

Figures and Narratives on Clients' Experiences on the Use of Online Pre-Admission System (OPAS)

Sherill A. Gilbas^{1*}, Annebel C. Hernandez², Jhonner D. Ricafort³,
Susan S. Janer⁴, Maria Crisanta M. Jarque⁵
Sorsogon State University

Corresponding Author: Sherill A. Gilbas sherillgilbas@sorsu.edu.ph

ARTICLE INFO

Keywords: Clients' Experiences, Effectiveness, Figures and Narratives, Online Pre-Admission System (OPAS)

Received : 05 February

Revised : 17 February

Accepted: 18 March

©2025 Gilbas, Hernandez, Ricafort, Janer, Jarque : This is an open-access article distributed under the terms of the [Creative Commons Atribusi 4.0 Internasional](https://creativecommons.org/licenses/by/4.0/).



ABSTRACT

This paper evaluates and describes the experiences of clients who used the Online Pre-Admission System (OPAS) for two academic years. The main objective is to assess the users' feedback to determine the effectiveness of the system as well as identify areas for improvement. The clients' ratings of the features of the system aim to determine the clients' overall ratings of the service and gather their comments and suggestions based on their experiences with the use of the system. The ratings and shared experiences revealed both negative and positive feedback from the clients. There are some indicators that are beyond the control of the office and the institution, such as speed and cost, which received the lowest rating yet are still described as "very satisfactory." It is the indicator that refers to "convenience" that was lauded with a higher rating and garnered positive feedback since the registration could be done online, regardless of time and location. The findings suggest that there are several areas that can be further improved to facilitate full paperless admission service transactions soon.

INTRODUCTION

The admission services unit acts as the primary interface between the university and potential students. They create the ambiance for the experience to establish an efficient and streamlined process that may generate a positive initial impression between the clients and the personnel. This procedure aimed to increase the degree of engagement and trust that the university attributes to its student- applicants.

In the international scene, every admission office provides services on the initial step through which the student- applicants gain access to the university. Hence, it requires a well-optimized strategy that prioritizes their clients' needs to have positive effects not only on the immediate admission process but also on the long-term relationship between the institution and its clients. The paper of Howe, Ramirez, and Waltona (2023), they mentioned that those services that are streamlined are expected to contribute to increased satisfaction on the delivery of services. When a process is well-organized, transparent, and user-friendly, it improves the whole experience that results to further long-term success.

Freeman (2020) provides reasonable measures for the international Framework's activities regarding admissions as they describe them as being the first in a series of interactions with higher education systems. The entry provides a discussion of different practices and policies around the world while pointing out the issues of equity and equal opportunities, fairness, transparency and efficiency on the ability of everyone to apply for the opportunities available. It is possible to consider that Freeman contributes to the understanding of how admissions processes are used in modifying diversity in institutions and also how such diversity is related to retention of students in the institution.

On the other hand, Howe, Ramirez, and Waltona (2023) aimed to get perspectives of an international body in relation to one of the Canadian universities especially in relation to its services and the social and academic challenges they face because of it starting the admission process. They describe throughout the work the importance of pre-arrival guidance, student orientation, and continuous support, in terms of enhancing students' integration and satisfaction levels. They also point out challenges which usable/serviceable gaps will create in terms of student experience and how universities may go about enhancing their admission systems for better support of the international students.

In terms of identifying determinants of student university choice and their satisfaction levels, Siriwardena, Edirisinghe, and Kurukulaarachc (2023) concentrated on students' perspectives with these in mind particularly the admissions services. These officials and practitioners highlight how rational, logical and good positioning systems that are student focused during admission processes influence career selection options and students' contentment.

This paper focuses on the Online pre-admission system (OPAS) being utilized in the university since 2018, which is of paramount importance in the initial admission process. The system aims to provide prospective students

with a streamlined and efficient method to submit applications for their target programs through the digitization of multiple phases, including correspondence with the institution before the submission of application documents.

