

Impact of Student Support Services on Students Development at University Level

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Abstract

The main purpose of the study was to scrutinize the impact of student support services (SSS) on students' development at the university level. The research design was quantitative in nature. The population of the study comprised of all university students of Islamabad. The simple random technique was used for the selection of the sample. The respondents were 80 students from those universities. Data were collected through a questionnaire and it has consisted of 56 items. Data were analyzed using statically mean, standard deviation and regression analysis of the impact of SSS on students' development. The findings of study reveal that library services are adequate as compared to the availability of other support services and the results also reveal a strong relationship found among student support services and students' development. It is recommended that the universities should make sure the availability of SSS.

Key Words: SSS, Student Development, University Level

Introduction

The purpose of higher education is to enable students to meet different challenges in a vivacious world and to make strong connections with the changing society. Knowledge is the main focus of higher education. The categories that shape the pattern of learning and services administered by the university which is organized to provide a modern world perspective. The Higher Education Institute is the "gatekeeper for student development (Hudda, 2017).

Development is the cause of societal modification; this is not just a setup of plans and platforms inaugurated for some explicit consequences but the outcomes of the capability to shape human vitalities and dynamic means in order to reconcile fuses and challenges that life offerings community entire the times(Kant, 2013. Educational institutions are the founders of the students. Therefore, these institutions must meet the basic needs of the students, whether in the classroom or outside the classroom. Educational institutions' efforts to address student needs are commonly referred to as SSS. SSS have rightly become a 'key function' of the education system. The main purpose of these services is to ensure the intellectual, physical, moral and social development of the students. These facilities help students focus on their education (Haddad 2009).

SSS embraces all services that facilitate students' knowledge. Students have different needs that demand satisfaction. Some of the major learning needs are (new student orientation programs, student discipline), survival needs (career service, financial support, avocation), and counseling needs (educational, psychological, social, and professional) and entertainment needs (sports). All these requirements must be met to ensure a quality education for the learners. Students need extra help in addition to general humanitarian assistance. Therefore, educational and non-academic support services are essential to enable students to overcome the obstacles to their success (Morga,2012).

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The plan developer is always ignoring the crucial component of higher education that is a learner. Providing communal and passionate assistance to students, along with educational assistance, conveys cognizance to pupils and can greatly assist raise the standard of advanced education. The current research is to explore SSS supplied by establishments for different progress and the development of the student.

Objectives

1. To find out the availability of SSS at the university level.
2. To measure the impact of SSS on student's development at the university level.

Research Questions

1. What is the opinion of respondents regarding availability of SSS at the university level?
2. What is the impact of SSS on students' development at the university level?

Review of Literature

Student Support Service (SSS)

SSS are a group of services and accomplishments that create the pursuit of education more labor-intensive and more attractive to students. They work as an edge among the students and the university. The excellence of higher education based openly on the support services available for students. It is just supply of degrees, if universities are lacking in giving support to their students, it is not the resolution of education. There is a lot of evidence that there is an optimistic link among students' academic performance and the active use of the support system (Kaur, 2016).

[Rashid \(1998\)](#) stated SSS as a term and resources that deliver surplus support to the pupil. Simpson (2000) stated SSS are the presentation of activities as well as the conveyance of course materials that expedite student study development. These include educational assistance, which deals with student support, academic, intellectual and educational difficulties for explicit intellects or arrangements of courses. Students also have help in effective and organizational aspects of the study.

SSS can be improved through systematic and comprehensive services as students learn skills, provide free education, facilitate the development of study groups, provide online, face-to-face lessons and accessible web systems and it also increases the intensity of content and educational services (Zuhairi, 2007).

Supportive services perform special tasks that are not typically education systemic. Steyn (2014) says that support services have been organized in a structure to support individual institutes to make their learning further effectual. Supporting services such as fractional and parcel education embrace entirely human and other means that support individual students in other phases of the system ([Steyn, 2014](#)).

Support services are provided to meet the needs of the students. This includes, among other things, tips for study skills, professional choices, accommodation, and part-time jobs, and individual growth, health problems, benefits, and economic adversities. Services are available to discourse essentials or problems that may permit scholars to focus on education ([Choudhry, Gujjar & Haffez, 2008](#)).

Supporting services at universities provide students with different advice and support in housing, orientation and migration, indigenous student support, financial support, wellness and counseling, health and other areas of student need. Despite efforts by universities to make these services available to students, not all students are aware that these services are available or cannot be accessed during university change. Universities need to collect data on how far the services can fulfill the requirement of students (Darre, 2018).

