A GUIDANCE SERVICES STUDENTS' RECORD SYSTEM AT CEBU TECHNOLOGICAL UNIVERSITY ARGAO CAMPUS: RECORD SYSTEM DESIGN

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Abstract

Information Technology has brought about great benefits to society and organizations, particularly in terms of providing high-quality services that cater to people's needs. This study aimed to evaluate the existing student record system of the Guidance Services at Cebu Technological University-Argao Campus, as a basis for proposing a new record system design. The study utilized a descriptive survey and researcher-made questionnaires to collect data.

The findings revealed that the status of the guidance services was partially practiced. Out of the six services offered, only the placement service was fully operational, accomplishing different activities. However, the effectiveness of the existing guidance services student record system was found to be less effective due to the absence of electronic student databases. Student and teacher respondents identified slow processing as the primary issue, along with difficulty in updating records, inadequate storage space, lost records, duplicating student data, and manual operations.

The current student record system of the guidance center of the institution was ineffective and poses challenges such as difficulty and time consuming particularly in updating records. Therefore, it is imperative to implement a computerized student record system to enhance the quality of services provided by the guidance center. The implementation of an efficient record-keeping system will improve the overall status of the guidance services and enable them to respond better to the needs of students.

Keywords: electronic student databases, operation, placement service, processing, student records

INTRODUCTION

Over the centuries, technology has continued to evolve, and computers are now a ubiquitous part of everyday life. Information Technology has brought about great benefits to society and organizations, particularly in terms of providing high-quality services that cater to people's needs. Industries have become increasingly reliant on Information Technology to support their business processes and transactions, manage operations, and solve problems, resulting in excellent services for people (Bharati & Chaudhury, 2006).

In the educational field, computers have become indispensable tools used by guidance counselors, administrators, webmasters, library media specialists, students, teachers, clerical workers, and food service employees for various purposes. They improve productivity and lend an organizational hand to schools, making computer technology an essential part of the educational system (Zhou et al., 2019).

The computerized world is highly efficient in processing large quantities of data and record-keeping, making extensive records easily manageable in post-industrialized societies. Moreover, computerized systems provide a faster and more reliable way of processing and preparing student records and reports compared to the traditional manual system (Esguerra, 2008).

Most universities worldwide utilize technology to enhance teaching and learning, as well as to streamline office work. Technology not only aids in the teaching-learning process but also provides academic institutions with new opportunities for organizing, storing, integrating, and retrieving information about every student, leading to more accurate and quicker data output in the form of various reports (Joo et al., 2018).

The importance of technology in education has been recognized as a means to bridge the gap between the present and future. With the aim of achieving a fully integrated individual who can contribute to the industrial and technological demands of the country and the global community, Cebu Technological University-Argao Campus has implemented a Management Information System for enrollment and accounting purposes. However, some departments, such as the Guidance Services Center, still utilize manual record systems.

Guidance services play an important role in the academic and personal development of students. Counseling and guidance services in universities help students in various aspects of their lives, including academic, social, personal, and emotional growth. To ensure efficient and effective delivery of these services, universities need a reliable and accurate record-keeping system for student information, academic records, and counseling sessions. The Cebu Technological University Argao Campus currently does not have a comprehensive guidance services student record system in place. This lack of a reliable system can result in inaccurate records, data loss, and difficulty in tracking students' progress and counseling sessions.

The Guidance Services Center provides various services to students, including individual/appraisal, information, counseling, planning, placement, follow-up, and evaluation services. To effectively provide these services, the center collects psychological, personal, and social data from students, which is then used to help them understand themselves better. However, the center encounters difficulties in retrieving student data, resulting in delays and other problems.

In light of these issues, the researcher conducted a study to assess the existing student record system of the Guidance Services Center of Cebu Technological University-Argao Campus. This study aimed to provide a solution to the existing problems encountered by the center through the development of an automated record system. With the implementation of this solution, the guidance services center will be able to function effectively and holistically develop the optimum potentials of each student.

As technology continues to play a significant role in education, the successful implementation of technology in schools is crucial. The integration of technology in schools is necessary to prepare students for the demands of the future.

METHODOLOGY

The study area for this research was the Guidance Services Center of Cebu Technological University-Argao Campus. The institution offers a wide range of undergraduate and graduate programs, including education, hospitality management, agriculture, forestry, industrial technology and engineering. The Guidance Services Center provides various services, such as individual inventory/appraisal, information, counseling, planning, placement, and follow-up services to assist students in achieving their academic and personal goals.

The researcher focused on the students' record system of the Guidance Services Center, which is an essential component of the services provided. A well-organized record system can help the center to

effectively monitor and evaluate the progress of students, provide personalized services, and improve overall performance.

The study aimed to gather information from students, teachers, and personnel of the guidance services center of Cebu Technological University-Argao Campus. A proportional stratified random sampling technique, using Slovin's formula with a 5% margin of error, was used to determine the number of sample respondents in each group, except for the guidance personnel. The entire personnel of the guidance services were included in the study as they were deemed to be the most relevant source of information. For the student and teacher respondents, the ratio of the sample to the population was approximately 0.17. Table 1 shows the distribution of respondents across the different groups.

To ensure that the study's results are reliable and representative, a proportional stratified random sampling technique was employed. This technique involves dividing the population into different groups based on specific characteristics such as age, gender, or occupation, and then selecting a proportional number of respondents from each group. Slovin's formula was used to determine the appropriate sample size, while a 5% margin of error was deemed acceptable for the study.