The feature intuitive interfaces that enable candidates and the institution to upload and generate data for basic profiles, upload essential document, like photo for the test permit. The system enables the institution to establish a centralized database for the purpose of methodically managing and reviewing applications, thereby facilitating easy access to information. It is also evident that online pre-admission systems offer numerous benefits like reduce paperwork, eradicate geographical barriers for applicants, and improve accessibility in terms of application.

Moreover, admission services that are optimized aid educational institutions to encourage students who are a good match for the institution. This alignment frequently induces higher rates of academic or professional achievement, which is advantageous for the institution as well as the clientele. Alkrajji and Ameen, (2022) studied the influence of satisfaction, trust, and service quality on the loyalty of youthful citizens to government e-services. Accordingly, the main findings revealed that the citizen's loyalty to the services is significantly influenced by service quality, trust in the services, and citizen satisfaction.

In the paper of Guiamalon (2022), he stated that there are over 2,300 institutions of higher education throughout the Philippines, serving millions of students. Most of them are private institutions, wherein there are 108 State Universities and Colleges (SUCs) and Local State Universities (LUCs). In the Bicol Region, there are nine (9) state colleges and universities such as Bicol University (BU), Bicol State College of Applied Sciences and Technology (BiSCAST), Camarines Norte State College (CNSC), Camarines Sur Polytechnic Colleges (CSPC), Catanduanes State University (CatSU), Central Bicol State University of Agriculture (CBSUA), Dr. Emilio B. Espinosa, Sr. (DEBEMSCAT), Partido State University (PSU) and Sorsogon State University (SoRSU).

Sorsogon State University is one of the state universities in the Philippines and the only government- subsidized higher institution in the province of Sorsogon. It was established in 1907 and converted to a state college through RA 7666 in 1993 (Sorsogon State University, n.d.). It evolved as a university through the RA 11088 in 2018. It is composed of four campuses spread over the province in the four municipalities, such as Bulan Campus in the municipality of Bulan, Castilla Campus in Mayon, Castila Campus in Mayon, Castilla, Magallanes Campus in Magallanes, Sorsogon and the Sorsogon City campus in Sorsogon City (Sorsogon State University. (n.d).

For the academic year 2023-2024, it has a total population of around 17,000 students in all levels, from the laboratory high school to the graduate school. There are also 32 offered programs in the tertiary level, and 9 in the graduate level. The Graduate School offers 5 doctorate programs and 4 in the masters' programs with 8 areas of specialization.

There are eight programs offered in Bulan, 2 in Castilla with 2 areas of specialization in Agriculture, while there are 4 programs in Magallanes campuses. The Sorsogon City campus has a total of 18 programs offered in four colleges, with College of Education and Midwifery having 7 programs and 7 specializations, College of Technology with 2 programs and 7 areas of specialization, while 4 programs in the College of Business and Management. The College of Engineering and Architecture has 5 programs.

The student-applicants to those programs need to register online, in the online system prior to the actual conduct of admission test. Numerous variables affect the efficacy of the OPAS, such as its user interface, accessibility, dependability, cost, and capacity to accommodate a wide range of user requirements. Hence, it is imperative to conduct a thorough assessment of these systems to ascertain their merits, drawbacks, and potential avenues for enhancement. These evaluations can assist academic institutions in improving these systems, thereby ensuring that they function optimally as entry points for potential students and effectively addressing any constraints or difficulties that may arise.

This paper determined the clients feedback on the use of the online pre-admission system, for two academic years, from 2021-2022 to 2022-2023. Specifically, this paper identified the clients overall rating on the efficacy of the online pre-admission system and their shared comments and suggestions. They are referred to as the narratives, while the ratings pertain to the figures. The findings of this study may help identify some areas for system enhancement to improve the delivery of admission services unit through the online admission system. The final goal is to implement a full paperless transaction when seeking for admission in the university.

THEORETICAL REVIEW

The analysis of this paper was anchored on the Technology Acceptance Model (TAM) by Davis in 1980), which, according to Granić and Marangunić (2019), predicts and understands technology adoption and emphasizes two main factors. They are perceived ease of use, which is users' subjective assessment of the system's usability, and perceived utility, which is their belief that the system should constantly be enhanced for better performance. This paper aimed to assess OPAS users' views of navigation, registration, and information retrieval, as well as its ease of use. It can also analyze users' assessments of the system's ability to streamline admissions and provide accurate information.