The value of learner assistance services requires maximum recognition, support, and progress in the comforts of entire scholars. Student services help the scholars in improving the learning, reduce university dropout rates, and increase student life diversity, encourage open decision-making to resolve conflicts and encourage students to actively participate in society. It is important for the student to emphasize endorsing scholar participation as both a user and a beneficiary. It creates a group of students, knowledge of the staff and management staff and the beliefs that influence the way students provide programs and services ([Alina, 2013](#)). Some major SSS are mentioned as under:

Library

Library is the most important SSS. A library is a source of self-education, the supply of knowledge and realistic information, intellectual entertainment center and a source of light that provides the knowledge of civilization as well as enriches one's mental vision. A library as an institution equipped with the responsibility of educating the students, and in the ability to solve their information issues. This is possible through the right source and the ability to use the information tools to get the right information from the right place at the right time (Alabi, 2013). There is no concept of university without library. Hence, library is part of schools, colleges, and universities all over the world.

Residence Facility

The residential learning environment is an important vehicle for student learning. It highlights the time and energy of students at the university, enhances colloquial socially with others, and standards, regimes, and comforts in a compassionate atmosphere under the direction of student matter administrators educated in experimental learning (Bassey, 2001).

High-quality buildings and services are integral to supporting the wonderful teaching and learning experiences of students (RIA, 2010). Students spend about 80% of their time outside the classroom, and most of that time is spent in their residence. Residential halls cause widespread social and behavioral issues that demand the attention of university administrators. Helping Students, and maintaining an educationally enriching environment that supports the university's educational mission (Blimling 1993).

The organizational atmosphere is a structure comprised of scholarly/educational (public and teachers) and social communities (residential towers, and many learners union, associations and organizations). Each camaraderie has its own specific socio-cultural position, as well as normative attitudes, values, the way it behaves and accepts behavior in the global context. There is also a sense of cohesion with the harmony which accelerates the social harmony of the followers of the individual community. There is a change in the advertising and development section of the economic alliance (Tinto, 1993).

Counseling

Counselors help students get the ability to promote, and enhance their academic life skills and achieve success. Consulting departments believe that sound education is included throughout the student development. This includes the intellectuals, social, moral, emotional and physical aspects of the students' lives. Consulting services are accessible to all students and their families. New student orientation focuses on welcoming new students at any scholastic period and feeling ready to go to university. Educational consultations designed to help students and parents explain curriculum options, study program planning and educational opportunities (Aalieh Shaterloo 2011).

Professional counselors address students' needs in three core spheres: greater emphasis on educational development, career development, and access to personal/social development. Knowledge, understanding, and skills are developed in these domains through classroom instruction, diagnostic consultation, collaboration, and collaboration. As an example, advisors can use different personality and career diagnostics to help find a career and needs and interests (Dahir, 2005).

Professional career guidance and counseling services and programs, especially in educational transmission, and to improve skills, and to stay in the institution and to move to the working world (professional) provide both future guidance. These programs are often addressed to the programs applicable to universities (Sandra, 2018)

Cafeteria

The cafeteria plays a vital role in developing social interaction among students and stimulating student's physical health and positive value, teaches mealtime manners, preventing behavioral challenges ([Alliance for a Healthier Generation, 2014](#)). Cafeteria creates interaction between administration and scholars, such as sociable shrugs. Frowns besides greetings and a high level of reaction are important as they influence the social and moral development of students ([Barlett, 2007](#)).

Cafeteria is also a source of good health because good health directly links with good food which leads to good learning. As it is well known that a healthy brain is found in a healthy body. Therefore, organizations ensure cafeteria in their jurisdiction and monitor the quality of food (Wansink, 2006). Cafeteria is an essential part of all universities in Pakistan.

Security

Higher education institutions are working to ensure a high security environment for education promotion. There is no doubt changing academic ambiance but students little know about safety and how they feel at university. Institutions are responsible for maintaining a safe learning environment and needs the involvement of multiple parties within the institute. The security department makes sure learners are safe at the campus (Amoatema, 2017).

Uniformed security guards are employed in the ruling. University security guards provide protection, frequently check campus telephone, lighting and keeps the safe environment in the building. These security guards are called "eyes and ears" of the department. Management makes sure all warnings of misconduct affecting the institute environment. Emergency notifications are available for students in any situation (Paul Sullivan, 2015).