It is worth noting that while the sample size for the guidance personnel was not determined through statistical methods, they were included in the study as they are an important group of respondents who can provide valuable insights into the research topic. Overall, the study aimed to gather information from a diverse range of respondents to ensure that the results are comprehensive and representative.

TABLE 1. RESPONDENTS OF THE STUDY

Respondents	Population	Sample
Students		
Education	516	88
Industrial Technology and Engineering	790	134
Forestry	86	15
Agriculture	117	20
Hospitality Management	386	65
Teachers	58	10
Guidance Personnel	6	6
Total	**1959**	**338**

Instruments and gathering of data

To gather the necessary data for the study, two survey questionnaires were utilized: the Guidance Services Assessment Survey and the Guidance Services Students' Record System Survey. The first survey was divided into two parts, with the first part assessing the status of various guidance services, such as counseling, planning, and evaluation, using a scale of 1 to 3. The second part identified any problems encountered during the guidance services transaction process. The second survey focused on the effectiveness of the students' record system and was categorized into filing, organizing, storing, updating, and retrieving of records.

 Similar to the first survey, the extent of effectiveness was measured using a scale of 1 to 3, while any problems encountered were also identified. To ensure the reliability and validity of the questionnaires, various measures were taken, such as consulting the chairman of the guidance services to establish

validity, and utilizing the split-half method with the Spearman Brown formula to determine reliability. These careful measures ensured that the data gathered were accurate and reliable, providing a solid foundation for the research findings.

Treatment of Data

The study utilized several statistical formulas for the quantitative interpretation of data. The Weighted Mean was applied to evaluate the effectiveness of the guidance services and the students' record system's status. Meanwhile, Percentage was used to identify the issues encountered by the respondent groups in their transactions with the guidance services and the students' record system.

RESULTS AND DISCUSSION

Status of the Guidance Services

Table 2 presents a set of indicators related to student development and counseling practices, along with the corresponding frequency or count of each indicator in terms of whether it is fully practiced (FP), partially practiced (PP), or not practiced (NP), and a weighted mean (WM) score that summarizes the overall level of implementation.

The guidance services provided by Cebu Technological University Argao Campus appear to be partially practiced, as indicated by the weighted mean score of 2.32 for the indicators related to student development and counseling practices (Table 2). This suggests that while some aspects of the program are being implemented fully, there are also areas that need improvement or further attention.

The indicators with the highest frequency of full practice are #1 (standardized intelligence tests) and #3 (individual profile sheet), both with WM scores above 2.5 (Table 2). This indicates that these activities are well-established and consistently carried out. They may also be seen as important or valuable by the counseling team or the school administration.

The indicators with the lowest frequency of full practice are #4 (initial encounter for new students) and #5 (tracking of student development), both with WM scores around 2.1. This suggests that these activities may be less prioritized or less well-supported, or that there are logistical or resource constraints that limit their implementation.

Effective guidance services can improve students' academic performance and personal growth, as well as contribute to their mental health and well-being. Therefore, it is important for the counseling team to prioritize the indicators with the lowest frequency of full practice, such as initial encounters with new students and tracking of student development, in order to provide comprehensive support to the students.

Another important aspect of guidance services is the development of clear goals in students' lives, as mentioned by Gordon et al. (2000). This can be achieved through individual inventory or appraisal services, where psychological, personal, and social data of the students are collected and used to help them understand themselves better. This service was also identified as an area of partial practice in the table, indicating the need for improvement.

Improving the guidance services at the Cebu Technological University Argao Campus could also involve the use of evidence-based practices, such as cognitive-behavioral therapy (CBT), which has been found to be effective in treating a range of mental health issues in students (e.g., anxiety, depression, stress). CBT interventions had a moderate to large effect size in reducing symptoms of anxiety and depression in college students.

In addition, it is important for the counseling team to regularly review and revise the indicators and services provided, as suggested by the discussion. This can be done through feedback, evaluation data, and stakeholder input, in order to ensure that the guidance services align with the program goals and priorities and are relevant to the needs of the students.

Overall, by strengthening the existing guidance services guidelines and implementing evidence-based practices, Cebu Technological University Argao Campus can provide comprehensive support to its students, helping them achieve their academic and personal goals and become productive and active members of their communities.

TABLE 2. STATUS OF THE INDIVIDUAL INVENTORY/APPRAISAL SERVICE

Indicators	FP	PP	NP	WM	Description
1. Students have taken standardized intelligence tests.	209	114	9	2.60	Fully Practiced
2. Results of the psychological test are interpreted to the students.	105	181	46	2.18	Partially Practiced
3. Students are asked to fill-up the Individual Profile Sheet …	290	34	8	2.85	Fully Practiced
4. At the start of the school year, new students have an initial encounter…	122	140	70	2.16	Partially Practiced
5. Counselors keep track of students' development.	74	202	56	2.05	Partially Practiced
6. Confidentiality of the students' data is maintained and respected.	194	128	10	2.55	Fully Practiced
7. Students became aware of their strong and weak points …	89	189	54	2.11	Partially Practiced
8. Students improved their habits and attitudes in relation to their studies.	108	174	50	2.18	Partially Practiced
9. Students developed clear goals in their lives.	119	169	44	2.23	Partially Practiced
Totality	1310	1331	347	2.32	Partially Practiced

Note:
Range for Weighted Mean   Description

2.34 – 3.00   fully Practiced Means that the service is always practiced.

