very truly yours,

(SGD.) ANNA MONICA C. PACULABA
Researcher

APPENDIX C

QUESTIONNAIRE FOR ASSESSMENT OFFICE

I. Personal Background

Direction: Kindly provide the necessary data asked by writing your answers on the space provided.

Department/Office: _____

II. Knowledge Learned about the SIAS Feature

Direction: Please indicate your response on the box by putting a check (/) on the space provided.

5 – Excellent (Able to teach someone else)
4 – Good (Able to practice independently)
3 – Average (Has some experience but still requires supervision)
2 - Fair (Know something but no experience)
1 – Poor (Know nothing)

A. Assessment	5	4	3	2	1
1. User-defined Assessment Setup criteria by level, department, course, year, class code, new, old, freshmen, returnee, shifter, transferee, cross enrollee, graduating, foreigner, exclusive and special					
2. Assessment Setup for no tuition, sole subject, late enrollees and adding/dropping					

3. Assessment Setup charges can be configured per unit, per subject, per hour, fixed amount, or packaged					
4. Report on laboratory and professional subjects that were not/missed charged					
5. Automatic assessment of enrollment (no need for a separate step for assessment)					
6. Automatic re-assessment of students when some fees have changed or corrected					
7. Generation of Statement of Accounts with options to filter by period, as of date, fee, level, department, course, year and student names.					
8. Prints reminder slips, examination permits and student clearances					
9. Detailed Report on Assessments (Fees on columns), Enrollment/Assessment Summary, Assessment by Fee, Summary by Department, Summary of Assessment and Collections					
10. Schedule Summary Report: No of students, units, tuition, laboratory, miscellaneous, other, all and total fees					

III. Attendance to Training

Direction: Kindly provide the necessary data asked by putting a check (/) on the space provided.

	Yes	No	Not Sure
1. Did the administration conducted training on how to manipulate/use the system?			
2. Did you attend the training?			

IV. Effectiveness of the System

Direction: Please indicate your response on the box provided using the following scale:

5 – Extremely Effective
4 – Highly Effective
3 – Moderately Effective
2 - Slightly Effective
1 – Not Effective

A. System Quality

	5	4	3	2	1	Score
1. The system presents integrated reports.	Includes all the reports needed by the university/ students on financial reporting with future additional report capability	Includes all the reports on financial information but cannot be updated	Includes some of the financial reporting but cannot be updated	Includes basic financial reporting only	Cannot integrate reports	
2. The system limits to unauthorized	With Secured User security and User	With User Security and Level Access Right	With user security but without user level access right	With fixed username and password	No User Security at all	

access.	Level Access Right					
3. The system generates result according to the request.	All expected results are generated according to requests	Almost all expected results are generated but some are missing	Half of the request generates expected results and half are missing or with something wrong	The system generate result which are different from the request	No result at all	
4. The results generated by the system is accurate.	All generated results are accurate	Almost all generated results are accurate	Only half of the generated results are accurate	Most of the generated results are **NOT** accurate	No results generated at all	
5. The system is capable to interact with one or more specified systems	Compatible and upgradable to online version **anytime. Future update can be integrated seamlessly**	Compatible and upgradable to online version **sometime.** Difficulties in integrating future updates	Compatible **but not upgradable** to online version anytime. Has fix functionalities and cannot be updated with future integration	**Not compatible but upgradable** to online version anytime	**Not compatible and not upgradable** to online version anytime	

B. System Usability

	5	**4**	**3**	**2**	**1**	**Score**
1. The system is simple to use.	Interface is not complex providing quick access to	Menu and functions are somehow group to functionalit	Plain and crude interface and menu navigation	Obscured menu navigation and interfaces	Very crude and obscured interface and system navigation	

	common features or command	y but still has some navigation difficulties				
2. Using the system, user can effectively complete their work.	The system can generate report and information effectively	The system can generate report but somehow still need extra work to finalized properly	The system can help complete the work but still requires a lot of manual intervention	The system somehow can help a little bit to complete work	The system cannot help effectively to complete work	
3. Using the system, user is able to complete their work quickly.	The system can complete work quickly	The system can complete their work but somehow still need extra effort to finalized properly	The system can help complete the work but still requires a lot of manual intervention	The system somehow can help a little bit complete their work slowly	The system cannot complete their work	
4. It was easy to learn to use the system	**Has bigger distinct clickable buttons**/areas. User can **easily navigate/ use even without the help of an IT assistant**	**Has small distinct clickable buttons**/areas that the user can easily to navigate/use **even without the help of an IT assistant**	**Has lots of small distinct clickable buttons**/areas that the user can easily to navigate/use **even without the help of an IT assistant**	**Has lots of small clickable buttons**/areas but not that the user can easily to navigate/use even without the help of an IT assistant	There are **lots of complicated clickable buttons**/areas. User has **difficulty in navigating/using the system** and **needs help of an IT assistant**	
5. The informati	Provides hints/info	Provides hints/infor	Provides hints/inform	Cryptic and ambiguous	No messages	

on (such as online help, on-screen messages, and other documentation) provided with this system is clear	rmation about the usage of every fields, form and clickable area, and has help files that contain general information and instruction.	mation about the usage of every fields and forms, and has help files that contain most of the information and instruction.	ation about the usage of every fields. Also, it has help files that contain some information and instruction	error messages and information are displayed by the system	at all	

Based on: Ramezan, M. (2009) *Measuring the effectiveness of human resource information systems in national iraninan oil company and impirical assessment.* **Iranian Journal of Management Studies (IJMS)** 2:2, 129-145.

C. **Information Quality**

	5	4	3	2	1	Score
1. The information provided by the system is accurate.	Generates **100% exact** information/report according to the request.	Generates **80% exact** information/report according to the request.	Generates **60% exact** information/report according to the request.	Generates **50% exact** information /report according to the request.	Cannot generate accurate information /report according to the request.	
2. The information provided by the system is complete.	Generates **100% complete** information/report according to the request.	Generates **80% complete** information/report according to the request	Generates **60% complete** information/report according to the request	Generates **50% complete** information /report according to the request	Cannot generate complete information /report according to the request	
3. The information	Generates information/report	Generates information/report	Generates information/report	Generates information /report	Generates information/report	

provided by the system is on time.	according to the request with **30 secs interval**	according to the request with **1-minute interval**	according to the request with **2 minutes interval**	according to the request with **2-minutes and 30 seconds interval**	according to the request with **3-minutes interval**	
4. The information provided by the system is understandable.	Generates information/report that is clearly relates according to the request. It includes several supporting details.	A little bit of clarity on the reports and information generated by the system	Plain but understandable reporting and system information generated by the system	With a little bit of obscurity in the report and information generated by the system	Obscured reporting and other information generated by the system	
5. The volume of information provided by the system is appropriate.	Generates **100% appropriate information**/report according to the request	Generates **80% appropriate information**/report according to the request	Generates **60% appropriate information**/report according to the request	Generates **50% appropriate information** /report according to the request	Cannot generate information according to the request	

V. User Satisfaction of the System

Direction: Please indicate your response on the box provided using the following scale:

5 – Extremely Satisfied
4 – Highly Satisfied
3 – Moderately Satisfied
2 - Slightly Satisfied
1 – Not Satisfied

A. System Quality	5	4	3	2	1	Score
1. I am satisfied with the functionality of the system.	Complete necessary functions and reporting	Minor missing functionality and reporting	Some functionality and reports yield different from what is expected	Erroneous functionality	Not functional at all	
2. I am satisfied with the reliability of the system.	Correct and reliable reports and information generated by the system	Correct and reliable reports and information generated by the system but in a wrong format/ arrangement	Some reports display different information	Lot of erroneous information with wrong design and format	Not reliable at all	
3. I am satisfied with the efficiency of the system.	System is efficient and effective	System is efficient and effective with a little bit of manual intervention	System is somehow efficient in the transaction and reporting	Lots of functions and reporting are not efficient	Not efficient at all	
B. System Usability	**5**	**4**	**3**	**2**	**1**	
1. I am satisfied with how the system is easy to use.	Simple to use, tools are well - organized, requires minimal explanation for how to use it and does not malfunction or crash	Simple to use but needs a little time for familiarity of the menus and functionalities	A lot of time is needed to familiarize the system due to scattered and not organized menus and functions.	Difficult and confusing to use due to not organized menus and functions and not informative screens and	Really very difficult to use	

				designs.		
2. I am satisfied with the interface of the system.	Plain, organized and self-explanatory design and interfaces	Plain design with minimal learning curve needed to familiarize	Plain design but menus and functions are not well organized	Simple designs but with little confusing interfaces	Interface are confusing and not well organized	
3. I am satisfied with the purpose of the system.	System meet all its purpose and intended results and information	System meets almost all purpose and intended results but still missing some minor information	System meets minor purpose and its intended results bit a lot of missing features	A lot of features and function did not meet its purpose and intended results	System totally did not meet its intended purpose and results	
C. Information Quality	**5**	**4**	**3**	**2**	**1**	
1. The information on the system is always timely.	System can generate correct report and information in real-time	System needs a little time for batch data sync before it can generate report and information	Occasionally takes some time in generating reports and information	Reports and information generated by the system takes a lot of time	Reports and information generated by the system is really not timely	
2. The information on the system is always accurate.	Generate accurate reports and information	Generate accurate reports but with some incorrect design format	Most reports generated are accurate but there are some which are lacking content and info	Some reports are not accurate	System generate not accurate information and reports	
3. The information on the system is usually relevant.	Generates relevant information	Generates relevant information	Generates lacking information	Generates lacking informatio	Information generate	

	according to the request	but in wrong design format		n in wrong design format	d are not relevant at all	

Based on: Ajoye, M. B. (2014) *Information Systems User Satisfaction: A Survey of the Postgraduate School Portal, University of Ibadan, Nigeria.* **Library and Practice (E-journal)**.