Information Technology

Information technology (IT) is a modern mean of knowledge and communication. All the universities provide modern and fast IT services to their students. Students must know about hypermedia to share and communicate ideas, clarify task and order information on their tasks. Computer techniques develop professional skills in teaching as well as makes the learning process easier with the audio-video aids. Information technology assists learners with clear and comprehensive techniques and stimulates learners to use the computer as a tool in all phases of their learning. The student must use information technology to share ideas, discuss projects and order information in their work. The pace of knowledge is up in computers and web networks provide knowledge anywhere. Good computer techniques frequently presented into well-organized arrangements of performing and living without altering them. New information technology provides students with opportunities for group studies. Effective delivery systems mean of communication, and computer technology based on various recording and playback systems all have to participate in academic dissemination in the innovative era ([Pritam, 2011](#)).

Scholarship

The purpose of the funding is to assist students in the education. Merit-based aid is provided on the base of academic performance as well as needs base aid provided on the low-income circumstances. SAFE is a program for the Promotion of Education Foundation (PEP), set up to endowment funds at every university in Pakistan. This fund will be used to increase access to higher education for talented but economically disadvantaged students and increase the capacity of current programs. To prepare graduates for the 21st Century challenge at home and abroad. As of June 2018, SAFE has been established in 40 universities (SAF, 2015).

Health Service

The health service can promote healthy lifestyles and provide students with support skills to help them during college pressure adjustments. Providing support for physical and mental health issues can reduce the effects and length of illness. That way, allowing the student to go back to classes and assignments, which prevent the student from falling behind in the course work that he/she can skip ([Floyd, 2003](#)).

Higher education provided the best setting for integrating positive mental health, strengthening protective factors, working to reduce risk factors, and taking opportunities for early intervention in mental illness or anxiety. Health services education prepares students for higher demanding professions (Pell Institute, 2011). More engaged students, both internally and externally, have higher chances of earning jobs after graduation, as well as their psychological well-being (Blau & Snell, 2013). The end purpose of all above mentioned SSS is student development.

Student Development

Chakring's Theory of Identity Development rotates around the seven routes of student development. According to Chickering and Racer (1993), routes are a sign of the direction and breadth of student development. The tenacity of these seven routes was to explain how a student's development in a university environment can affect learner, physically, emotionally, socially, and intellectually, specifically in the creation of identity. Contrary to the straightforward and other ideas that suggest that development takes place in a particular, step-by-step process. An individual's development is related to changes that can be described using some theoretical frameworks. People change because their progress enables them to make sense of themselves. They believed to be well-established and stable, especially during his youthful phase as a student. Chickering says that individuals are influenced by their interaction with the environment. Interactions help to shape their lifestyles as they develop. Because of the different developmental processes that help an individual adapt to a different environment when students are created from their different environments and later put into a different environment, they experience it in different ways. Although the environment enacts a massive role in shaping an individual (Chickering & Reisser (1993). As an individual develops, there are certain structures in the mind, known as schemata, that grow, expand, and become complex as a consequence of integration and accommodation of events and ideas to the environment (Merriam, 2007).

Methodology

In this quantitative research, the population comprised all university students in Islamabad. Simple random sampling technique was used for selecting the sample. There were 80 students in the sample. The researcher designed a questionnaire using a five-point Likert scale. It has consisted of 56 items. The section of availability of SSS comprised 14 items and the second section comprised 42 items about student's development. The validity of the instrument was determined by experts. The reliability of the instrument was 0.832. The data obtained from universities by means of a survey. Means, Standard Deviation and Regression were comprised of statistical analysis.

Results

Table 1. Availability of Student Support Services

| S. No | Statements | Means | Std. Deviation |
|-------|---|--------|----------------|
| 1 | The university library has adequate books in my area of a subject. | 4.1500 | 0.80224 |
| 2 | Library Staff is cooperative in the library at my university. | 3.2000 | 1.32433 |
| 3 | I receive a quick response from the security of the campus. | 3.1250 | 1.32409 |
| 4 | I feel secure about the fear of crime at university. | 3.1750 | 1.29867 |
| 5 | Emergency Intercoms are activated at my university. | 2.9000 | 1.33589 |
| 6 | The bulletin boards indicate the emergency contact numbers in my university. | 3.1000 | 1.44648 |
| 7 | My university provides hostel facilities for desiring students. | 3.1250 | 1.38096 |
| 8 | I have an organized room in the hostel. | 3.1250 | 1.45333 |
| 9 | IT lab is available at my university. | 3.3000 | 1.28502 |
| 10 | IT labs meet students' needs at my university. | 3.1500 | 1.27199 |
| 11 | Guidance service helps me to select subjects of courses at my university. | 3.1250 | 1.32409 |
| 12 | Guidance service helps me to make favorable adjustments in the university. | 3.1750 | 1.29867 |
| 13 | The counselor has access to facilitate the student in the solution of their problems. | 3.7250 | 1.17642 |
| 14 | The counselor helps me in restructuring my thoughts. | 3.6750 | 1.26871 |

Table 1 indicates the mean and standard deviation of SSS. This table reveals that statement 1 “University library has adequate books in my area of the subject” has a high mean score as compared to others. It means that most universities had availability of sufficient books as compared to other support services like a hostel, cafeteria, and guidance and counseling, security services and information technology.