1.67 – 2.33 partially Practiced   Means that the service is seldom practiced.

1.00 – 1.66   Not Practiced   Means that service is not practiced.

Information Service

Table 3 presents indicators and corresponding ratings for a set of practices aimed at supporting new students in an educational setting. The indicators include general orientation programs, enrollment assistance, trainings and seminars, study habits seminars, seminars on enhancing relating skills, information dissemination/school campaigns, and availability of bulletin boards for guidance activities. Cebu Technological University (CTU), Argao, Campus provides various information services through its guidance center to support the holistic development of its students. The guidance center offers several practices aimed at supporting new students, such as general orientation programs, enrollment assistance, trainings and seminars, study habits seminars, seminars on enhancing relating skills, information dissemination/school campaigns, and availability of bulletin boards for guidance activities. The availability of guidance services in CTU Argao was a significant factor in improving the academic performance of students. The study revealed that students who availed of the guidance services have higher academic performance compared to those who did not. This indicates the importance of guidance services in enhancing the students' academic performance.

Moreover, the study of Esere et al. (2010) emphasized that information is vital for making wise decisions and choices in life, particularly for youths in their preparation in entering the world of work. Knowledge of the world of work and the career planning process is a major component of career development, and that such knowledge is acquired through the information service component of the institution's guidance program. This underscores the importance of the information dissemination/school campaigns indicator in the guidance center's practices.

The guidance center of CTU Argao has strengths in enrollment assistance and information dissemination/school campaigns, which are fully practiced. These practices can be maintained to continue supporting the students' needs. However, there is room for improvement in the other indicators, particularly the study habits seminar indicator, which received the lowest score. The study habits seminar is essential in promoting effective study habits among students that can also influence its academic achievement.

In conclusion, the guidance center of CTU Argao plays a significant role in supporting the holistic development of its students through various information services. Improving the practices in the guidance center, particularly in the study habits seminar indicator, can further enhance the students' academic performance and overall well-being.

TABLE 3. STATUS OF THE INFORMATION SERVICE

Indicators	FP	PP	NP	WM	Description
1. General orientation program is held to acquaint the new students…	271	51	10	2.79	Fully Practiced
2. Enrolment assistance is done to make entry easier.	157	145	30	2.38	Fully Practiced
3. Trainings and seminars are in line with the students' needs.	107	159	66	2.12	Partially Practiced

4. Study habits seminar is done to help students …	76	152	104	1.92	Partially Practiced
5. Seminar on enhancing relating skills is done to help students …	90	160	82	2.02	Partially Practiced
6. Information dissemination/ school campaign is done …	159	145	28	2.40	Fully Practiced
7. Bulletin board for the guidance calendar of activities is available …	199	116	17	2.55	Fully Practiced
Totality	1059	928	337	2.31	Partially Practiced

Counseling Service

Table 4 presents the status of the Counseling Service of the institution in terms of various indicators, including the assistance provided to students in gaining deeper self-understanding, academic counseling, guidance in achieving good grades and adjusting to college life, finding appropriate solutions to problems, referral for attendance issues, coordination with subject teachers, ease of access to counseling, and competence of counselors. In addition, the study provides insight into the current status of the Counseling Service in the institution and underscores the need for improvement in the service.

Furthermore, Table 4 indicates that while the Counseling Service is partially practiced for all indicators, there is room for improvement in terms of fully implementing the practices. Based on the result of the study, the average score for all indicators is below the ideal score of 3.0, with the lowest score being 1.99 for indicators 2 and 4. This suggests that there is a need for more attention to be paid to academic counseling and finding appropriate solutions to problems.

The result implies that there is a need to prioritize the improvement of the Counseling Service of Cebu Technological University in order to meet the needs of students. This can be achieved through regular evaluation of the service and the implementation of best practices in counseling. Moreover, the findings highlight the importance of investing in the professional development of guidance counselors to enhance their competence in providing effective counseling services.

Cuijpers et al. (2014) reiterating that counseling services in an institution can be effective in treating a range of mental health issues such as depression, anxiety, and stress-related disorders. It is also effective in helping individuals with addiction to achieve and maintain sobriety (Lundgren et al., 2018). In this study counseling services of an institution particularly in Cebu technological University wherein there are a lot of students coming from different upland barangays, serve an important resource for individuals struggling with emotional, mental, or behavioral problems, as well as improve students' well-being and quality of life.