VI. Recommendations and Suggestions

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_____

_____

Thank you for your cooperation and time in answering the evaluation form.

The Researcher

QUESTIONNAIRE FOR CASHIER'S OFFICE

I. Personal Background

Direction: Kindly provide the necessary data asked by writing your answers on the space provided.

Department/Office: _____

II. Knowledge Learned about the SIAS Feature

Direction: Please indicate your response on the box by putting a check (/) on the space provided using the following scale:

5 – Excellent (Able to teach someone else)
4 – Good (Able to practice independently)
3 – Average (Has some experience but still requires supervision)
2 - Fair (Know something but no experience)
1 – Poor (Know nothing)

Cashiering	5	4	3	2	1
1. Integrated smartcard reader (no need to type student IDs)					
2. Automatic computation of required payment for down payment and examinations					
3. Automatic detection of period based on last transaction of student					
4. Automatic distribution of paid amount to both assessed and adjusted fees					
5. Automatically posts assessed fee payment to student ledger					
6. Automatically posts collected fees to subsidiary accounts (Publication, Guidance, NSTP, Insurance, etc.)					

7. Automatically posts discounted fees to sponsor ledgers					
8. Automatic segregation of funds for deposits					
9. Entry of deposits to bank accounts with respect to fund segregation					
10. Supports both cash basis and accrual accounting					
11. Generation of reports such as Official Receipts Listing, Collection Details, Summary of Assessment and Collections, Collection of Assessed Fees, Collection by Fee, Summary of Collections, Collection for Deposit, Daily/Monthly Cash Report, Cash Receipts Record, Cash Book, Report of Collections and Deposits, Summary of Report of Collections and Deposits, Daily Cashiers Summary					

III. Attendance to Training

Direction: Kindly provide the necessary data asked by putting a check (/) on the space provided.

	Yes	**No**	**Not Sure**
1. Did the administration conducted training on how to manipulate/use the system?			
2. Did you attend the training?			

IV. Effectiveness of the System

Direction: Please indicate your response on the box provided using the following scale:

5 – Extremely Effective
4 – Highly Effective
3 – Moderately Effective
2 - Slightly Effective
1 – Not Effective

B. System Quality

	5	4	3	2	1	Score
1. The system presents integrated reports.	Includes all the reports needed by the university/ students on financial reporting with future additional report capability	Includes all the reports on financial information but cannot be updated	Includes some of the financial reporting but cannot be updated	Includes basic financial reporting only	Cannot integrate reports	
2. The system limits to unauthorized access.	With Secured User security and User Level Access Right	With User Security and Level Access Right	With user security but without user level access right	With fixed username and password	No User Security at all	
3. The system generates result according to the request.	All expected results are generated according to requests	Almost all expected results are generated but some are missing	Half of the request generates expected results and half are missing or with something wrong	The system generate result which are different from the request	No result at all	

4. The results generated by the system is accurate.	All generated results are accurate	Almost all generated results are accurate	Only half of the generated results are accurate	Most of the generated results are **NOT** accurate	No results generated at all	
5. The system is capable to interact with one or more specified systems	Compatible and upgradable to online version **anytime. Future update can be integrated seamlessly**	Compatible and upgradable to online version **sometime.** Difficulties in integrating future updates	Compatible **but not upgradable** to online version anytime. Has fix functionalities and cannot be updated with future integration	**Not compatible but upgradable** to online version anytime	**Not compatible and not upgradable** to online version anytime	

B. System Usability

	5	4	3	2	1	Score
1. The system is simple to use.	Interface is not complex providing quick access to common features or command	Menu and functions are somehow group to functionality but still has some navigation difficulties	Plain and crude interface and menu navigation	Obscured menu navigation and interfaces	Very crude and obscured interface and system navigation	
2. Using the system, user can effectively complete their work.	The system can generate report and information effectively	The system can generate report but somehow still need extra work to finalized properly	The system can help complete the work but still requires a lot of manual intervention	The system somehow can help a little bit to complete work	The system cannot help effectively to complete work	

3. Using the system, user is able to complete their work quickly.	The system can complete work quickly	The system can complete their work but somehow still need extra effort to finalized properly	The system can help complete the work but still requires a lot of manual intervention	The system somehow can help a little bit complete their work slowly	The system cannot complete their work	
4. It was easy to learn to use the system	**Has bigger distinct clickable buttons**/areas. User can **easily navigate/ use even without the help of an IT assistant**	**Has small distinct clickable buttons**/areas that the user can easily to navigate/use **even without the help of an IT assistant**	**Has lots of small distinct clickable buttons**/areas that the user can easily to navigate/use **even without the help of an IT assistant**	**Has lots of small clickable buttons**/areas but not that the user can easily to navigate/use even without the help of an IT assistant	There are **lots of complicated clickable buttons**/ areas. User has **difficulty in navigating/using the system** and **needs help of an IT assistant**	
5. The information (such as online help, on-screen messages, and other documentation) provided with this system is clear	Provides hints/information about the usage of every fields, form and clickable area, and has help files that contain general informatio	Provides hints/information about the usage of every fields and forms, and has help files that contain most of the information and instruction.	Provides hints/information about the usage of every fields. Also, it has help files that contain some information and instruction	Cryptic and ambiguous error messages and information are displayed by the system	No messages at all	

	n and instructio n.					

Based on: Ramezan, M. (2009) *Measuring the effectiveness of human resource information systems in national iraninan oil company and impirical assessment.* **Iranian Journal of Management Studies (IJMS)** 2:2, 129-145.

C. **Information Quality**

	5	4	3	2	1	Score
1. The informatio n provided by the system is accurate.	Generates **100% exact** informatio n/report according to the request.	Generates **80% exact** informatio n/report according to the request.	Generates **60% exact** information/r eport according to the request.	Generates **50% exact** information /report according to the request.	Cannot generate accurate informatio n /report according to the request.	
2. The informatio n provided by the system is complete.	Generates **100% complete** informatio n/report according to the request.	Generates **80% complete** informatio n/report according to the request	Generates **60% complete** information/r eport according to the request	Generates **50% complete** information /report according to the request	Cannot generate complete informatio n /report according to the request	
3. The informatio n provided by the system is on time.	Generates informatio n/report according to the request with **30 secs interval**	Generates informatio n/report according to the request with **1-minute interval**	Generates information/r eport according to the request with **2 minutes interval**	Generates information /report according to the request with **2-minutes and 30 seconds interval**	Generates informatio n/report according to the request with **3-minutes interval**	
4. The informatio n provided by the system is understan	Generates informatio n/report that is clearly relates according	A little bit of clarity on the reports and informatio n	Plain but understandabl e reporting and system information generated by the system	With a little bit of obscurity in the report and information generated by	Obscured reporting and other informatio n generated by the	

dable.	to the request. It includes several supportin g details.	generated by the system		the system	system	
5. The volume of informatio n provided by the system is appropria te.	Generates **100% appropria te informati on**/report according to the request	Generates **80% appropriat e informatio n**/report according to the request	Generates **60% appropriate information**/r eport according to the request	Generates **50% appropriate information** /report according to the request	Cannot generate informatio n according to the request	

V. User Satisfaction of the System

Direction: Please indicate your response on the box provided using the following scale:

5 – Extremely Satisfied
4 – Highly Satisfied
3 – Moderately Satisfied
2 - Slightly Satisfied
1 – Not Satisfied

A. System Quality	**5**	**4**	**3**	**2**	**1**	**Score**
1. I am satisfied with the functionality of the system.	Complete necessary functions and reporting	Minor missing functionality and reporting	Some functionalit y and reports yield different from what is expected	Erroneou s functiona lity	Not function al at all	

2. I am satisfied with the reliability of the system.	Correct and reliable reports and information generated by the system	Correct and reliable reports and information generated by the system but in a wrong format/ arrangement	Some reports display different information	Lot of erroneous information with wrong design and format	Not reliable at all	
3. I am satisfied with the efficiency of the system.	System is efficient and effective	System is efficient and effective with a little bit of manual intervention	System is somehow efficient in the transaction and reporting	Lots of functions and reporting are not efficient	Not efficient at all	
B. **System Usability**	**5**	**4**	**3**	**2**	**1**	
4. I am satisfied with how the system is easy to use.	Simple to use, tools are well - organized, requires minimal explanation for how to use it and does not malfunction or crash	Simple to use but needs a little time for familiarity of the menus and functionalities	A lot of time is needed to familiarize the system due to scattered and not organized menus and functions.	Difficult and confusing to use due to not organized menus and functions and not informative screens and designs.	Really very difficult to use	
5. I am satisfied with the interface of the system.	Plain, organized and self-explanatory design and interfaces	Plain design with minimal learning curve needed to familiarize	Plain design but menus and functions are not well organized	Simple designs but with little confusing interfaces	Interface are confusing and not well organized	
6. I am satisfied	System meet	System meets	System	A lot of	System	

	with the purpose of the system.	all its purpose and intended results and information	almost all purpose and intended results but still missing some minor information	meets minor purpose and its intended results bit a lot of missing features	features and function did not meet its purpose and intended results	totally did not meet its intended purpose and results	
C.	**Information Quality**	**5**	**4**	**3**	**2**	**1**	
4.	The information on the system is always timely.	System can generate correct report and information in real-time	System needs a little time for batch data sync before it can generate report and information	Occasionally takes some time in generating reports and information	Reports and information generated by the system takes a lot of time	Reports and information generated by the system is really not timely	
5.	The information on the system is always accurate.	Generate accurate reports and information	Generate accurate reports but with some incorrect design format	Most reports generated are accurate but there are some which are lacking content and info	Some reports are not accurate	System generate not accurate information and reports	
6.	The information on the system is usually relevant.	Generates relevant information according to the request	Generates relevant information but in wrong design format	Generates lacking information	Generates lacking information in wrong design format	Information generated are not relevant at all	

Based on: Ajoye, M. B. (2014) *Information Systems User Satisfaction: A Survey of the Postgraduate School Portal, University of Ibadan, Nigeria.* **Library and Practice (E-journal)**.