Table 2. Model Summary of SSS

| Model | R | R ² | Adjusted R ² | Std. error Estimation |
|-------|-------------------|----------------|-------------------------|-----------------------|
| 1 | .488 ^a | .238 | .218 | 7.40920 |

a. Predictors, SSS

The table 2 shows the model summary of the SSS. According to the model summary, the correlation R is .488 and R- square is .238.

Table 3. ANOVA summary of SSS

| Model | | Sum of Squares | Df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|--------|-------------------|
| 1 | Regression | 652.318 | 1 | 652.318 | 11.833 | .001 ^b |
| | Residual | 2086.318 | 38 | 54.896 | | |
| | Total | 2738.375 | 39 | | | |

Dependent Variable: academic development

Predictors, support service

ANOVA summary of academic development and support services demonstrated in the table. This table shows that the regression equation is significant $F(1, 78) = 11.833, p=.001b$, therefore, academic development is a significant predictor of support services.

Table 4. Coefficients of SSS

| Model | Unstandardized Coefficients | | Standardized Coefficients | | Sig |
|------------------------|-----------------------------|-----------|---------------------------|-------|------|
| | B | Std.Error | Beta | T | |
| 1 | 27.610 | 5.936 | | 3.195 | .003 |
| Support services total | .641 | .072 | .488 | 3.447 | .001 |

Table 4 shows the coefficient summary of the model. It reveals that the value of coefficient support services was .641, its t value is 3.447 which is significant at the .05 level as $p=.003$ It means there was a significant relationship between SSS and student development.

Discussion

The basic purpose of the study was to evaluate impact of SSS on student development at the university level. According to the first question of the study SSS are available in the universities and library service is better than other services. It is also concluded by Sukhdeep Kor's (2016) about library services facilities. He concluded that "a substantial number of books are there in the library", The "need" (51.87 percent) supports the current study of "a large number of students use library facilities" (63 %) following the addition of books to the library.

According to the second question of the study SSS have a positive impact on student development. This result is supported with conclusion of many previous studies. Caren Kelley-Hall (2010) reported that a large number of students agree and strongly agree, support services provided opportunities to develop skills and responsibilities. These results are compliance with Lynch (2002), Jumani, Zaidi, Chishti, and Abbas, 2009, Fahy (2004), Garrison (1989). C k (2010) has taken three SSS with a sample of 100 students and analyzed transcripts of the focused group. Studies have shown that SSS have an impact on students' educational experiences. Hill et al. (2003) found that the provision of quality education depends on the worth of SSS and the eminence of the lecture. [Bradford \(2010\)](#), The study aimed to evaluate the impact of SSS on student outcomes. The regression model and the broader score were compared to select a group of students that closely resembled SSS on the acquisition of student characteristics and to determine Because of the student surveys, SSS and comparative students were monitored to determine which complimentary support the participants received. Researchers found significant positive effects of SSS on student outcomes. [Joseph \(2016\)](#) studied the impact of SSS on students enrolling in the National Certificate of Professional Education in Motiwi District, and their contribution to student academic success. The results conclude that if SSS are integrated effectively, students can contribute immensely to academic success and to greater opportunities. In [Charlito study \(2017\)](#) he assessed the effectiveness of SSS and their influence on student development. The research was conducted on descriptive, diagnostic, comparative and communicative methods. Respondents were administrators, faculty members, and student leaders. Data was collected through questionnaires, interviews, and documentary investigation. The consequences that the students were "highly developed" through the services of different students provided to different social, cultural, political and intellectual aspects.

Conclusion

- The study concluded all support services are available at the universities but Library services are better, like sufficient books, journals, and digital resources as compare to other services like a hostel, security, counseling, etc.
- There is a significant association between SSS and students' development.

Recommendations

1. The policymakers, curriculum specialists and academic administrators should review all aspects of SSS through monitoring bodies.
2. The governing bodies must evaluate whether the contemporary facilities reconciled the requirement of students in the altering conditions of people during the period of globalization.
3. The governing bodies should ensure the student access to the support services.

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