Moreover, the Unified Theory of Acceptance and Use of Technology (UTAUT), as discussed by Donmez-Turan (2020), adds features of the TAM to study technology adoption. The user's perception of the technology's benefits and usefulness, effort expectancy, ease of use and simplicity, social influence, and facilitating conditions all affect their decision to adopt the technology. The UTAUT explains technology adoption's variables by considering these factors. OPAS uses the Unified Theory of Acceptability and Use of Technology (UTAUT) paradigm to investigate factors that may influence user acceptability

and adoption. These components include users' expectations of system performance, the effort required to utilize the system, peer or institution social influence, and any assistance or barriers encountered while using the system. This would help to improve the factors that influence clients' OPAS experiences. Surveys, interviews, and observations can be used to gather information on users' perceptions, attitudes, and behaviors toward the system.

METHODOLOGY

The researchers employed a descriptive quantitative-qualitative approach to evaluate and assess the multifaceted elements that influence client experiences and the overall efficacy of the online pre-admission system (OPAS), as one of the initial requirements on the process of admission in the university. Clients were requested to complete survey questionnaires, embedded in the same system, after they have successfully registered. The generated feedback is provided in both figures and in narratives. For the rating, the clients were asked to rate from 1-5, with 1 as the lowest, described as "poor", and 5.0 as the highest, described as "outstanding". The complete scale is 1.00 - 1.49 Poor (P); 1.50 - 2.49 Fair or Needs Improvement, 2.50 - 3.49 Satisfactory, 3.50 - 4.49 Very Satisfactory; 4.50 - 5.00 Outstanding.

The integrative method which was used in this study helps in assessing the OPAS and understanding clients' experiences within the context. Incorporating quantitative measures with qualitative feedback permits the researchers to provide a well-rounded analysis of both statistical inclusions and personal accounts. The OPAS utilized a survey which made it possible to get comments immediately after the registration of users, comments which are important for interpretation. The provision of feedback in two forms: numbers and feedback through words and comments enhance the study because the users of the system not only speak in terms of measurable outcomes but also in results. Such feedback specifically strengthens the credibility of the evaluation, ensuring that it would be satisfactory for improving the process of admission as well as a satisfying experience for the clients.

RESULTS AND DISCUSSION

This paper presents the ratings of the clients who used the online pre-admission system. They are student applicants as incoming first year college students, incoming high school students in the laboratory high school (grades 7 and 11) and applicants in the graduate school, both for the master's and doctorate programs. Their ratings on the effectiveness of OPAS, covered services in terms of accessibility, speed, accuracy, cost, and convenience. Furthermore, their overall rating on their satisfaction on the use of the system and their overall experience are also presented. Moreover, the various feedback of the participants is categorized into positive and negative. Some areas for enhancement are also identified to help improve the system.

Clients' Ratings on the Effectiveness of Online Pre-Admission System

The admission services unit in its pursuit of delivering quality service sought for the evaluation of the online pre-admission system. It is an online system utilized by the university that transformed the conventional admission processes. This system intends to provide numerous benefits that meet the needs of both the institution and the applicants. The office asked the clients to rate their overall experience on the effectiveness of OPAS in simplifying the admission procedure. The main objective of the system is to provide effortless accessibility and expedited registration, guaranteeing a convenient and trouble-free experience for candidates.

The users of the OPAS, who rated their experience for the academic year 2022 - 2023 are comprised of applicants for the laboratory high school, college, and graduate school. The said evaluation identified their ratings and allowed them to express their feedback on the use of the online pre-admission system. The survey also focused on the indicators on accessibility, speed, accuracy, cost, convenience, and satisfaction. The survey is part of the pre-registration process for enrolment. To measure the effectiveness of the OPAS, the said survey included three indicators. The first indicator, which is "services provided by OPAS" is subdivided into accessibility, speed, accuracy, cost, and convenience. The other two indicators are "satisfaction with the outcomes of using the OPAS" and "over-all experience of using OPAS". The user satisfaction with the consequences of using OPAS was generally positive. They discovered it to be advantageous, efficient, and dependable in overseeing the admittance process, effectively fulfilling their expectations and requirements.