VI. Recommendations and Suggestions

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_____

Thank you for your cooperation and time in answering the evaluation form.

The Researcher

QUESTIONNAIRE FOR COLLEGES

I. Personal Background

Direction: Kindly provide the necessary data asked by writing your answers on the space provided.

Department/Office: _____

II. Knowledge Learned about the SIAS Feature

Direction: Please indicate your response on the box by putting a check (/) on the space provided using the following scale:

5 – Excellent (Able to teach someone else)
4 – Good (Able to practice independently)
3 – Average (Has some experience but still requires supervision)
2 - Fair (Know something but no experience)
1 – Poor (Know nothing)

A. Setup	5	4	3	2	1
1. User-defined credentials/admission documents					
2. Monitoring of submission of credentials/admission documents					
3. Summary report on submitted/unsubmitted documents required for graduation					
4. User-defined periods on code, description, enrollment, adding/dropping & validation					
5. User-defined grading terms for any period like Prelim, Midterm, etc.					
6. User-defined table for the transmutation of grades from					

other grading systems like SUC (1.0, 3.0, etc), Percentile (75, 98, etc), Ateneo (A+,B-, etc), La Salle (4.0, 3.0, etc), and others					
7. User-defined courses and form-9 categorization per course					
8. User-defined subjects on code, course no., description, units, tuition, lec, lab, hours					
9. Facility to easily arrange the subjects globally based on classification					
10. Pre-requisites, co-requisites, equivalence can be defined on each subject					
11. Easy access to shared/synchronized subjects among all courses and curricula					
12. User-defined curricula with support effectivity year					
13. Change of Code/Name Authorization Protection					
B. Class Schedule/Enrollment					
1. Entry of class schedule which automatically detects conflicts					
2. Class schedule supports multiple rooms and/or teachers per class					
3. Facility to copy schedules of one class or whole period to another period					
4. Automatic generation of minimal class codes for fast encoding of enrollment					
5. Facility to limit, freeze, unfreeze or dissolve enrollment in any section or class					
6. Generates rooms assignment (tabular) and utilization (color coded) reports					
7. Creation of student accounts with automatic permanent or temporary ID					

8. Facility to merge a duplicate student account (including all its transactions) into the original account so that the duplicate account can then be deleted.					
9. Integrated smartcard reader for student identification (no need to type student ID)					
10. Facility to import all student ID pictures stored in a folder					
11. Enrollment: Identification for New, Freshman, Returnee, Shiftee, Graduating, Transferee, Cross Enrollee, Foreigner, etc.					
12. Encoding of enrolled subjects by block section for regular students					
13. Use class codes (separated by space entered in one line only) for irregular students					
14. Automatically finds available schedules for the problematic subjects of student					
15. Automatically computes and prints student assessment after encoding					
16. Adding and dropping of subjects with automatic re-assessment					
17. Transfer students from one class to another or subjects of student to another section					
18. Saves student performance, absences and violations					
19. Viewing and printing of Student Profile					
C. Grades					
1. Entry of grades by teacher or registrar through network					
2. Controlled editing of grades through authorization and privilege					
3. Changes to grades are logged by the system for auditing					

4. Export and import grades encoded in MS Excel by teacher or department					
5. Supports standard grading systems of SUCs, Ateneo, La Salle, Percentile, etc.					
6. Can input grades in all terms such as Prelim, Midterm & Finals with option to automatically compute the Final Grade					
7. Entry of external grades (transferees) using original codes, descriptions, grades and grading system					
8. Generates periodic average for the determination of academic achievers					
9. Generates general weighted average (GWA) from any period to any period					
10. Monitoring and replacement of incomplete (INC) to a failed grade value					
11. Monitoring of teacher's progress in grade entry (finished/unfinished) with pass/fail statistics for management action					
D. Reports					
1. Generates report on encoded grades that were not enrolled by students					
2. Generates report on candidates for graduation with summary on unfinished subjects and lacking documents.					
3. Prints all enrollment reports like masterlist, enrollment list, etc.					
4. Masterlist provides additional info on units (lec/lab) with filter options by level, department, course, year, gender,					

classifications (new, old, freshmen, returnee, shifter, regular, graduating, cross enrollee, transfee, etc.)					
5. Generates official class list or control sheet by department, teacher or subject					
6. Report on all enrolled students on a particular subject(s)					
7. Generates instructors loads and teachers programs with info on class sizes					
8. Report on laboratory/professional subjects with info on related charges					
9. Real-time statistics on enrollment data for management monitoring					
10. Prints general schedule with filter on open, closed, newly open, dissolved classes					
11. Statistical reports on enrollment by subject, credits earned, lecture/laboratory units and head count (FTE)					
12. Summary reports on reserved/confirmed, old/new and gender all can be displayed by course, department with year level in columns					
13. Prints Certifications of Enrollment, Billing and Grades					

III. Attendance to Training

Direction: Kindly provide the necessary data asked by putting a check (/) on the space provided.

	Yes	No	Not Sure
1. Did the administration conducted training on how to manipulate/use the system?			
2. Did you attend the training?			

IV. Effectiveness of the System

Direction: Please indicate your response on the box provided using the following scale:

5 – Extremely Effective
4 – Highly Effective
3 – Moderately Effective
2 - Slightly Effective
1 – Not Effective

A. System Quality

	5	4	3	2	1	Score
1. The system presents integrated reports.	Includes all the reports needed by the university/ students on financial reporting with future additional report capability	Includes all the reports on financial information but cannot be updated	Includes some of the financial reporting but cannot be updated	Includes basic financial reporting only	Cannot integrate reports	
2. The system limits to unauthorized access.	With Secured User security and User Level Access	With User Security and Level Access Right	With user security but without user level access right	With fixed username and password	No User Security at all	

	Right					
3. The system generates result according to the request.	All expected results are generated according to requests	Almost all expected results are generated but some are missing	Half of the request generates expected results and half are missing or with something wrong	The system generate result which are different from the request	No result at all	
4. The results generated by the system is accurate.	All generated results are accurate	Almost all generated results are accurate	Only half of the generated results are accurate	Most of the generated results are **NOT** accurate	No results generated at all	
5. The system is capable to interact with one or more specified systems	Compatible and upgradable to online version **anytime. Future update can be integrated seamlessly**	Compatible and upgradable to online version **sometime.** Difficulties in integrating future updates	Compatible **but not upgradable** to online version anytime. Has fix functionalities and cannot be updated with future integration	**Not compatible but upgradable** to online version anytime	**Not compatible and not upgradable** to online version anytime	

B. System Usability

	5	**4**	**3**	**2**	**1**	**Score**
1. The system is simple to use.	Interface is not complex providing quick access to common features	Menu and functions are somehow group to functionality but still has some	Plain and crude interface and menu navigation	Obscured menu navigation and interfaces	Very crude and obscured interface and system navigation	

	or command	navigation difficulties				
2. Using the system, user can effectively complete their work.	The system can generate report and information effectively	The system can generate report but somehow still need extra work to finalized properly	The system can help complete the work but still requires a lot of manual intervention	The system somehow can help a little bit to complete work	The system cannot help effectively to complete work	
3. Using the system, user is able to complete their work quickly.	The system can complete work quickly	The system can complete their work but somehow still need extra effort to finalized properly	The system can help complete the work but still requires a lot of manual intervention	The system somehow can help a little bit complete their work slowly	The system cannot complete their work	
4. It was easy to learn to use the system	**Has bigger distinct clickable buttons**/areas. User can **easily navigate/ use even without the help of an IT assistant**	**Has small distinct clickable buttons**/areas that the user can easily to navigate/use **even without the help of an IT assistant**	**Has lots of small distinct clickable buttons**/areas that the user can easily to navigate/use **even without the help of an IT assistant**	**Has lots of small clickable buttons**/areas but not that the user can easily to navigate/use even without the help of an IT assistant	There are **lots of complicated clickable buttons**/areas. User has **difficulty in navigating/using the system** and **needs help of an IT assistant**	
5. The information (such as online	Provides hints/information about the	Provides hints/information about the	Provides hints/information about the usage of	Cryptic and ambiguous error messages	No messages at all	

help, on-screen messages, and other documentation) provided with this system is clear	usage of every fields, form and clickable area, and has help files that contain general information and instruction.	usage of every fields and forms, and has help files that contain most of the information and instruction.	every fields. Also, it has help files that contain some information and instruction	and information are displayed by the system		

Based on: Ramezan, M. (2009) *Measuring the effectiveness of human resource information systems in national iraninan oil company and impirical assessment.* **Iranian Journal of Management Studies (IJMS)** 2:2, 129-145.