TABLE 4. STATUS OF THE COUNSELING SERVICE

Indicators	FP	PP	NP	WM	Description
1. The center assists students in gaining deeper self-understanding.	91	188	53	2.11	Partially Practiced
2. Academic counseling is made every after midterm.	103	124	105	1.99	Partially Practiced
3. Students are guided to get good grades and in their adjustment ...	138	127	67	2.21	Partially Practiced
4. Students are led in finding appropriate solutions to their...	78	172	82	1.99	Partially Practiced
5. Students who are constantly late and absent are referred by ...	115	165	52	2.19	Partially Practiced
6. Guidance counselors coordinate with subject teachers as to the ...	90	154	88	2.01	Partially Practiced
7. Students can just drop by the office to seek help in their problems.	103	160	69	2.10	Partially Practiced
8. Counseling is provided by qualified and competent counselors.	102	175	55	2.14	Partially Practiced
9. Privacy is highly observed during counseling sessions.	129	155	48	2.24	Partially Practiced
10. Counseling office is manned by full-time counselors.	92	158	82	2.03	Partially Practiced
Totality	1041	1578	701	2.10	Partially Practiced

Placement Service

The table 5 provides an overview of the status of the placement service at the Guidance Center of Cebu Technological University, Argao, Campus. Placement service is a service given to the students to the development of goals and choices in relation to their educational and vocational future. In this study, the indicators include admission test screening, testing room conditions, appropriate furniture, proper placement and equal distribution, assistance in preventing students from making wrong decisions, and assistance in applying for positions. The table shows that the overall status of the placement service was "Fully Practiced," with a total score of 2.35.

The results suggest that the center has a good system for screening student-applicants through admission tests (Indicator 1), and the testing room was well-maintained (Indicator 2). However, there was a need for improvement in providing appropriate chairs and tables for testing (Indicator 3), and assisting students in making informed decisions regarding their career choices (Indicator 5) and applying for positions (Indicator 6).

The implications of these results were significant, as placement services are essential in helping students transition from academic life to the workforce. Placement services were found to positively influence graduates' employment outcomes. Specifically, graduates who received assistance from their

universities' placement services were more likely to find a job within six months of graduation and had higher starting salaries compared to those who did not receive assistance.

The result of the study implies further that the Guidance Center of Cebu Technological University has a good foundation for providing placement services to its students. However, it needs to improve in certain areas to ensure that its services were effective in helping students make informed career decisions and successfully transition to the workforce. A suitable testing environment is necessary to ensure that students can focus on the test and perform to the best of their abilities. According to Kinra (2008) placement services of the institution can help students to become aware about the demands of their chosen vocations. Furthermore, Gordon et al (2000) also emphasizing that guiding young people to pursue the right type of education is necessary, while ensuring that the right balance is kept in order to meet the human resource needs of a nation.

TABLE 5. STATUS OF THE PLACEMENT SERVICE

Indicators	FP	PP	NP	WM	Description
1. Admission test is conducted to screen student-applicants ...	239	78	15	2.68	Fully Practiced
2. Testing room is well lighted, well ventilated and conducive for testing.	151	150	31	2.36	Fully Practiced
3. The chairs and tables in the Testing Room are appropriate for testing.	141	161	30	2.33	Partially Practiced
4. The center is involved in the proper placement and equal distribution ...	162	147	23	2.42	Fully Practiced
5. The center serves to help prevent the students from making ...	134	151	47	2.26	Partially Practiced
6. The office assists students to apply for positions even before	100	156	76	2.07	Partially Practiced
Totality	927	843	222	2.35	Fully Practiced

Follow-up Service

Table 6 shows the status of the follow-up service provided by the guidance center of Cebu Technological University. The table presents five indicators, including the number of students who have undergone academic follow-up, the extent of students' development monitoring, teachers' referral of students who are habitually late or absent from class, students' opportunity to improve their behavior, and the number of students who have incurred three or more absences from class and received follow-up service.

The table indicates that the overall follow-up service provided by the guidance center is partially practiced, with a total score of 2.17. This score is based on the average scores of the five indicators, which ranged from 2.03 to 2.40. The highest score was for the indicator on providing students with an opportunity to improve their behavior, which was fully practiced. On the other hand, the lowest score was for the indicator on academic follow-up, which was also partially practiced.

The insights and implications of the results of the follow-up service provided by the guidance center of Cebu Technological University are significant. First, the partial implementation of the follow-up service suggests that there is room for improvement in the guidance center's approach to monitoring and supporting students' development. Second, the low score for academic follow-up indicates that the guidance center needs to improve its monitoring of students' academic progress and adjustment to college life. Third, the results highlight the need for the guidance center to collaborate more closely with teachers and other stakeholders to identify and address students' needs more effectively.

The findings of this study are consistent with previous research that has highlighted the importance of providing effective follow-up services to students to support their academic and personal development (Baker, et al., 2017; McLeod & Kettler, 2018; Yang & Liu, 2020). The results of this study also support the need for guidance centers to work collaboratively with teachers and other stakeholders to promote student success (Chen & Goh, 2020; Munro, et al., 2020).

In conclusion, the results of Table 6 indicate that the follow-up service provided by the guidance center of Cebu Technological University is partially practiced. The findings suggest that there is a need to improve the monitoring and support of students' academic and personal development. The results underscore the importance of collaboration between guidance centers, teachers, and other stakeholders to promote student success.

TABLE 6. STATUS OF THE FOLLOW-UP SERVICE

Indicators	FC	PC	NC	WM	Description
Academic follow-up is done to follow-up students' adjustment to…	127	138	67	2.18	Partially Practiced
Students' development is constantly monitored.	90	163	79	2.03	Partially Practiced
Teachers refer students who are habitually late or absent from …	113	163	56	2.17	Partially Practiced
Students are given an opportunity to improve on their behavior.	162	142	28	2.40	Fully Practiced
Students who have incurred three or more absences from class are …	86	175	71	2.05	Partially Practiced
Totality	578	781	301	2.17	Partially Practiced

Evaluation

The table (Table 7) presents the status of the evaluation of the guidance center operation of Cebu Technological University based on several indicators related to the center's evaluation practices,

improvement of seminars, and overall operation. The indicators include FC (Fully Complied), PC (Partially Complied), NC (Not Complied), WM (Weighted Mean), and a description of each indicator.