The table shows that for the year 2022 and 2023, OPAS is rated "very satisfactory" in all indicators. Specifically, the indicator that received the highest rating for both years is the "satisfaction with the outcomes of using the OPAS" with a score of 4.31 and 4.39, respectively. Meanwhile, the least score obtained by the OPAS for both periods was 4.03 and 4.17, respectively, for the speed category of the services provided by OPAS.

It can be gleaned from the table that the services provided by OPAS in terms of accessibility, speed, accuracy, cost, and convenience shows a "very satisfactory" results with an increasing weighted mean for 2022 to 2023. This implies that the system marks a sustainable improvement relative to accessibility, transaction cost, turnaround time to the clients thereby having a smooth and fast transaction on admission services.

In terms of accessibility, the system exhibited extensive accessibility, enabling applicants to register from any location and at any time, providing a considerable degree of ease. For accuracy, users consistently reported a commendable level of precision in the system's performance, guaranteeing the reliability and exactness of the information and operations. The system proved to be a cost-effective solution, preventing applicants from incurring excessive expenses on admission-related procedures, hence enhancing its appeal. The system also exhibited a high level of convenience, allowing users to effortlessly traverse the admission process, resulting in a user-friendly and efficient experience. In terms of speed, this got the lowest rating for two consecutive

years with 4.03 and 4.17 respectively, but still described as “very satisfactory” rating.

It would imply that ensured accessibility of the system permits applicants to register at any time and from any location. This suggests the existence of a resilient digital environment that does not impose limitations on user access due to geographical location or time zone. As discussed by Ayada, and Hammad (2023), this may be the result of a flexibly accessible system made possible by a well-designed online application, mobile or web interface, or both; consequently, user engagement and application rates may increase.

Table 1. Ratings on the Effectiveness on the OPAS for AY2022-2023

Indicators	2022		2023	
	Weighted Mean	Description	Weighted Mean	Description
Services provided by OPAS in terms of:				
Accessibility	4.16	Very Satisfactory	4.34	Very Satisfactory
Speed	4.03	Very Satisfactory	4.17	Very Satisfactory
Accuracy	4.17	Very Satisfactory	4.31	Very Satisfactory
Cost	4.05	Very Satisfactory	4.26	Very Satisfactory
Convenience	4.23	Very Satisfactory	4.36	Very Satisfactory
Satisfaction with the outcomes of using the OPAS	4.31	Very Satisfactory	4.39	Very Satisfactory
Over-all Experience of using OPAS	4.11	Very Satisfactory	4.32	Very Satisfactory

The consistent praise from users regarding the system's performance accuracy would mean and imply that the system's information and operations are dependable and precise. This may be suggestive of comprehensive quality assessments, error management systems, that guarantees the precision of the data. Ensuring reliability is of the utmost importance, particularly in admissions procedures that require accuracy to prevent errors or misinformation. This idea on accuracy in the online system finds ally in the study of Chandel and Sood (2023) which focused on the precision and accessibility of software.

The cost-effectiveness of the system ensures that applicants do not incur exorbitant personal expenses throughout the admissions process. This could further suggest that the system mitigates other expenses not only of the student-applicants but also of the institution. Along with the feature of cost-

effectiveness, the system also offers convenience, suggesting that users can effortlessly navigate the admissions process. According to Habib, Jamal, Khalil, and Khan (2021), Universities nowadays are being transformed into interactive digital platforms. This was the result of user-friendly interfaces, unambiguous directives, or efficient procedures that facilitate applicants in accomplishing their responsibilities without superfluous intricacies. It is essential to provide a user-friendly experience to retain users and guarantee positive feedback regarding the system.