C. **Information Quality**

	5	4	3	2	1	Score
1. The information provided by the system is accurate.	Generates **100% exact** information/report according to the request.	Generates **80% exact** information/report according to the request.	Generates **60% exact** information/report according to the request.	Generates **50% exact** information/report according to the request.	Cannot generate accurate information /report according to the request.	
2. The information provided by the system is complete.	Generates **100% complete** information/report according to the request.	Generates **80% complete** information/report according to the request	Generates **60% complete** information/report according to the request	Generates **50% complete** information/report according to the request	Cannot generate complete information /report according to the request	
3. The information provided by the	Generates information/report according to the	Generates information/report according to the	Generates information/report according to the request	Generates information/report according to the request	Generates information/report according to the	

system is on time.	request with **30 secs interval**	request with **1-minute interval**	with **2 minutes interval**	with **2-minutes and 30 seconds interval**	request with **3-minutes interval**	
4. The information provided by the system is understandable.	Generates information/report that is clearly relates according to the request. It includes several supporting details.	A little bit of clarity on the reports and information generated by the system	Plain but understandable reporting and system information generated by the system	With a little bit of obscurity in the report and information generated by the system	Obscured reporting and other information generated by the system	
5. The volume of information provided by the system is appropriate.	Generates **100% appropriate information**/report according to the request	Generates **80% appropriate information**/report according to the request	Generates **60% appropriate information**/report according to the request	Generates **50% appropriate information** /report according to the request	Cannot generate information according to the request	

V. User Satisfaction of the System

Direction: Please indicate your response on the box provided using the following scale:

5 - Extremely Satisfied
4 - Highly Satisfied
3 - Moderately Satisfied
2 - Slightly Satisfied
1 - Not Satisfied

A. **System Quality**	**5**	**4**	**3**	**2**	**1**	**Score**
1. I am satisfied with the functionality of the system.	Complete necessary functions and reporting	Minor missing functionality and reporting	Some functionality and reports yield different from what is expected	Erroneous functionality	Not functional at all	
2. I am satisfied with the reliability of the system.	Correct and reliable reports and information generated by the system	Correct and reliable reports and information generated by the system but in a wrong format/ arrangement	Some reports display different information	Lot of erroneous information with wrong design and format	Not reliable at all	
3. I am satisfied with the efficiency of the system.	System is efficient and effective	System is efficient and effective with a little bit of manual intervention	System is somehow efficient in the transaction and reporting	Lots of functions and reporting are not efficient	Not efficient at all	
B. **System Usability**	**5**	**4**	**3**	**2**	**1**	**Score**
1. I am satisfied with how the system is easy to use.	Simple to use, tools are well - organized, requires minimal explanation for how to use it and does not malfunction or crash	Simple to use but needs a little time for familiarity of the menus and functionalities	A lot of time is needed to familiarize the system due to scattered and not organized menus and functions.	Difficult and confusing to use due to not organized menus and functions and not informative screens and designs.	Really very difficult to use	
2. I am satisfied with the interface of the system.	Plain, organized and self-	Plain design with minimal learning	Plain design but menus and	Simple designs but with little	Interface are confusin	

	explanatory design and interfaces	curve needed to familiarize	functions are not well organized	confusing interfaces	g and not well organize d	
3. I am satisfied with the purpose of the system.	System meet all its purpose and intended results and information	System meets almost all purpose and intended results but still missing some minor information	System meets minor purpose and its intended results bit a lot of missing features	A lot of features and function did not meet its purpose and intended results	System totally did not meet its intended purpose and results	
C. **Information Quality**	**5**	**4**	**3**	**2**	**1**	**Score**
1. The information on the system is always timely.	System can generate correct report and information in real-time	System needs a little time for batch data sync before it can generate report and information	Occasionall y takes some time in generating reports and information	Reports and informatio n generated by the system takes a lot of time	Reports and informat ion generate d by the system is really not timely	
2. The information on the system is always accurate.	Generate accurate reports and information	Generate accurate reports but with some incorrect design format	Most reports generated are accurate but there are some which are lacking content and info	Some reports are not accurate	System generate not accurate informat ion and reports	
3. The information on the system is usually relevant.	Generates relevant information according to the request	Generates relevant information but in wrong design format	Generates lacking information	Generates lacking informatio n in wrong design format	Informat ion generate d are not relevant at all	

Based on: Ajoye, M. B. (2014) *Information Systems User Satisfaction: A Survey of the Postgraduate School Portal, University of Ibadan, Nigeria*. **Library and Practice (E-journal)**.

VI. Recommendations and Suggestions

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Thank you for your cooperation and time in answering the evaluation form.

The Researcher

QUESTIONNAIRE FOR FACULTY

I. Personal Background

Direction: Kindly provide the necessary data asked by writing your answers on the space provided.

Department/Office: _____

II. Knowledge Learned about the SIAS Feature

Direction: Please indicate your response on the box by putting a check (/) on the space provided using the following scale:

5 – Excellent (Able to teach someone else)
4 – Good (Able to practice independently)
3 – Average (Has some experience but still requires supervision)
2 - Fair (Know something but no experience)
2 – Poor (Know nothing)
1 – Poor (Know nothing)

Grades	5	4	3	2	1
1. Entry of grades by teacher or registrar through network.					
2. Controlled editing of grades through authorization and privileged.					
3. Changes to grades are logged by the system for auditing.					
4. Exports and import grades encoded in MS Excel by teacher or department.					
5. Supports standard grading systems of SUCs (Ateneo, La Salle,					

Percentile, etc.).					
6. Can input grades in all terms such as Prelim, Midterm and Finals with option to automatically compute the Final Grade.					
7. Entry of external grades (transferees) using original codes, descriptions, grades and grading system.					
8. Generates periodic average for the determination of academic achievers.					
9. Generates general weighted average (GWA) from any period to any period.					
10. Monitoring and replacement of incomplete (INC) to a failed grade value.					
11. Monitoring of teachers' progress in grade entry (finished/unfinished) with pass/fail statistics for management action.					
12. Automatically evaluate students based on their respective curriculum.					
13. Automatic crediting of internal and equivalent subjects.					
14. System assisted crediting of external subjects (from other schools).					

III. Attendance to Training

Direction: Kindly provide the necessary data asked by putting a check (/) on the space provided.

	Yes	No	Not Sure
1. Did the administration conducted training on how to manipulate/use the system?			
2. Did you attend the training?			

IV. Effectiveness of the System

Direction: Please indicate your response on the box provided using the following scale:

5 – Extremely Effective
4 – Highly Effective
3 – Moderately Effective
2 - Slightly Effective
2 – Not Effective

A. System Quality

	5	4	3	2	1	Score
1. The system presents integrated reports.	Includes all the reports needed by the university/ students on financial reporting with future additional report capability	Includes all the reports on financial information but cannot be updated	Includes some of the financial reporting but cannot be updated	Includes basic financial reporting only	Cannot integrate reports	
2. The system limits to unauthorized access.	With Secured User security and User Level Access	With User Security and Level Access Right	With user security but without user level access right	With fixed username and password	No User Security at all	

	Right					
3. The system generates result according to the request.	All expected results are generated according to requests	Almost all expected results are generated but some are missing	Half of the request generates expected results and half are missing or with something wrong	The system generate result which are different from the request	No result at all	
4. The results generated by the system is accurate.	All generated results are accurate	Almost all generated results are accurate	Only half of the generated results are accurate	Most of the generated results are **NOT** accurate	No results generated at all	
5. The system is capable to interact with one or more specified systems	Compatible and upgradable to online version **anytime. Future update can be integrated seamlessly**	Compatible and upgradable to online version **sometime.** Difficulties in integrating future updates	Compatible **but not upgradable** to online version anytime. Has fix functionalities and cannot be updated with future integration	**Not compatible but upgradable** to online version anytime	**Not compatible and not upgradable** to online version anytime	

B. System Usability

	5	**4**	**3**	**2**	**1**	**Score**
1. The system is simple to use.	Interface is not complex providing quick access to common features or command	Menu and functions are somehow group to functionality but still has some navigation difficulties	Plain and crude interface and menu navigation	Obscured menu navigation and interfaces	Very crude and obscured interface and system navigatio n	

2. Using the system, user can effectively complete their work.	The system can generate report and information effectively	The system can generate report but somehow still need extra work to finalized properly	The system can help complete the work but still requires a lot of manual intervention	The system somehow can help a little bit to complete work	The system cannot help effectively to complete work	
3. Using the system, user is able to complete their work quickly.	The system can complete work quickly	The system can complete their work but somehow still need extra effort to finalized properly	The system can help complete the work but still requires a lot of manual intervention	The system somehow can help a little bit complete their work slowly	The system cannot complete their work	
4. It was easy to learn to use the system	**Has bigger distinct clickable buttons**/areas. User can **easily navigate/ use even without the help of an IT assistant**	**Has small distinct clickable buttons**/areas that the user can easily to navigate/use **even without the help of an IT assistant**	**Has lots of small distinct clickable buttons**/areas that the user can easily to navigate/use **even without the help of an IT assistant**	**Has lots of small clickable buttons**/areas but not that the user can easily to navigate/use even without the help of an IT assistant	There are **lots of complicated clickable buttons**/ areas. User has **difficulty in navigating/using the system** and **needs help of an IT assistant**	
5. The information (such as online help, on-screen	Provides hints/information about the usage of every	Provides hints/information about the usage of every fields	Provides hints/information about the usage of every fields. Also, it has	Cryptic and ambiguous error messages and information	No messages at all	

messages, and other documentation) provided with this system is clear	fields, form and clickable area, and has help files that contain general information and instruction.	and forms, and has help files that contain most of the information and instruction.	help files that contain some information and instruction	are displayed by the system		

Based on: Ramezan, M. (2009) *Measuring the effectiveness of human resource information systems in national iraninan oil company and impirical assessment.* **Iranian Journal of Management Studies (IJMS)** 2:2, 129-145.

