

# DE LA SALLE UNIVERSITY

Needs, Awareness, Usage and Satisfaction of DLSU  
Upperclassmen with the Student Personnel Services

A Thesis Presented to  
the Faculty of the  
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In Partial Fulfillment  
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## ABSTRACT

Evaluating the various school programs and services is necessary in order to meet the many and varied needs of the students. With this in mind, the researchers conducted a study on DLSU upperclassmen's needs, extent of awareness, usage and degree of satisfaction with the programs and services of the different SPS offices. Stratified and cluster random sampling technique was utilized in order to arrive at 501 respondents, 149 sophomores, 159 juniors, 128 seniors and 65 terminals. All respondents were from the College of Liberal Arts enrolled at the second term of SY 1989-90. A modification of the ITEC's SPS Student Questionnaire was the data gathering tool used in the study. A scale was used in interpreting the students' needs, their extent of awareness and their degree of satisfaction. Upperclassmen expressed a moderate need with regards to the programs/services of the SPS offices. Only slightly more than half of them were aware of the various programs and services with their extent of awareness at a moderate level. Among those who were aware, less than half participated who found the content and delivery of the programs and services as moderately satisfying. Overall, they were moderately aware of the programs and services of the SPS, moderately satisfied on the content and delivery of these programs and services.



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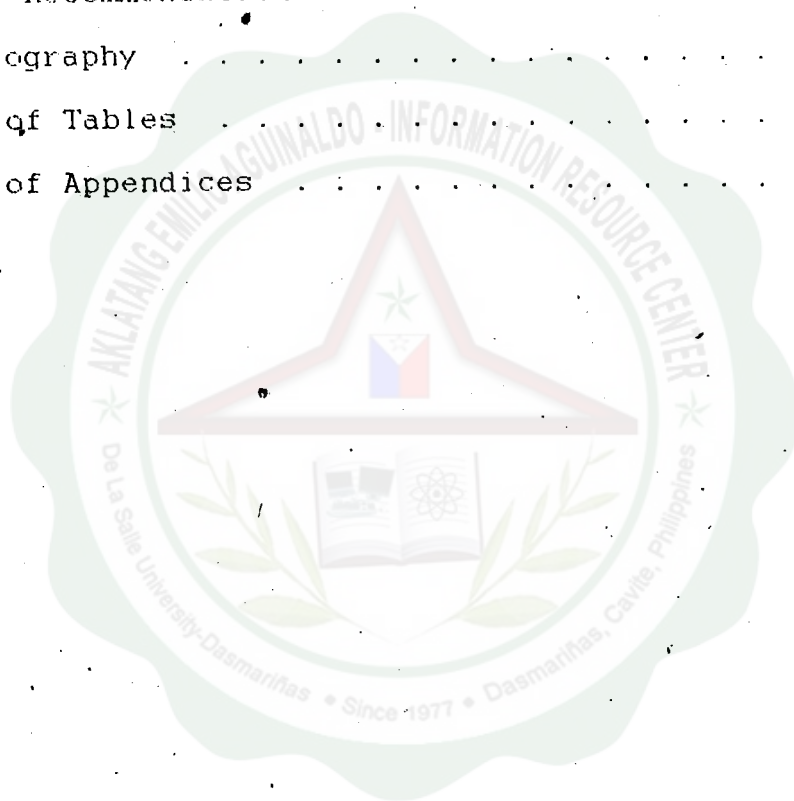
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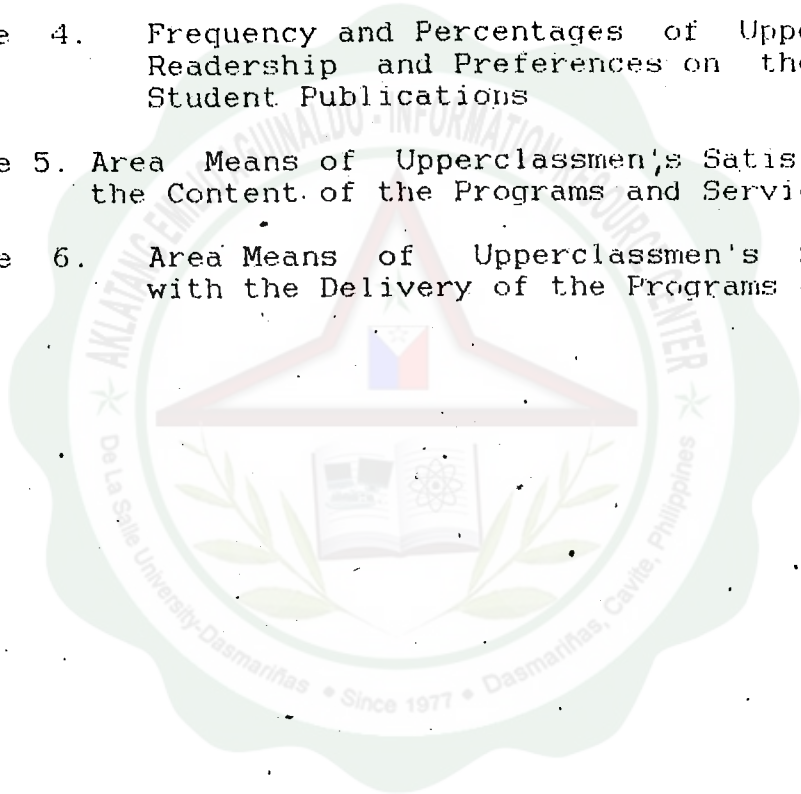
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