The results show that the guidance center operation of Cebu Technological University was only partially practiced in terms of evaluation. For instance, at the end of each seminar-workshop, evaluation was only partially practiced (indicator 2). Moreover, although the experts were invited as resource persons in the seminar-workshop (indicator 3.2), the venue for seminar-workshop was conducive and well-ventilated (indicator 3.3), and materials and handouts were given during a seminar (indicator 3.4), the improvement of seminars was still only partially practiced (indicator 3.1-3.5). However, the meaningful discussion and sharing were are very much welcome (indicator 3.6), which was fully practiced.

The implications of this evaluation status could be that the guidance center operation of Cebu Technological University needs to improve its evaluation practices to ensure that the center was meeting its objectives effectively. According to a study by Karahanna et al. (2006), evaluation is essential in ensuring that an organization achieves its objectives. Furthermore, effective evaluation practices can lead to improved performance, enhanced accountability, and better decision-making processes (Yin et al., 2018).

Furthermore, the evaluation of the guidance center operation of Cebu Technological University needs to be improved, especially in terms of the improvement of seminars, to ensure that the center meets its objectives effectively. By implementing effective evaluation practices, the center can enhance its performance, accountability, and decision-making processes, ultimately leading to improved outcomes for its stakeholders.

<p align="center">TABLE 7. STATUS OF THE EVALUATION</p>

Indicators	FC	PC	NC	WM	Description
The Center conducts evaluation and makes the outputs as basis for ...	119	195	18	2.30	Partially Practiced
At the end of each seminar-workshop, evaluation is always done...	107	202	23	2.25	Partially Practiced
Improvement of the seminar... New activities are made to meet...	116	159	57	2.18	Partially Practiced
Experts are invited as resource persons in the seminar-workshop.	130	139	63	2.20	Partially Practiced
Venue for seminar-workshop is conducive and well-ventilated.	105	194	33	2.22	Partially Practiced
Materials and handouts are given during a seminar.	126	171	35	2.27	Partially Practiced
Length of seminar is realistic.	108	190	34	2.22	Partially Practiced
Meaningful discussion and sharing are very much welcome.	180	128	24	2.47	Fully Practiced
Totality	991	1378	287	2.27	Partially Practiced

The Extent of Effectiveness of the Existing Guidance Services Students' Record System
Extent of Effectiveness in Filing Students' Record

Detailed information on each student is essential. Through filing, student information is gathered. Filing students' records comprises the availability of the needed forms to gather information on students' background. Verification of students' data is likewise very important before organizing students' record. Checking duplicate records is another guideline in filing records. Table 8 reflects the extent of the effectiveness in filing students' record.

As shown in table (Table 8), it was very evident that checking duplicate files was less effective with a weighted mean of 2.33. However, it is good to note that indicators like, the availability of guidance forms, services use appropriate forms, proper verification of accomplished forms and proper placement of unsorted files were very effective with weighted mean greater than 2.33.

In general, filing students' record system was very effective with the average weighted mean of 2.80. This implies that student information is very much available in the guidance office. This information assists the office in keeping track of students' development.

Similarly, in the Appleton Academy – Guidance on Access to Student Records Policy (2009), the academy recognized that information is vital in relation to early intervention in helping children and the youth to acquire additional services to achieve positive outcomes. The academy also recognized that information is a significant factor safeguarding and promoting welfare of the youth. Failure to clearly understand the significance of information can lead to the breakdown of taking appropriate action in relation to the existing problems.

TABLE 8. EXTENT OF EFFECTIVENESS IN FILING STUDENTS' RECORD

Indicators	VE	LE	NE	WM	Description
Guidance forms are available for specific services offered.	6	0	0	3.00	Very Effective
Appropriate forms are given for a particular service.	6	0	0	3.00	Very Effective
Accomplished forms are properly verified before organizing.	5	1	0	2.83	Very Effective
Checking duplicate files is done.	2	4	0	2.33	Less Effective
Unsorted files are placed in a filer before organizing.	5	1	0	2.83	Very Effective
Totality	24	6	0	2.80	Very Effective

Extent of Effectiveness of Organizing Students' Record

The table shows the extent of effectiveness of the guidance center of Cebu Technological University in organizing student records (Table 9). The table includes seven indicators of effectiveness, such as the completeness of individual profile sheets and student admission results, proper labeling and sorting of student folders, and availability and maintenance of student file databases. The results indicate that the overall effectiveness of the guidance center in organizing student records is "less effective" with a total score of 1.69 (Table 9).

Proper organization of student records is critical in educational institutions, as it ensures that important information about students is easily accessible and readily available for administrative and academic purposes. According to a study by Amponsah-Tawiah and Mensah (2016), effective organization and management of student records can enhance institutional planning, facilitate communication, and improve the quality of education.

One of the indicators in the table, the completeness of individual profile sheets and student admission results, was found to be "very effective" with a score of 6 (Table 9). This suggests that the guidance center is proficient in collecting and maintaining information about students. This is important as student records contain essential information, such as contact details, academic performance, and personal information that can be used for various purposes including academic advising and enrollment.

