

STUDENT MANAGEMENT SYSTEM: DIGITALIZATION OF REGISTRAR DEPARTMENT STUDENT SERVICES AT BESTLINK COLLEGE OF THE PHILIPPINES

ABSTRACT

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This study examines the effectiveness of digitalizing Registrar Department services at Bestlink College of the Philippines through the implementation of a Student Management System (SMS). Anchored on the Technology Acceptance Model 3 (TAM3), the system aims to streamline essential administrative tasks, including online enrollment, account issuance, class scheduling, and grade viewing for over 50,000 students during the 2024–2025 academic year. Despite these goals, the system has faced challenges such as technical downtimes, slow response times, inflexible scheduling, and restricted grade access for students with unpaid balances. A mixed-methods research design was employed. A total of 381 purposively stratified student respondents across various programs participated in the study. Data were gathered using documentary analysis and a researcher-made survey questionnaire. Statistical tools such as weighted mean and ranking were used to evaluate the SMS's features and identify persistent challenges experienced by users. Findings indicated that the online enrollment feature was considered "effective" (mean = 2.77). However, other components—account issuance (mean = 2.45), class scheduling (mean = 2.26), and grade viewing (mean = 2.47)—were rated as "ineffective," resulting in an overall weighted mean of 2.48. Respondents reported system downtimes during peak hours, complicated enrollment procedures, and delayed grade releases as recurring issues. Based on these results, an action plan was formulated to address technical limitations and enhance system usability. To improve the effectiveness of the SMS, recommendations include upgrading system infrastructure to enhance performance, automating account and grade update processes, integrating flexible scheduling features, and providing real-time notifications to improve communication. Revisions to institutional policies—particularly those affecting access to academic records—and stronger technical support mechanisms were also suggested. The study concludes that while the SMS has introduced significant digital services, its current implementation falls short in delivering a fully efficient and accessible system. Ongoing system evaluation, iterative improvements, and policy alignment are essential to meet the dynamic needs of the student body and ensure sustainable digital service delivery at Bestlink College of the Philippines.

RECOMMENDED CITATION

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