Notwithstanding its comparatively slower speed ratings, the system's "very satisfactory" rating implies that the student- applicants have mistaken the idea of speed, referring to that of the system. If they encounter "slow" system, it is because of their internet connectivity which is beyond the control of the OPAS. However, the rating on speed should refer to how fast they were able to accomplish the process of admission on the use of the system. On this note, since the ratings remained consistently poor for more than two years, it may suggest a potential area for enhancement of the survey questionnaire. User satisfaction can be greatly influenced by speed, particularly in online systems where users anticipate prompt responses and brief waiting periods. The paper of Xing, (2020) adheres on the idea of reliability and resiliency on the use of internet. Accordingly, internet may exhibit merits in accessibility, precision, cost-efficiency, and convenience, but it should always consider potential for development in another component.

Furthermore, although online systems streamline the application process, they might not comprehensively cater to the requirements of every applicant. Certain applicants, especially those who have limited access to the internet or technological expertise, might encounter obstacles that were not encountered with conventional application processes.

Clients' narrative feedback on the use of the online pre- admission system (OPAS)

The ratings given by the users of the online pre-admission system are supported by the various feedback received on OPAS services. Most people have been positive about the system and the process that goes with it. The system's features have clearly gotten a lot of praise in a lot of different areas, making it a popular choice among users. However, there are also negative feedback that can be considered to strengthen the culture of continual improvement on the delivery of admission services.

Application submission may be impeded by technical errors or server issues, which have the potential to impact deadlines and generate frustration between the institution and the applicants. It is vital that a system be accessible and easy to use; one that is overly complicated or inadequately designed may deter candidates from finalizing their applications. In the case of the institution as the locale of this study, some issues arise on the schedule when the system opens and until the time it closes.

Two big pros are that it is easy to get to and convenient. The system provides ease, making it convenient for applicants to sign up from anywhere, at any time, and in very short period. System quality is another feature that stands

out. Users say it is on par with the portals of well-known colleges in the Philippines. Some of its well-known qualities are that it is quick, easy to use, and clear when showing important information and directions.

The system is designed to be user-friendly due to its robust security measures and concise layout. It is also commended that it is simple and easy to use and could be labelled “user-friendly” system. It facilitates and simplifies the admissions process for applicants, particularly during the limited contact of in-person transactions, which happened during pandemic.

Positive

The comments on the Online Pre-admission System (OPAS) and the admission procedure is predominantly good. The system offers a high level of accessibility and simplicity, enabling applicants to conveniently register from any place, at any time, within a little period. It is highly praised for its simple use and efficiency, as it is cost-effective and can be used on multiple devices. The user's comment is as follows:

Ahm first, I like this type of enrollment. It is easy. It is good also because it completely provides all the requirements for all the students who want to enroll in SSU (SorSU), and fast.

Some users also praised the system's quality, deeming it comparable to the portals of renowned universities in the Philippines. It is characterized as being efficient, easy to use, and concise in presenting essential information and instructions. The technology demonstrates high efficiency in processing information, enabling students to promptly retrieve their results. It is accessible, responsive to inquiries, and expedites the distribution of information from the students.

These are the exact statements from some users:

A convenient portal/site that is on par with the portal/site of top universities in the Philippines. A very convenient and efficient system; A Web portal of admission for computerization of all pre and post admission activities of an institution.

As discussed in the paper of Habib, Jamal, Khalil, and Khan, (2021), the system's ability to adapt to current situations, especially during the pandemic, is essential. It is regarded as a valuable instrument of the state colleges, especially in the admissions. It facilitates the seamless transmission of information despite limitations on in-person encounters. The system is very secure and transparent, which provide users with a hassle-free experience.

The OPAS is well regarded for its ease of use, simplicity, effectiveness, and flexibility, which ensures a seamless and trouble-free admission procedure for candidates, particularly under difficult circumstances such as the pandemic. Accessibility and convenience are two important factors that play a significant

role in various aspects of our lives. The online survey generates feedback on its accessibility and convenience to some individuals. They are the following:

- a) *The OPAS is very accessible. (b) This system allows the applicants/users to register anytime and anywhere within a small-time frame. (c) Less expensive, using OPAS does not require spending large amount of cash. (d) Very convenient.*

The ability to access information at any time and from any location has become increasingly important in today's digital age. With the widespread availability of internet connectivity and mobile devices, individuals now have the convenience of accessing information whenever and wherever. Convenience and timesaving are two important factors that are often considered in research studies. According to Xing (2020), one potential benefit of using more affordable transportation options is the potential for cost savings. By opting for less expensive modes of transportation, individuals could reduce their overall transportation expenses. This can be particularly advantageous for individuals or households seeking to save money and allocate their financial resources more efficiently. Also, the accessibility of the system across multiple devices is a key feature that is highly valued by the users. This idea is validated in the feedback of another user of the OPAS.