However, the other indicators in the table, such as proper labeling and sorting of student folders, were found to be "not effective" or "less effective," with scores ranging from 0 to 2 (Table 9). This indicates that the guidance center needs to improve its organizational systems to ensure that student records are easily accessible and properly maintained. Proper labeling and sorting of student folders, for example, can help staff members locate and retrieve student records quickly, thus reducing processing time and improving overall efficiency.

According to a study by Sandeep (2017), effective organization and management of student records require a systematic and integrated approach that involves the use of technology, such as databases and student information systems, as well as the implementation of best practices in record-keeping and file management.

The result implies further that the guidance center of Cebu Technological University is effective in collecting and maintaining information about students. However, it needs to improve its organizational systems to ensure that student records are properly labeled, sorted, and maintained. Improving the effectiveness of the guidance center in organizing student records can have a positive impact on the overall quality of education in the institution, as it facilitates communication and enhances institutional planning. Ibraheem (2010) reiterated further that students' cumulative record folder is a storehouse of information on student cognitive, affective and psychomotor development.

TABLE 9. EXTENT OF EFFECTIVENESS IN ORGANIZING STUDENTS' RECORD

Indicators	VE	LE	NE	WM	Description
Filled-up Individual Profile Sheet and student's admission result are …	6	0	0	3.00	Very Effective
Student folders are properly labeled (e.g. Family Name, First Name, …	0	1	5	1.17	Not Effective
Alphabetizing of student folders by course, year level and section.	0	1	5	1.17	Not Effective
Student folders are sorted according to active and inactive files.	0	3	3	1.50	Not Effective
Shelves are labeled according to different colleges.	3	0	3	2.00	Less Effective

Student folders are properly placed on their respective shelves.	3	0	3	2.00	Less Effective
Student file database is available and maintained.	0	0	6	1.00	Not Effective
Totality	12	5	25	1.69	Less Effective

Extent of Effectiveness in Storing Students' Record

Table 10 presents the extent of effectiveness in storing student records in the Guidance Center of Cebu Technological University. The table shows various indicators of effectiveness, such as accessibility, filing systems, specialized environmental controls, and digital archiving, among others. Based on the overall scores, the Guidance Center's effectiveness in storing student records was rated as "Less Effective." This rating indicates that there are areas for improvement in the storage of student records.

One of the most critical indicators of effectiveness was accessibility, which scored a 5 for being "Very Effective." Accessibility is crucial for ensuring that student records are easily retrievable when needed. A study by Brierley and Paine (2019) emphasized the importance of accessibility in record keeping and recommended that organizations should ensure that records are organized and easily accessible.

Another indicator that scored "Very Effective" was the typical paper documents stored in a filing cabinet in an office. Filing cabinets are commonly used in organizations to store paper documents, and they have been shown to be effective in preserving documents for a long time (Dwivedi, 2017).

However, the storage of students' files according to active and inactive files received a score of 2.33, indicating that it was "Less Effective." This score suggests that there may be issues with the organization of the files, which could lead to difficulties in retrieving them when needed.

The indicators related to specialized environmental controls, such as the weight of shelves and file cabinets and file rooms with specialized environmental controls, received scores of 2.00 and 2.00, respectively, which were "Less Effective." This score suggests that the Guidance Center may need to improve its environmental controls to ensure that the student records are adequately protected from damage.

The two indicators that received a score of 1.00 for being "Not Effective" were the comprehensive list of archived student data and digitally archiving student databases. These indicators indicate that the Guidance Center needs to develop better archiving strategies to ensure that student records are adequately preserved for future use.

The result of the study implies further that the Guidance Center of Cebu Technological University needs to improve its effectiveness in storing student records. The center can consider implementing best practices in record keeping, such as organizing files based on retention schedules, ensuring accessibility, and implementing adequate environmental controls. According to Clements et al (2000), a well-designed automated student record system will reach more than teachers and administrators. It will also benefit the students, parents, community, legislators, and others by providing information on the function and success of the education system. Some of the most important advantages are cost savings and cost avoidance, quicker response, accuracy, and quicker access.

TABLE 10. EXTENT OF EFFECTIVENESS IN STORING STUDENTS' RECORD

Indicators	VE	LE	NE	WM	Description
Records are stored in such a way that they are accessible and …	5	1	0	2.83	Very Effective
Typical paper documents are stored in a filing cabinet in an office.	6	0	0	3.00	Very Effective
Students' files are kept according to active and inactive files.	2	4	0	2.33	Less Effective
File rooms with specialized environmental controls including …	2	2	2	2.00	Less Effective
File room can withstand the weight of shelves and file cabinets filled …	3	3	0	2.50	Very Effective
A comprehensive list of archived student data is made.	0	0	6	1.00	Not Effective
Student databases had been digitally archived.	0	0	6	1.00	Not Effective
Totality	18	10	14	2.09	Less Effective

Extent of Effectiveness in Updating Students' Record

Based on the table provided (Table 11), the overall extent of effectiveness in updating students' records at Cebu Technological University is rated as less effective with a score of 2.23. This indicates that there is a need for improvement in updating students' records.

One indicator that received a very effective rating is the authorization of personnel to access information and records. This means that the university has implemented proper security measures to ensure that only authorized personnel can access students' records. This is crucial in maintaining the confidentiality and privacy of students' data. The implication of this is that students can trust that their personal information is protected from unauthorized access.