C. **Information Quality**

	5	**4**	**3**	**2**	**1**	**Score**
1. The information provided by the system is accurate.	Generates **100% exact** information/report according to the request.	Generates **80% exact** information/report according to the request.	Generates **60% exact** information/report according to the request.	Generates **50% exact** information /report according to the request.	Cannot generate accurate information /report according to the request.	
2. The information provided by the system is complete.	Generates **100% complete** information/report according to the request.	Generates **80% complete** information/report according to the request	Generates **60% complete** information/report according to the request	Generates **50% complete** information /report according to the request	Cannot generate complete information /report according to the request	
3. The information provided by the system is on time.	Generates information/report according to the request with **30**	Generates information/report according to the request with **1-**	Generates information/report according to the request with **2 minutes**	Generates information /report according to the request with **2-minutes and**	Generates information/report according to the request with **3-**	

	secs interval	**minute interval**	**interval**	**30 seconds interval**	**minutes interval**	
4. The information provided by the system is understandable.	Generates information/report that is clearly relates according to the request. It includes several supporting details.	A little bit of clarity on the reports and information generated by the system	Plain but understandable reporting and system information generated by the system	With a little bit of obscurity in the report and information generated by the system	Obscured reporting and other information generated by the system	
5. The volume of information provided by the system is appropriate.	Generates **100% appropriate information**/report according to the request	Generates **80% appropriate information**/report according to the request	Generates **60% appropriate information**/report according to the request	Generates **50% appropriate information** /report according to the request	Cannot generate information according to the request	

V. User Satisfaction of the System

Direction: Please indicate your response on the box provided using the following scale:

5 - Extremely Satisfied
4 - Highly Satisfied
3 - Moderately Satisfied
2 - Slightly Satisfied
1 - Not Satisfied

A. **System Quality**	**5**	**4**	**3**	**2**	**1**	**Score**
1. I am satisfied with the functionality of the system.	Complete necessary functions and reporting	Minor missing functionality and reporting	Some functionality and reports yield different from what is expected	Erroneous functionality	Not functional at all	
2. I am satisfied with the reliability of the system.	Correct and reliable reports and information generated by the system	Correct and reliable reports and information generated by the system but in a wrong format/ arrangement	Some reports display different information	Lot of erroneous information with wrong design and format	Not reliable at all	
3. I am satisfied with the efficiency of the system.	System is efficient and effective	System is efficient and effective with a little bit of manual intervention	System is somehow efficient in the transaction and reporting	Lots of functions and reporting are not efficient	Not efficient at all	
B. **System Usability**	**5**	**4**	**3**	**2**	**1**	**Score**
1. I am satisfied with how the system is easy to use.	Simple to use, tools are well - organized, requires minimal explanation for how to use it and does not malfunction or crash	Simple to use but needs a little time for familiarity of the menus and functionalities	A lot of time is needed to familiarize the system due to scattered and not organized menus and functions.	Difficult and confusing to use due to not organized menus and functions and not informative screens and designs.	Really very difficult to use	
2. I am satisfied with the interface of the	Plain, organized	Plain design with minimal	Plain design but	Simple designs	Interface are	

system.	and self-explanatory design and interfaces	learning curve needed to familiarize	menus and functions are not well organized	but with little confusing interfaces	confusing and not well organized	
3. I am satisfied with the purpose of the system.	System meet all its purpose and intended results and information	System meets almost all purpose and intended results but still missing some minor information	System meets minor purpose and its intended results bit a lot of missing features	A lot of features and function did not meet its purpose and intended results	System totally did not meet its intended purpose and results	
C. **Information Quality**	**5**	**4**	**3**	**2**	**1**	**Score**
1. The information on the system is always timely.	System can generate correct report and information in real-time	System needs a little time for batch data sync before it can generate report and information	Occasionally takes some time in generating reports and information	Reports and information generated by the system takes a lot of time	Reports and information generated by the system is really not timely	
2. The information on the system is always accurate.	Generate accurate reports and information	Generate accurate reports but with some incorrect design format	Most reports generated are accurate but there are some which are lacking content and info	Some reports are not accurate	System generate not accurate information and reports	
3. The information on the system is usually relevant.	Generates relevant information according to the request	Generates relevant information but in wrong design format	Generates lacking information	Generates lacking information in wrong design format	Information generated are not relevant at all	

Based on: Ajoye, M. B. (2014) *Information Systems User Satisfaction: A Survey of the Postgraduate School Portal, University of Ibadan, Nigeria.* **Library and Practice (E-journal)**.

VI. Recommendations and Suggestions

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Thank you for your cooperation and time in answering the evaluation form.

The Researcher

QUESTIONNAIRE FOR OFFICE OF THE STUDENT AFFAIRS AND SERVICES

I. Personal Background

Direction: Kindly provide the necessary data asked by writing your answers on the space provided.

Department/Office: _____

II. Knowledge Learned about the SIAS Feature

Direction: Please indicate your response on the box by putting a check (/) on the space provided using the following scale:

5 - Excellent (Able to teach someone else)
4 - Good (Able to practice independently)
3 - Average (Has some experience but still requires supervision)
2 - Fair (Know something but no experience)
1 - Poor (Know nothing)

Discounts/Scholarship	5	4	3	2	1
1. Supports multiple discounts/scholarship grants availed by single student					
2. User-defined discounts/scholarships and classifications					
3. Option to define internal and external scholarships					
4. Option for grantees that will be automatically validated even without payment					
5. User-defined options on maximum units, rates on tuition, misc, lab, others and for fixed amount.					
6. Option to include or exclude specific fees in the					

computation.					
7. Entry of discount/scholarship grantees with option to automatically compute					
8. Distribution of payment to grantees from the amount paid by sponsor					
9. Automatically debits/credits to the receivable ledgers of sponsors					
10. Reports on List of Grantees, Tuition & Other Discounts, Summary of Discounts/Scholarships, Detailed Report on Discount/Scholarships with distribution on affected fees and Summary on Collected Fees					

III. Attendance to Training

Direction: Kindly provide the necessary data asked by putting a check (/) on the space provided.

	Yes	**No**	**Not Sure**
1. Did the administration conducted training on how to manipulate/use the system?			
2. Did you attend the training?			

IV. Effectiveness of the System

Direction: Please indicate your response on the box provided using the following scale:

5 – Extremely Effective
4 – Highly Effective
3 – Moderately Effective
2 - Slightly Effective
1 - Not Effective

A. System Quality

	5	4	3	2	1	Score
1. The system presents integrated reports.	Includes all the reports needed by the university/ students on financial reporting with future additional report capability	Includes all the reports on financial information but cannot be updated	Includes some of the financial reporting but cannot be updated	Includes basic financial reporting only	Cannot integrate reports	
2. The system limits to unauthorized access.	With Secured User security and User Level Access Right	With User Security and Level Access Right	With user security but without user level access right	With fixed username and password	No User Security at all	
3. The system generates result according to the request.	All expected results are generated according to requests	Almost all expected results are generated but some are missing	Half of the request generates expected results and half are missing or with something wrong	The system generate result which are different from the request	No result at all	
4. The results generated	All generated	Almost all generated	Only half of the	Most of the generated	No results generated	

by the system is accurate.	results are accurate	results are accurate	generated results are accurate	results are **NOT** accurate	at all	
5. The system is capable to interact with one or more specified systems	Compatible and upgradable to online version **anytime. Future update can be integrated seamlessly**	Compatible and upgradable to online version **sometime.** Difficulties in integrating future updates	Compatible **but not upgradable** to online version anytime. Has fix functionalities and cannot be updated with future integration	**Not compatible but upgradable** to online version anytime	**Not compatible and not upgradable** to online version anytime	

B. System Usability

System Usability	5	4	3	2	1	Score
1. The system is simple to use.	Interface is not complex providing quick access to common features or command	Menu and functions are somehow group to functionality but still has some navigation difficulties	Plain and crude interface and menu navigation	Obscured menu navigation and interfaces	Very crude and obscured interface and system navigation	
2. Using the system, user can effectively complete their work.	The system can generate report and information effectively	The system can generate report but somehow still need extra work to finalized properly	The system can help complete the work but still requires a lot of manual intervention	The system somehow can help a little bit to complete work	The system cannot help effectively to complete work	

3. Using the system, user is able to complete their work quickly.	The system can complete work quickly	The system can complete their work but somehow still need extra effort to finalized properly	The system can help complete the work but still requires a lot of manual intervention	The system somehow can help a little bit complete their work slowly	The system cannot complete their work	
4. It was easy to learn to use the system	**Has bigger distinct clickable buttons**/ areas. User can **easily navigate/ use even without the help of an IT assistant**	**Has small distinct clickable buttons**/areas that the user can easily to navigate/use **even without the help of an IT assistant**	**Has lots of small distinct clickable buttons**/areas that the user can easily to navigate/use **even without the help of an IT assistant**	**Has lots of small clickable buttons**/areas but not that the user can easily to navigate/use even without the help of an IT assistant	There are **lots of complicated clickable buttons**/ areas. User has **difficulty in navigating/using the system** and **needs help of an IT assistant**	
5. The information (such as online help, on-screen messages, and other documentation) provided with this	Provides hints/information about the usage of every fields, form and clickable area, and has help files that contain general	Provides hints/information about the usage of every fields and forms, and has help files that contain most of the information and instruction.	Provides hints/information about the usage of every fields. Also, it has help files that contain some information and instruction	Cryptic and ambiguous error messages and information are displayed by the system	No messages at all	

system is clear	information and instruction.					