About this service that SORSU provided, I am very thankful because using this online pre-admission we will save more money and time, because there is no need to pay money for transportation It is also accessible in every device.

Moreover, an admission process that is designed to be approachable and considerate is crucial in ensuring a positive experience for prospective students. Research has shown that when the admission process is perceived as approachable, it can help reduce anxiety and stress levels among applicants. These statements shared by some student-applicants adhere to the objective of the online system:

Fast in processing information and details to inform the students that are registering online. I had a hard time remembering my password and the immediate process of changing my password was commendable.

The key factors that contribute to a positive user experience are easy access, accuracy, and smooth functioning. Research has shown that users prefer platforms and systems that are easily accessible, allowing them to quickly find and access the information or services they need. In addition, accommodating queries and meeting users' needs are crucial aspects which shown that users have diverse information needs and preferences. It would imply that it is essential to design systems that can adapt to these requirements. In the paper of Esteban, (2023), research shown that the use of technology tools can be beneficial and convenient, particularly in times of crisis such as the ongoing

pandemic. Accordingly, reliability and security are two crucial aspects that are extensively studied and researched in various fields.

The feedback from the users of OPAS has shown that it is effective in generating the admission test permits, and in facilitating the information on the requirements. This is how one of the student-applicants narrated his experience on the use of the system:

I am glad because, despite the pandemic the school has still been easy to deliver information to us graduating students, about the requirements for taking the exam as well as the date when to pass the requirements and to take the exam.

Communication and information dissemination are essential components of effective knowledge sharing and collaboration in various fields. As discussed by Guiamalon, (2022), connectivity and technological adversely affect the system's operation and user satisfaction. The presence of a disorganized interface and mistakes in information presentation causes confusion, which in turn hampers user navigation and undermines trust in the system's reliability. Hence, there are also negative feedback on the use of the system.

Negative

There are also challenges, posed by the users on the use of the OPAS. They include issues with connectivity, technical malfunctions, disorganized interface, and inaccuracies in information presentation, had a negative impact on users' interaction and satisfaction with OPAS. This, in turn, affected their overall experience in using the system for the admission process. These are some of the users' statements:

The portal was down but only for a short time. I was not able to view my ratings as well as pre-register after the results were posted.

The above statements refer to the use of OPAS after the result of the admission test was released. There are access issues when users encountered difficulties because of the system's reliance on internet access. It may imply that the dependence on connectivity had a negative effect on the dependability of the services provided by OPAS. The findings of Donmez-Turan, (2020) mentioned that the use of system may instill anxiousness on some individual users.

The absence of proper organization had a detrimental impact on the user experience. Finally, there are also issues on information display when certain users experienced inaccuracies in the information shown by OPAS. This statement serves as a complaint on uploading of document which could be associated to the interface or type, or gadget being used by the student-applicant.

I couldn't upload my ID picture using a smartphone. I hope it will be more mobile-friendly and responsive. Nevertheless, I'm satisfied with the page speed as it loads quickly.

There are also technical issues when users encountered intermittent system slowdowns, delays, and instances of temporary system unavailability. As explained by Ayada and Hammad, (2023), the presence of these technical difficulties impeded the seamless navigation and utilization of the system. Difficulties when navigating and utilizing the system may have not experienced by other users. It would imply as a rare case based on the location of the one who gave the comment. They were evident in the following feedback, like "OPAS is a bit chaotic, not organized" and "sometimes, it's lagging".

Areas for enhancement of the system

Stability and reliability are crucial factors in minimizing disruptions to services to ensure consistent and quality service of the system. One way to achieve this is by reducing dependency on internet connectivity. Based on the feedback provided, some areas for enhancement within the Online Pre-Admission System (OPAS) were identified. One of them refers to the delay in the loading of features. It is evident in the following statements:

Logging in is fast, but accessing the different services such as the account settings is so hard because it is empty, and it does not have settings itself.