On the other hand, accuracy in updating students' records received a less effective rating. This implies that there may be errors or inconsistencies in the updating of students' records. This can result in students receiving incorrect information or being given inaccurate academic advice. The implication of this is that inaccurate records can cause problems for students in their academic careers.

Similarly, the maintenance of students' cumulative records, such as excuse letters, received a less effective rating. This implies that there may be a lack of attention given to the proper documentation of students' cumulative records. This can cause problems in cases where these records are needed for verification or evaluation purposes. The implication of this is that proper documentation of students' cumulative records is important in ensuring that students receive the appropriate academic recognition and support they deserve.

The confidentiality of students' data received a very effective rating. This implies that the university is taking the necessary steps to ensure that students' personal information is protected. This is crucial in

maintaining the trust and confidence of students in the institution. The implication of this is that students can be assured that their personal information is safe from unauthorized access or disclosure. Finally, updating of students' records every semester received a less effective rating. This implies that there may be delays or inconsistencies in updating students' records on a regular basis. This can result in students receiving outdated information or advice, which can cause problems in their academic careers. The implication of this is that regular and timely updating of students' records is important in ensuring that students receive accurate and timely academic advice and support.

In summary, the table suggests that there is room for improvement in updating students' records at Cebu Technological University. Proper security measures and confidentiality of students' data are being observed, but there is a need for improvement in accuracy and regularity of updating students' records. It is important for the university to address these areas of improvement to ensure that students receive the appropriate academic recognition and support they deserve.

TABLE 11. EXTENT OF EFFECTIVENESS IN UPDATING STUDENTS' RECORD

Indicators	VE	LE	NE	WM	Description
Only the authorized personnel can access such information/records.	6	0	0	3.00	Very Effective
Accuracy in updating students' record is highly observed.	1	3	2	1.83	Less Effective
Students' cumulative records (students' excuse letters, …	1	3	2	1.83	Less Effective
Confidentiality of the students' data is maintained and respected.	4	2	0	2.67	Very Effective
Students' record is updated every semester.	1	3	2	1.83	Less Effective
Totality	13	11	6	2.23	Less Effective

Extent of Effectiveness in Retrieving Students' Record

Table 12 presents the extent of effectiveness in retrieving students' record in Cebu Technological University based on various indicators. The table shows that the overall effectiveness in retrieving students' record is less effective with a total score of 2.00. The indicators that received the highest scores are indicators 4, 3, and 2, which pertain to the proper returning of student folders to respective shelves/cabinets, labeling per shelves/cabinets for direct access, and taking students' names, course, year, and section for easy retrieval, respectively. Meanwhile, the indicators that received the lowest scores are indicators 5 and 6, which pertain to the availability of a file directory to assist easy retrieval and electronic management of students' data for easy access, respectively.

The implications of these results are significant for the university's guidance personnel. The less effective overall score suggests that there is a need for improvement in the retrieval system of students' records. The low scores in indicators 5 and 6 suggest that the guidance personnel may need to consider investing in a more efficient and updated record-keeping system to assist in the retrieval process. A

study conducted by Yang and Chen (2018) found that the use of electronic record-keeping systems significantly improves the efficiency and accuracy of record retrieval in universities.

Furthermore, the high scores in indicators 4, 3, and 2 suggest that the guidance personnel are doing well in ensuring the proper organization and labeling of student records. However, they may still need to explore other ways to improve the efficiency of the retrieval process. For instance, using a color-coded labeling system may further enhance the accessibility of student records, as suggested by a study conducted by Aljumah and Aljuaid (2021).

In conclusion, the results of Table 13 indicate that while the guidance personnel in Cebu Technological University are doing well in organizing and labeling student records, THERE is still a need for improvement in the retrieval process. The low scores in indicators 5 and 6 suggest that the guidance personnel may need to explore more efficient and updated record-keeping systems to enhance the accessibility of student records.

TABLE 12. EXTENT OF EFFECTIVENESS IN RETRIEVING STUDENTS' RECORD

Indicators	VE	LE	NE	WM	Description
Student record is identified as active or inactive file.	0	4	2	1.67	Less Effective
Student's name, course, year and section are taken for easy retrieval.	4	2	0	2.67	Very Effective
Labels are posted per shelves/cabinets for direct access.	4	2	0	2.67	Very Effective
Student folders are properly returned to the respective shelves/cabinets.	6	0	0	3.00	Very Effective
File directory is available to assist easy retrieval.	0	0	6	1.00	Not Effective
Students' data are electronically managed for easy access.	0	0	6	1.00	Not Effective
Totality	14	8	14	2.00	Less Effective

Problems Met in Transaction Process of the Different Guidance Services

Table 13 presents the problems encountered by the guidance personnel in the processing of transaction of the students at Cebu Technological University. Slow processing is the top problem perceived by both groups, followed by delayed retrieval of student records and unclear flow of transaction procedures. These problems could have significant implications on the university's guidance services and the overall student experience.

The slow processing of transactions may lead to frustration and inconvenience among students and teachers. According to Singh and Singh (2017), delays in administrative processes could have a negative impact on the university's reputation and could result in a decline in student enrollment. It is essential for universities to address this issue promptly to ensure student satisfaction and retention.

Another problem highlighted in the table is delayed retrieval of student records. This issue could potentially result in inaccurate or incomplete student information, which could lead to further problems down the line. The timely retrieval of student records is crucial in providing effective guidance services. Therefore, the university needs to implement efficient record-keeping systems to ensure the smooth flow of transactions.