Based on: Ramezan, M. (2009) *Measuring the effectiveness of human resource information systems in national iraninan oil company and impirical assessment.* **Iranian Journal of Management Studies (IJMS)** 2:2, 129-145.

C. **Information Quality**

Information Quality	**5**	**4**	**3**	**2**	**1**	**Score**
1. The information provided by the system is accurate.	Generates **100% exact** information/report according to the request.	Generates **80% exact** information/report according to the request.	Generates **60% exact** information/report according to the request.	Generates **50% exact** information /report according to the request.	Cannot generate accurate information /report according to the request.	
2. 4.The information provided by the system is complete.	Generates **100% complete** information/report according to the request.	Generates **80% complete** information/report according to the request	Generates **60% complete** information/report according to the request	Generates **50% complete** information /report according to the request	Cannot generate complete information /report according to the request	
3. The information provided by the system is on time.	Generates information/report according to the request with **30 secs interval**	Generates information/report according to the request with **1-minute interval**	Generates information/report according to the request with **2 minutes interval**	Generates information /report according to the request with **2-minutes and 30 seconds interval**	Generates information/report according to the request with **3-minutes interval**	
4. The information provided by the	Generates information/report that is clearly	A little bit of clarity on the reports and	Plain but understandable reporting and system information	With a little bit of obscurity in the report and	Obscured reporting and other information	

	system is understandable.	relates according to the request. It includes several supporting details.	information generated by the system	generated by the system	information generated by the system	generated by the system	
5.	The volume of information provided by the system is appropriate.	Generates **100% appropriate information**/report according to the request	Generates **80% appropriate information**/report according to the request	Generates **60% appropriate information**/report according to the request	Generates **50% appropriate information**/report according to the request	Cannot generate information according to the request	

V. User Satisfaction of the System

Direction: Please indicate your response on the box provided using the following scale:

5 - Extremely Satisfied
4 – Highly Satisfied
3 - Moderately Satisfied
2 - Slightly Satisfied
1 - Not Satisfied

A. System Quality	**5**	**4**	**3**	**2**	**1**	**Score**
1. I am satisfied with the functionality of the system.	Complete necessary functions and reporting	Minor missing functionality and reporting	Some functionality and reports yield different from what is expected	Erroneous functionality	Not functional at all	

4. I am satisfied with the reliability of the system.	Correct and reliable reports and information generated by the system	Correct and reliable reports and information generated by the system but in a wrong format/ arrangement	Some reports display different information	Lot of erroneous information with wrong design and format	Not reliable at all	
5. I am satisfied with the efficiency of the system.	System is efficient and effective	System is efficient and effective with a little bit of manual intervention	System is somehow efficient in the transaction and reporting	Lots of functions and reporting are not efficient	Not efficient at all	
B. **System Usability**	**5**	**4**	**3**	**2**	**1**	**Score**
1. I am satisfied with how the system is easy to use.	Simple to use, tools are well - organized, requires minimal explanation for how to use it and does not malfunction or crash	Simple to use but needs a little time for familiarity of the menus and functionalities	A lot of time is needed to familiarize the system due to scattered and not organized menus and functions.	Difficult and confusing to use due to not organized menus and functions and not informative screens and designs.	Really very difficult to use	

2. I am satisfied with the interface of the system.	Plain, organized and self-explanatory design and interfaces	Plain design with minimal learning curve needed to familiarize	Plain design but menus and functions are not well organized	Simple designs but with little confusing interfaces	Interface are confusing and not well organized	
3. I am satisfied with the purpose of the system.	System meet all its purpose and intended results and information	System meets almost all purpose and intended results but still missing some minor information	System meets minor purpose and its intended results bit a lot of missing features	A lot of features and function did not meet its purpose and intended results	System totally did not meet its intended purpose and results	
C. **Information Quality**	**5**	**4**	**3**	**2**	**1**	**Score**
1. The information on the system is always timely.	System can generate correct report and information in real-time	System needs a little time for batch data sync before it can generate report and information	Occasionally takes some time in generating reports and information	Reports and information generated by the system takes a lot of time	Reports and information generated by the system is really not timely	
2. The information on the system is always accurate.	Generate accurate reports and information	Generate accurate reports but with some incorrect design	Most reports generated are accurate but there are	Some reports are not accurate	System generate not accurate information and reports	

		format	some which are lacking content and info			
3. The information on the system is usually relevant.	Generates relevant information according to the request	Generates relevant information but in wrong design format	Generates lacking information	Generates lacking information in wrong design format	Information generated are not relevant at all	

Based on: Ajoye, M. B. (2014) *Information Systems User Satisfaction: A Survey of the Postgraduate School Portal, University of Ibadan, Nigeria.* **Library and Practice (E-journal)**.

VI. Recommendations and Suggestions

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_____

_____

Thank you for your cooperation and time in answering the evaluation form.

The Researcher

QUESTIONNAIRE FOR REGISTRAR'S OFFICE

I. Personal Background

Direction: Kindly provide the necessary data asked by writing your answers on the space provided.

Department/Office: _____

II. Knowledge Learned about the SIAS Feature

Direction: Please indicate your response on the box by putting a check (/) on the space provided using the following scale:

5 - Excellent (Able to teach someone else)
4 - Good (Able to practice independently)
3 - Average (Has some experience but still requires supervision)
2 - Fair (Know something but no experience)
1 - Poor (Know nothing)

A. Setup	5	4	3	2	1
1. User-defined credentials/admission documents					
2. Monitoring of submission of credentials/admission documents					
3. Summary report on submitted/unsubmitted documents required for graduation					
4. User-defined periods on code, description, enrollment, adding/dropping & validation					
5. User-defined grading terms for any period like Prelim, Midterm, etc.					

6. User-defined table for the transmutation of grades from other grading systems like SUC (1.0, 3.0, etc), Percentile (75, 98, etc), Ateneo (A+,B-, etc), La Salle (4.0, 3.0, etc), and others					
7. User-defined courses and form-9 categorization per course					
8. User-defined subjects on code, course no., description, units, tuition, lec, lab, hours					
9. Facility to easily arrange the subjects globally based on classification					
10. Pre-requisites, co-requisites, equivalence can be defined on each subject					
11. Easy access to shared/synchronized subjects among all courses and curricula					
12. User-defined curricula with support effectivity year					
13. Change of Code/Name Authorization Protection					
E. Class Schedule/ Enrollment					
20. Entry of class schedule which automatically detects conflicts					
21. Class schedule supports multiple rooms and/or teachers per class					
22. Facility to copy schedules of one class or whole period to another period					
23. Automatic generation of minimal class codes for fast encoding of enrollment					
24. Facility to limit, freeze,					

unfreeze or dissolve enrollment in any section or class					
25. Generates rooms assignment (tabular) and utilization (color coded) reports					
26. Creation of student accounts with automatic permanent or temporary ID					
27. Facility to merge a duplicate student account (including all its transactions) into the original account so that the duplicate account can then be deleted.					
28. Integrated smartcard reader for student identification (no need to type student ID)					
29. Facility to import all student ID pictures stored in a folder					
30. Enrollment: Identification for New, Freshman, Returnee, Shiftee, Graduating, Transferee, Cross Enrollee, Foreigner, etc.					
31. Encoding of enrolled subjects by block section for regular students					
32. Use class codes (separated by space entered in one line only) for irregular students					
33. Automatically finds available schedules for the problematic subjects of student					
34. Automatically computes and prints student assessment after encoding					
35. Adding and dropping of subjects with automatic re-					

assessment					
36. Transfer students from one class to another or subjects of student to another section					
37. Saves student performance, absences and violations					
38. Viewing and printing of Student Profile					
F. Grades					
12. Entry of grades by teacher or registrar through network					
13. Controlled editing of grades through authorization and privilege					
14. Changes to grades are logged by the system for auditing					
15. Export and import grades encoded in MS Excel by teacher or department					
16. Supports standard grading systems of SUCs, Ateneo, La Salle, Percentile, etc.					
17. Can input grades in all terms such as Prelim, Midterm & Finals with option to automatically compute the Final Grade					
18. Entry of external grades (transferees) using original codes, descriptions, grades and grading system					
19. Generates periodic average for the determination of academic achievers					
20. Generates general weighted average (GWA) from any period to any period					
21. Monitoring and replacement of incomplete					

(INC) to a failed grade value					
22. Monitoring of teacher's progress in grade entry (finished/unfinished) with pass/fail statistics for management action					
23. Automatically evaluate students based on their respective curriculum					
24. Automatic crediting of internal and equivalent subjects					
25. System assisted crediting of external subjects (from other schools)					
G. Reports					
14. Generates report on encoded grades that were not enrolled by students					
15. Generates report unsubmitted credentials/admission documents required					
16. Generates report on candidates for graduation with summary on unfinished subjects and lacking documents.					
17. Prints diploma of all graduating students on the fly					
18. Prints all enrollment reports like masterlist, enrollment list, etc.					
19. Masterlist provides additional info on units (lec/lab) with filter options by level, department, course, year, gender, classifications (new, old, freshmen, returnee, shifter, regular, graduating, cross					

enrollee, transfee, etc.)					
20. Generates official class list or control sheet by department, teacher or subject					
21. Report on all enrolled students on a particular subject(s)					
22. Generates instructors loads and teachers programs with info on class sizes					
23. Report on laboratory/professional subjects with info on related charges					
24. Real-time statistics on enrollment data for management monitoring					
25. Prints general schedule with filter on open, closed, newly open, dissolved classes					
26. Statistical reports on enrollment by subject, credits earned, lecture/laboratory units and head count (FTE)					
27. Summary reports on reserved/confirmed, old/new and gender all can be displayed by course, department with year level in columns					
28. Prints Certifications of Enrollment, Billing and Grades					
29. Prints Transcript of Records, True Copy of Grades, Scholastic Records, Form-9 and Diploma					

III. Attendance to Training

Direction: Kindly provide the necessary data asked by putting a check (/) on the space provided.

