ONLINE PLATFORM FOR ENHANCING STUDENT SUPPORT AT PRESIDENT RAMON MAGSAYSAY STATE UNIVERSITY - STA. CRUZ CAMPUS, ZAMBALES

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A Thesis

In partial Fulfillment of the Requirements

for the degree of Bachelor of Science in Computer Science

College of Communication and Information Technology

President Ramon Magsaysay State University

Sta. Cruz, Zambales

APRIL 8, 2024

Republic of the Philippines
PRESIDENT RAMON MAGSAYSAY STATE UNIVERSITY
College of Communication and Information Technology
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APPROVAL SHEET

This, study entitled **"ONLINE PLATFORM FOR ENCHANCING STUDENT SUPPORT AT PRMSU - STA. CRUZ CAMPUS, ZAMBALES, PHILIPPINES"** A.Y. 2023-2024 prepared and submitted by **BEVERLY ANNE Y. BAGOS, MHIKE GIL P. BASUEL, JE-ANN DORIA,** and **KENN CHRISTIAN MOLINO** in partial fulfillment of the requirements for the degree of **BACHELOR OF SCIENCE IN COMPUTER SCIENCE** are hereby recommended for oral examination.

ANALYN H. EDAÑOL
Adviser

Approved by the Panel of the Oral Examiners on _____ with a grade of _____.

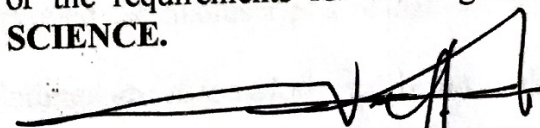**JOHN APRIL N. MARPA, MSCS**
Chairman

JING JING GONGORA
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CHARLIE Z. RANCE
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Accepted and approved in partial fulfillment of the requirements for the degree of **BACHELOR OF SCIENCE IN COMPUTER SCIENCE.**

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Date Signed

NOEL B. MERIN
Campus Director

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EXECUTIVE SUMMARY

This Online Platform for Enhancing Student Support at PRMSU - Sta. Cruz Campus, Zambales is designed to provide support for students at PRMSU - Sta. Cruz Campus, Zambales. The purpose of online platform is designed to serve as a centralized hub where students can easily access information and support related to their academic and non-academic needs.

To evaluate the effectiveness of the Online Platform for Enhancing Student Support, the researcher conducted a research study that utilized quantitative methods. The researcher approach involved gathering data through a questionnaire administered to the university community. The questioner aimed to collect feedback on aspects such as usability, usefulness, and overall satisfaction with the online platform. Additionally, the proponent analyzed the responses from the questioner to assess the impact of the platform and derive significant insights into its effectiveness.

The respondents' perception towards the software quality of Online Platform for Enhancing Student Support at PRMSU - Sta. Cruz Campus in terms of ISO/IEC 25010 metrics: (a) Functional suitability, obtained an average weighted mean 3.91 and interpreted as "Excellent"; (b) Performance Efficiency, obtained an average weighted mean 3.87 and interpreted as "Excellent"; (c) Compatibility, obtained an average weighted mean 3.82 and interpreted as "Excellent"; (d) Usability, obtained an average weighted mean 3.83 and interpreted as "Excellent" ; (e) Reliability, obtained an average weighted mean 3.84 and interpreted as "Excellent"; (f) Security, obtained an average weighted mean 3.79 and interpreted as "Excellent"; (g) Maintainability, obtained an average weighted mean 3.84 and interpreted as "Excellent"; and (h) Portability, obtained an average weighted mean 3.76 and interpreted as "Excellent".

The respondents' perception towards the level of acceptability of Online Platform for Enhancing Student Support at PRMSU - Sta. Cruz Campus in terms: (a) Functionality, obtained an average weighted mean 3.92 and interpreted as "Highly Acceptable"; and (b) Performance, obtained an average weighted mean 3.84 and interpreted as "Highly Acceptable".

The respondents' perception towards the level of readiness of Online Platform for Enhancing Student Support at PRMSU - Sta. Cruz Campus in terms: (a) Facility, obtained an average weighted mean 3.81 and interpreted as "Very Ready"; and (b) Technical Personnel, obtained an average weighted mean 3.85 and interpreted as "Very Ready".

The results of the research support several of important recommendations for the Online Platform for Enhancing Student Support at PRMSU - Sta. Cruz Campus, Zambales: (1) To ensure that users are satisfied across diverse platforms, conduct thorough testing across a range of devices, operating systems, and web browsers to discover and fix any compatibility issues, such as layout inconsistencies or functionality errors, that may develop. to ensure that users are satisfied across diverse platforms. (2) To enhance usability, new users are guided through the platform's features with helpful tips and prompts when they first use it, so they can easily understand and use it well, improving the experience for students, faculty, and others. (3) To enhance the security of the system, regularly update software to address weaknesses. Additionally, implement strong encryption protocols to safeguard sensitive data from unauthorized access. (4) To enhance the portability of the system, optimize the code for compatibility with multiple platforms, including desktop, mobile, and web browsers. Consider implementing responsive design principles to ensure the platform adapts perfectly to different screen sizes and resolutions. (5) To improve the facility aspect of the system, focus on enhancing physical and

technological resources such as hardware, software, and network infrastructure to support the platform's operations efficiently and reliably. Additionally, provide sufficient training and support to users to maximize utilization of available facilities.