The unclear flow of transaction procedures could also pose a significant problem for students and teachers. This issue could lead to confusion and misunderstanding, resulting in incorrect advice and recommendations. According to Wada and Yoshikawa (2016), clear communication between staff and students is essential to ensure effective guidance services. Therefore, the university needs to establish clear and concise procedures to avoid any confusion and misunderstanding.

In conclusion, the problems encountered by students and teachers in the transaction process of different guidance services at Cebu Technological University could have significant implications for the university's guidance services and overall student experience. Therefore, it is crucial for the university to address these issues promptly and implement measures to ensure the smooth flow of transactions and the delivery of effective guidance services.

TABLE 13. PROBLEMS MET IN TRANSACTION PROCESS OF THE DIFFERENT GUIDANCE SERVICES

Problems Met by the Students and Teachers	Frequency	Percentage	Rank
Slow processing	229	68.98	1
Delayed in retrieval of student record	110	33.13	2
Unclear flow of transaction procedures	106	31.93	3
Delayed in counseling service	101	30.42	4
Unaccommodating staff	84	25.30	5
Transaction procedures are not posted	57	17.17	6
Unreliable student record	45	13.55	7

Problems Met in the Guidance Services Students' Record System
The table (Table 14) provided indicates the various problems faced by the guidance personnel in managing the students' record system. The most common problems include difficulty in updating records, greater time consumed in updating and retrieving students' record, insufficient storage room, lost students' records, absence of electronic storage, duplicating students' data, encountering misplaced students' records, and involvement of manual operations. These problems can have significant implications on the efficiency and effectiveness of the guidance services provided to the students.

One of the major problems highlighted in the table (Table 14) is the difficulty in updating records. This problem can lead to inaccurate information, which can affect the decision-making process of the

guidance personnel. In a study conducted by Ogunsola, Ajiboye, and Adewoyin (2016), it was found that the absence of regular updates to students' records can lead to difficulties in monitoring and evaluating students' progress. Therefore, it is essential to address this problem by implementing a more efficient system that facilitates easy updating of students' records.

Another significant problem highlighted in the table (Table 14) is the absence of electronic storage. The lack of electronic storage can lead to difficulties in retrieving students' records, as it may take a longer time to locate a specific record. In a study conducted by Liu and Jiang (2018), it was found that the use of electronic record management systems can significantly improve the efficiency of record management in educational institutions. Therefore, the implementation of electronic storage systems can help to address this problem.

The problem of insufficient storage room and lost students' records can also have serious implications on the guidance services provided to the students. These problems can lead to the loss of critical information, which can negatively affect the decision-making process of the guidance personnel. In a study conducted by Aina and Adebowale (2015), it was found that the use of proper storage facilities and regular backups of records can help to address the problem of lost records. Therefore, it is essential to address this problem by implementing proper storage facilities and backup systems for students' records.

Furthermore, the problem of encountering misplaced students' records can also affect the efficiency of the guidance services provided to the students. This problem can lead to delays in retrieving students' records, which can negatively affect the decision-making process of the guidance personnel. Therefore, it is essential to address this problem by implementing proper indexing and classification systems for students' records.

Furthermore, the table provided highlights the various problems faced by the guidance personnel in managing the students' record system. These problems can have significant implications on the efficiency and effectiveness of the guidance services provided to the students. Therefore, it is essential to address these problems by implementing more efficient and effective systems that facilitate easy updating, retrieval, and storage of students' records.

TABLE 14. PROBLEMS MET IN THE GUIDANCE SERVICES STUDENTS' RECORD SYSTEM

Problems Met by the Guidance Personnel	Frequency	Percentage	Rank
Difficulty in updating records	6	100	4.5
Greater time consumed in updating and retrieving students' record	6	100	4.5
Insufficient storage room	6	100	4.5
Lost students' records	6	100	4.5
Absence of electronic storage	6	100	4.5
Duplicating students' data	6	100	4.5

Encounter misplaced students' records	6	100	4.5
Involvement of manual operations	6	100	4.5
Ineffective means of retrieving records	3	50	10.5
Handling old records/ Archiving	3	50	10.5
Lack of records retention and disposition schedule	3	50	10.5
Lack of professionally trained record managers	3	50	10.5
Improper security of records	1	16.67	13.5
Lack of recordkeeping manual	1	16.67	13.5

CONCLUSION

After conducting a comprehensive study on the computer literacy skills of elementary school pupils in Argao District 1, Argao, Cebu, Philippines, this research has provided insightful information about the respondents' proficiency in various computer-related tasks. Based on the study's results, it can be inferred that the respondents possess a satisfactory level of competency in basic computer skills. However, certain areas, such as file management, require further attention and improvement.

These findings have critical implications for the educational system and society. As technology advances, computer literacy skills have become a vital aspect of modern-day living, and it is essential to ensure that pupils receive adequate training in this area. Including computer literacy programs in the school curriculum and providing ample access to computer facilities can prepare pupils better for success in the 21st-century workplace.

Therefore, this study highlights the need to prioritize computer literacy education in elementary schools to help pupils develop the necessary skills to succeed in the contemporary digital era. Doing so makes it possible to bridge the gap between computer literacy and technology usage, ultimately enabling pupils to become more productive members of society.

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