	Yes	No	Not Sure
1. Did the administration conducted training on how to manipulate/use the system?			
2. Did you attend the training?			

IV. Effectiveness of the System

Direction: Please indicate your response on the box provided using the following scale:

5 - Extremely Effective
4 - Highly Effective
3 - Moderately Effective
2 - Slightly Effective
1 - Not Effective

A. System Quality

	5	4	3	2	1	Score
1. The system presents integrated reports.	Includes all the reports needed by the university/ students on financial reporting with future additional report capability	Includes all the reports on financial information but cannot be updated	Includes some of the financial reporting but cannot be updated	Includes basic financial reporting only	Cannot integrate reports	
3. The system limits to unauthorized access.	With Secured User security and User Level	With User Security and Level Access Right	With user security but without user level access right	With fixed username and password	No User Security at all	

	Access Right					
4. The system generates result according to the request.	All expected results are generated according to requests	Almost all expected results are generated but some are missing	Half of the request generates expected results and half are missing or with something wrong	The system generate result which are different from the request	No result at all	
5. The results generated by the system is accurate.	All generated results are accurate	Almost all generated results are accurate	Only half of the generated results are accurate	Most of the generated results are **NOT** accurate	No results generated at all	
6. The system is capable to interact with one or more specified systems	Compatible and upgradable to online version **anytime. Future update can be integrated seamlessly**	Compatible and upgradable to online version **sometime.** Difficulties in integrating future updates	Compatible **but not upgradable** to online version anytime. Has fix functionalities and cannot be updated with future integration	**Not compatible but upgradable** to online version anytime	**Not compatible and not upgradable** to online version anytime	

B. System Usability

System Usability	5	4	3	2	1	Score
1. The system is simple to use.	Interface is not complex providing quick access to common features or command	Menu and functions are somehow group to functionality but still has some navigation difficulties	Plain and crude interface and menu navigation	Obscured menu navigation and interfaces	Very crude and obscured interface and system navigation	

2. Using the system, user can effectively complete their work.	The system can generate report and information effectively	The system can generate report but somehow still need extra work to finalized properly	The system can help complete the work but still requires a lot of manual intervention	The system somehow can help a little bit to complete work	The system cannot help effectively to complete work	
3. Using the system, user is able to complete their work quickly.	The system can complete work quickly	The system can complete their work but somehow still need extra effort to finalized properly	The system can help complete the work but still requires a lot of manual intervention	The system somehow can help a little bit complete their work slowly	The system cannot complete their work	
4. It was easy to learn to use the system	**Has bigger distinct clickable buttons**/ areas. User can **easily navigate/ use even without the help of an IT assistant**	**Has small distinct clickable buttons**/areas that the user can easily to navigate/use **even without the help of an IT assistant**	**Has lots of small distinct clickable buttons**/areas that the user can easily to navigate/use **even without the help of an IT assistant**	**Has lots of small clickable buttons**/areas but not that the user can easily to navigate/use even without the help of an IT assistant	There are **lots of complicated clickable buttons**/ areas. User has **difficulty in navigating/using the system** and **needs help of an IT assistant**	
5. The information (such as online	Provides hints/information about the	Provides hints/information about the	Provides hints/information about the usage of	Cryptic and ambiguous error messages	No messages at all	

help, on-screen messages, and other documentation) provided with this system is clear	usage of every fields, form and clickable area, and has help files that contain general information and instruction.	usage of every fields and forms, and has help files that contain most of the information and instruction.	every fields. Also, it has help files that contain some information and instruction	and information are displayed by the system		

Based on: Ramezan, M. (2009) *Measuring the effectiveness of human resource information systems in national iraninan oil company and impirical assessment.* **Iranian Journal of Management Studies (IJMS)** 2:2, 129-145.

C. **Information Quality**

Information Quality	**5**	**4**	**3**	**2**	**1**	**Score**
1. The information provided by the system is accurate.	Generates **100% exact** information/report according to the request.	Generates **80% exact** information/report according to the request.	Generates **60% exact** information/ report according to the request.	Generates **50% exact** information /report according to the request.	Cannot generate accurate information /report according to the request.	
2.The information provided by the system is complete.	Generates **100% complete** information/report according to the request.	Generates **80% complete** information/report according to the request	Generates **60% complete** information/ report according to the request	Generates **50% complete** information /report according to the request	Cannot generate complete information /report according to the request	
3. The information provide	Generates information/report according	Generates information/report according	Generates information/ report according to	Generates information /report according to	Generates information/report according	

	d by the system is on time.	to the request with **30 secs interval**	to the request with **1-minute interval**	the request with **2 minutes interval**	the request with **2-minutes and 30 seconds interval**	to the request with **3-minutes interval**	
4.	The information provided by the system is understandable.	Generates information/report that is clearly relates according to the request. It includes several supporting details.	A little bit of clarity on the reports and information generated by the system	Plain but understandable reporting and system information generated by the system	With a little bit of obscurity in the report and information generated by the system	Obscured reporting and other information generated by the system	
5.	The volume of information provided by the system is appropriate.	Generates **100% appropriate information**/report according to the request	Generates **80% appropriate information**/report according to the request	Generates **60% appropriate information**/ report according to the request	Generates **50% appropriate information** /report according to the request	Cannot generate information according to the request	

V. User Satisfaction of the System

Direction: Please indicate your response on the box provided using the following scale:

5 - Extremely Satisfied
4 – Highly Satisfied
3 - Moderately Satisfied
2 - Slightly Satisfied
1 - Not Satisfied

A. System Quality	**5**	**4**	**3**	**2**	**1**	**Score**
1. I am satisfied with the functionality of the system.	Complete necessary functions and reporting	Minor missing functionality and reporting	Some functionality and reports yield different from what is expected	Erroneous functionality	Not functional at all	
2.I am satisfied with the reliability of the system.	Correct and reliable reports and information generated by the system	Correct and reliable reports and information generated by the system but in a wrong format/ arrangement	Some reports display different information	Lot of erroneous information with wrong design and format	Not reliable at all	
3. I am satisfied with the efficiency of the system.	System is efficient and effective	System is efficient and effective with a little bit of manual intervention	System is somehow efficient in the transaction and reporting	Lots of functions and reporting are not efficient	Not efficient at all	
B. **System Usability**	**5**	**4**	**3**	**2**	**1**	**Score**
1. I am satisfied with how the system is easy to use.	Simple to use, tools are well - organized, requires	Simple to use but needs a little time for	A lot of time is needed to familiari	Difficult and confusing to use due to not	Really very difficult to use	

	minimal explanation for how to use it and does not malfunction or crash	familiarity of the menus and functionalities	ze the system due to scattered and not organized menus and functions.	organized menus and functions and not informative screens and designs.		
2.I am satisfied with the interface of the system.	Plain, organized and self-explanatory design and interfaces	Plain design with minimal learning curve needed to familiarize	Plain design but menus and functions are not well organized	Simple designs but with little confusing interfaces	Interface are confusing and not well organized	
3. I am satisfied with the purpose of the system.	System meet all its purpose and intended results and information	System meets almost all purpose and intended results but still missing some minor information	System meets minor purpose and its intended results bit a lot of missing features	A lot of features and function did not meet its purpose and intended results	System totally did not meet its intended purpose and results	
C. **Information Quality**	**5**	**4**	**3**	**2**	**1**	**Score**
1. The information on the system is always timely.	System can generate correct report and information in real-time	System needs a little time for batch data sync before it can	Occasionally takes some time in generating	Reports and information generated by the system	Reports and information generated by the system is	

		generate report and informatio n	reports and informat ion	takes a lot of time	really not timely	
2.The information on the system is always accurate.	Generate accurate reports and information	Generate accurate reports but with some incorrect design format	Most reports generate d are accurate but there are some which are lacking content and info	Some reports are not accurate	System generate not accurate informatio n and reports	
3.The information on the system is usually relevant.	Generates relevant information according to the request	Generates relevant informatio n but in wrong design format	Generat es lacking informat ion	Generates lacking informatio n in wrong design format	Informati on generated are not relevant at all	

Based on: Ajoye, M. B. (2014) *Information Systems User Satisfaction: A Survey of the Postgraduate School Portal, University of Ibadan, Nigeria.* **Library and Practice (E-journal)**.

VI. Recommendations and Suggestions

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Thank you for your cooperation and time in answering the evaluation form.

The Researcher

QUESTIONNAIRE FOR STUDENT

I. Personal Background

Direction: Kindly provide the necessary data asked by writing your answers on the space provided.

Department/Office: _____

II. Knowledge Learned about the SIAS Feature

Direction: Please indicate your response on the box by putting a check (/) on the space provided using the following scale:

5-Excellent (Able to teach someone else)
4 - Good (Able to practice independently)
3 - Average (Has some experience but still requires supervision)
2 - Fair (Know something but no experience)
1 - Poor (Know nothing)

Smartcard	5	4	3	2	1
1. Integrated information kiosk system for viewing grades, accounts & queue using smartcards IDs					
2. Integrated online real-time cloud queuing system using smartcards IDs					
3. Smartcard or biometric touch screen wall-mounted information kiosk					
4. Integrated teller/counter module using smartcard IDs for more efficient					
5. Updates on queue status are real-time in all information kiosks					

6. Can add/delete/enable/disable offices which is reflected in kiosks in real-time.					
7. Caters to all offices such Registrar, Cashier, Enrollment, Guidance, Scholarship, Promissory, Deans, etc.					