It would mean that the system may be adjusted to function effectively even in situations where internet access is limited or unreliable. As mentioned in the paper of Berg, Lindholm, and Högväg (2021), innovative design is particularly important during critical phases such as results publication or registration windows, where any downtime of the portal can have significant consequences. Similarly, performance optimization refers to the process of improving the speed and responsiveness of a system to address issues such as slow loading times and lagging. This is done with the goal of enhancing the overall user experience.

In terms of mobile-friendly Interface, some users suggested that there is a growing need for a responsive and mobile-friendly interface that enhances user experience on smartphones. This includes optimizing features such as uploading ID pictures, to ensure efficient task completion for users who predominantly use mobile devices. Also, this comment adds to the idea of ensuring the interface of the system regardless of the gadget being used. One of the users commented an issue on customized feature.

There's instruction indicates that username to be filled must be the first and last name of the student, yet the outcome is invalid.

The findings in the study of Chandel and Sood (2023) also identified the need for customized features in user interfaces to correct or update information. It includes their enrollment in ROTC and other details, such as the comment, Accordingly, this level of customization not only empowers users to have

control over their own information, but also helps to maintain the integrity and reliability of the data collected.

Furthermore, the main objective to enhance the lucidity and organization of a system interface is to reduce confusion and improve its usability. When there are constant user complaints regarding disorganized navigation and challenging access to configurations, this necessitates improvements on the said domains. The developers can create a more intuitive and user-friendly system through modifications on the user interface and structure, thereby enhancing the overall user experience.

The revision and refinement of instructions is an essential procedure to guarantee precision and clarity. Through research and analysis, it is possible to detect any potential complications that may arise from the incorrect validation of identities in accordance with the provided instructions. By employing a research-driven methodology, we can make well-informed decisions and executing effective solutions to tackle these concerns. Empirical evidence supports the notion that by concentrating on these domains, the Online Pre-Admission System's functionality, accessibility, and user experience can be significantly enhanced. By attending to these aspects, the system can enhance its ability to fulfill the requirements and anticipations of its users.

Overall Implications

The positive feedback on the OPAS includes its adaptability, efficacy, security, and user-friendliness, which establish its value in the admissions procedure. However, the presence of negative aspects such as connectivity issues, technical malfunctions, interface confusion, and errors highlights the critical domains that require immediate focus to enhance the system's dependability, user experience, and credibility. A comprehensive resolution to these challenges would significantly augment the overall efficacy and user satisfaction of OPAS.

It was simple, and easy to use the online admission system. That's why I filled out the necessary information when I applied online.

The OPAS demonstrates remarkable efficacy and flexibility, particularly in challenging situations such as the pandemic. It showcases its value by adeptly overseeing admissions and seamlessly transmitting information, especially when faced with limitations. OPAS is highly praised by users for its innovative, strong security measures, and exceptional transparency. These characteristics contribute to a smooth admission process, hence enhancing the overall user experience. The system's remarkable accessibility, affordability, and compatibility with several devices guarantee a convenient and efficient admission procedure for applicants.

CONCLUSIONS AND RECOMMENDATIONS

It can be inferred that the findings indicate a significant level of client satisfaction. They have praised the effectiveness of the Online Pre-Admission System (OPAS). The positive assessment indicates that the system has successfully met various user expectations by offering accessibility, efficiency, and convenience during the admissions process. However, the study also revealed a mixture of positive and negative remarks. They centered on the system's accessibility, convenience, efficiency, and cost-effectiveness. It highlights the user-friendly interface and compatibility across different devices. There are also negative reviews primarily focused on specific aspects of understanding, such as occasional technological issues, delays, problems in navigation, and inaccuracies in data. Identifying areas in need of improvement inside the system was a crucial aspect of the input, which includes the need for increased stability, among other factors. In general, although clients conveyed considerable compliment for the Online Pre-Admission System, the research has identified some ongoing requirements for enhancements. The OPAS could become more comprehensive and user-oriented and ready for a full paperless transaction in the next academic years.