III. Attendance to Training

Direction: Kindly provide the necessary data asked by putting a check (/) on the space provided.

	Yes	**No**	**Not Sure**
1. Did the administration conducted training on how to manipulate/use the system?			
2. Did you attend the training?			

IV. Effectiveness of the System

Direction: Please indicate your response on the box provided using the following scale:

5 - Extremely Effective
4 - Highly Effective
3 - Moderately Effective
2 - Slightly Effective
1 - Not Effective

A. System Quality

	5	4	3	2	1	Score
1. The system presents integrated reports.	Includes all the reports needed by the university/ students on financial reporting with future additional report capability	Includes all the reports on financial information but cannot be updated	Includes some of the financial reporting but cannot be updated	Includes basic financial reporting only	Cannot integrate reports	
2. The system limits to unauthorized access.	With Secured User security and User Level Access Right	With User Security and Level Access Right	With user security but without user level access right	With fixed username and password	No User Security at all	
All expected results are generated according to requests	Almost all expected results are generated but some are missing	Half of the request generates expected results and half are missing or with something wrong	The system generate result which are different from the request	No result at all		
The results generated by the system is accurate.	All generated results are accurate	Almost all generated results are accurate	Only half of the generated results are accurate	Most of the generated results are NOT accurate	No results generated at all	
The system is capable to interact with one or more specified systems	Compatible and upgradable to online version anytime. Future	Compatible and upgradable to online version sometime. Difficulties	Compatible but not upgradable to online version anytime. Has fix	Not compatible but upgradable to online version anytime	Not compatible and not upgradable to online	

	update can be integrated seamlessly	in integrating future updates	functionalities and cannot be updated with future integration		version anytime	

B. System Usability

	5	4	3	2	1	Score
1. The system is simple to use.	Interface is not complex providing quick access to common features or command	Menu and functions are somehow group to functionality but still has some navigation difficulties	Plain and crude interface and menu navigation	Obscured menu navigation and interfaces	Very crude and obscured interface and system navigation	
2.Using the system, user can effectively complete their work.	The system can generate report and information effectively	The system can generate report but somehow still need extra work to finalized properly	The system can help complete the work but still requires a lot of manual intervention	The system somehow can help a little bit to complete work	The system cannot help effectively to complete work	
3. Using the system, user is able to complete their work quickly.	The system can complete work quickly	The system can complete their work but somehow still need extra effort to finalized properly	The system can help complete the work but still requires a lot of manual intervention	The system somehow can help a little bit complete their work slowly	The system cannot complete their work	

4. It was easy to learn to use the system	**Has bigger distinct clickable buttons**/ areas. User can **easily navigate/ use even without the help of an IT assistant**	**Has small distinct clickable buttons**/areas that the user can easily to navigate/use **even without the help of an IT assistant**	**Has lots of small distinct clickable buttons**/areas that the user can easily to navigate/use **even without the help of an IT assistant**	**Has lots of small clickable buttons**/areas but not that the user can easily to navigate/use even without the help of an IT assistant	There are **lots of complicated clickable buttons**/ areas. User has **difficulty in navigating/using the system** and **needs help of an IT assistant**	
5. The information (such as online help, on-screen messages, and other documentation) provided with this system is clear	Provides hints/information about the usage of every fields, form and clickable area, and has help files that contain general information and instruction.	Provides hints/information about the usage of every fields and forms, and has help files that contain most of the information and instruction.	Provides hints/information about the usage of every fields. Also, it has help files that contain some information and instruction	Cryptic and ambiguous error messages and information are displayed by the system	No messages at all	

Based on: Ramezan, M. (2009) *Measuring the effectiveness of human resource information systems in national iraninan oil company and impirical assessment.* **Iranian Journal of Management Studies (IJMS)** 2:2, 129-145.

C. **Information Quality**

Information Quality	**5**	**4**	**3**	**2**	**1**	**Score**
1. The information provided by the system is accurate.	Generates **100% exact** information/report according to the request.	Generates **80% exact** information/report according to the request.	Generates **60% exact** information/ report according to the request.	Generates **50% exact** information /report according to the request.	Cannot generate accurate information /report according to the request.	
2.The information provided by the system is complete.	Generates **100% complete** information/report according to the request.	Generates **80% complete** information/report according to the request	Generates **60% complete** information/ report according to the request	Generates **50% complete** information /report according to the request	Cannot generate complete information /report according to the request	
3.The information provided by the system is on time.	Generates information/report according to the request with **30 secs interval**	Generates information/report according to the request with **1-minute interval**	Generates information/ report according to the request with **2 minutes interval**	Generates information /report according to the request with **2-minutes and 30 seconds interval**	Generates information/report according to the request with **3-minutes interval**	
4. The information provided by the system is understandable.	Generates information/report that is clearly relates according to the request. It includes several supporting details.	A little bit of clarity on the reports and information generated by the system	Plain but understandable reporting and system information generated by the system	With a little bit of obscurity in the report and information generated by the system	Obscured reporting and other information generated by the system	
5. The	Generates	Generates	Generates	Generates	Cannot	

volume of information provided by the system is appropriate.	**100% appropriate information**/report according to the request	**80% appropriate information**/report according to the request	**60% appropriate information**/ report according to the request	**50% appropriate information** /report according to the request	generate information according to the request	

V. User Satisfaction of the System

Direction: Please indicate your response on the box provided using the following scale:

5 - Extremely Satisfied
4 - Highly Satisfied
3 - Moderately Satisfied
2 - Slightly Satisfied
1 - Not Satisfied

A. System Quality	**5**	**4**	**3**	**2**	**1**	**Score**
1. I am satisfied with the functionality of the system.	Complete necessary functions and reporting	Minor missing functionality and reporting	Some functionality and reports yield different from what is expected	Erroneous functionality	Not functional at all	
2.I am satisfied with the reliability of the system.	Correct and reliable reports and information generated by the system	Correct and reliable reports and information generated by the system	Some reports display different information	Lot of erroneous information with wrong design and format	Not reliable at all	

		but in a wrong format/ arrangement				
3.I am satisfied with the efficiency of the system.	System is efficient and effective	System is efficient and effective with a little bit of manual intervention	System is somehow efficient in the transaction and reporting	Lots of functions and reporting are not efficient	Not efficient at all	
B. System Usability	**5**	**4**	**3**	**2**	**1**	**Score**
1. I am satisfied with how the system is easy to use.	Simple to use, tools are well - organized, requires minimal explanation for how to use it and does not malfunction or crash	Simple to use but needs a little time for familiarity of the menus and functionalities	A lot of time is needed to familiarize the system due to scattered and not organized menus and functions.	Difficult and confusing to use due to not organized menus and functions and not informative screens and designs.	Really very difficult to use	
2.I am satisfied with the interface of the system.	Plain, organized and self-explanatory design and interfaces	Plain design with minimal learning curve needed to familiarize	Plain design but menus and functions are not well organized	Simple designs but with little confusing interfaces	Interface are confusing and not well organized	
3.I am satisfied with the purpose of the system.	System meet all its purpose	System meets almost all	System meets minor	A lot of features and	System totally did not	

	and intended results and information	purpose and intended results but still missing some minor information	purpose and its intended results bit a lot of missing features	function did not meet its purpose and intended results	meet its intended purpose and results	
C. Information Quality	**5**	**4**	**3**	**2**	**1**	**Score**
1. The information on the system is always timely.	System can generate correct report and information in real-time	System needs a little time for batch data sync before it can generate report and information	Occasionally takes some time in generating reports and information	Reports and information generated by the system takes a lot of time	Reports and information generated by the system is really not timely	
2.The information on the system is always accurate.	Generate accurate reports and information	Generate accurate reports but with some incorrect design format	Most reports generated are accurate but there are some which are lacking content and info	Some reports are not accurate	System generate not accurate information and reports	
3.The information on the system is usually relevant.	Generates relevant information according to the request	Generates relevant information but in wrong design format	Generates lacking information	Generates lacking information in wrong design format	Information generated are not relevant at all	

Based on: Ajoye, M. B. (2014) *Information Systems User Satisfaction: A Survey of the Postgraduate School Portal, University of Ibadan, Nigeria.* **Library and Practice (E-journal)**.

VI. Recommendations and Suggestions

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Thank you for your cooperation and time in answering the evaluation form.

The Researcher

CURRICULUM VITAE

CURRICULUM VITAE

Name	:	Anna Monica C. Paculaba
Address	:	Brgy. Aejandrea, Jiabong, Samar
Date of Birth	:	July 27, 1990
Place of Birth	:	Jiabong, Samar
Age	:	29
Sex	:	Female
Civil Status	:	Single

EDUCATIONAL BACKGROUND

Elementary	:	Jiabong Central Elementary School Jiabong, Samar 1996 - 2002
Secondary	:	Jiabong National High School Jiabong, Samar 2002 – 2006
Tertiary	:	Samar State University Catbalogan City, Samar 2010 – 2014 Bachelor of Science in Information Technology Northern Samar Colleges Bachelor of Science in Secondary Education – Teacher's Certificate Program June – October 2015
Graduate	:	Samar State University Catbalogan City, Samar 2016 – 2019 Master of Science in Information Technology

LIST OF TABLES

Tables **Page**

LIST OF FIGURES

Figures **Page**