Based on the conclusions the researchers may recommend that the users' experiences may be further improved. Clear instructions and guidance may help to innovate further to improve system instructions. They could be clearer, simpler, and more accurate based on the feedback of the student- applicants, for minimal confusion and errors. It is also important to continue the integration of user testing and feedback on these automated technologies and digital platform. Although the said applications aimed to speed up the dissemination of results, its evaluation in terms of usability and efficacy are crucial in gathering users' feedback. Likewise, orientation, training and support for users have been demonstrated to be beneficial and recommended. Video tutorials to guide and support the clients on the use of the Online Public Access System (OPAS) may be provided to improve users' proficiency and navigation. Furthermore, sustainability of the system and its continuous adjustments for user-friendliness, efficiency, and alignment with user expectations and needs are recommended.

FURTHER STUDY

Every research is subject to limitations; thus, you can explain them here and briefly provide suggestions to further investigations.

REFERENCES

- Alkrajji, A. and Ameen, N. (2022), "The impact of service quality, trust and satisfaction on young citizen loyalty towards government e-services", *Information Technology & People*, Vol. 35 No. 4, pp. 1239-1270. <https://doi.org/10.1108/ITP-04-2020-0229>
- Ayada, W. M., & Hammad, M. A. E. E. (2023). Design Quality Criteria for Smartphone Applications Interface and its Impact on User Experience and Usability. *International Design Journal*, 13(4), 339-354. <https://dx.doi.org/10.21608/idj.2023.305364>
- Berg, J., Lindholm, J., & Högväg, J. (2021). How do we know that it works? Designing a digital democratic innovation with the help of user-centered design. *Information Polity*, 26(3), 221-235. <https://doi.org/10.3233/IP-200282>
- Chandel, M., & Sood, M. (2023). Accessibility of Software/Hardware. *Computer Assistive Technologies for Physically and Cognitively Challenged Users*, 26.
- Donmez-Turan, A. (2020), "Does unified theory of acceptance and use of technology (UTAUT) reduce resistance and anxiety of individuals towards a new system?", *Kybernetes*, Vol. 49 No. 5, pp. 1381-1405. <https://doi.org/10.1108/K-08-2018-0450>
- Esteban, A. P. (2023). *Web Engineering and E-Commerce: Bridging Technology and Business in the Philippines*. Nueva Ecija University of Science and Technology.
- Freeman, B. (2020). Admissions processes to higher education: International insights. In *The International Encyclopedia of Higher Education Systems and Institutions* (pp. 94-100). Springer.
- Granić, A., & Marangunić, N. (2019). Technology acceptance model in educational context: A systematic literature review. *British Journal of Educational Technology*, 50(5), 2572-2593. <https://doi.org/10.1111/bjet.12864>
- Guiamalon, T. S. (2022). Social and Economic Development: State Universities and Colleges'(Suc's) Contribution Creativity Skills of The Students In Recycling. *Globus Journal of Progressive Education*, 12(1), 104-110. <https://doi.org/10.46360/globus.edu.220221015>
- Habib, M. N., Jamal, W., Khalil, U., & Khan, Z. (2021). Transforming universities in interactive digital platform: case of city university of science and information technology. *Education and Information Technologies*, 26, 517-541. <https://doi.org/10.1007/s10639-020-10237-w>

- Howe, E. R., Ramirez, G., & Walton, P. (2023). Experiences of international students at a Canadian university: Barriers and supports. *Journal of Comparative & International Higher Education*, 15(2), 115-133.
- Siriwardena, A., Edirisinghe, L., & Kurukulaarachc, V. (2023). A literature review on students' university choice and satisfaction. *International Journal of Educational Administration and Policy Studies*, 15(2), 71-87.
- Sorsogon State University. (n.d.). About Sorsogon State University. Sorsogon State University. <https://sorsu.edu.ph/about-sorsogon-state-university/>
- Xing, L. (2020). Cascading failures in internet of things: review and perspectives on reliability and resilience. *IEEE Internet of Things Journal*, 8(1), 44-64. <https://doi.org/10.1109/JIOT.2020.3018687>