STAKEHOLDERS' EVALUATION OF THE PROCESS OF ONLINE ENROLLMENT AT THE UNIVERSITY OF BAGUIO SCIENCE HIGH SCHOOL

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ABSTRACT

This paper discusses the online enrollment process at the University of Baguio Science High School and its importance to the different stakeholders. The study utilized descriptive and cross-sectional methods. It provided data regarding the efficiency of the enrollment system offered by the university to its new clients. Data were collected from 79 participants who are Grade 7 and Grade 11 parents, and a survey was collected via Google Forms. The study found that the online enrollment process at UB Science High School is accepted and highly recommended by parents in grades 7 and 11. The school, parents, and students greatly benefited from the enrollment process. Parents staying in the province or overseas used it, and no in-person transaction was required. Facilitating the payment process was smooth because the school offered parents access to an online payment system. The school was able to keep track of learners who were not yet formally registered by using the online enrollment process. The effectiveness of the online enrollment method makes it highly recommended for its continual usage. Web-based services provide users with easy access to and control over information relevant to such services. Online registration guarantees more consistency and reusability of information while also addressing the manageability issue of an expanding student population in an institution. These benefits ultimately resulted in increased production and, consequently, improved the quality of the registration system. In addition, the online system was utilized for information updates, payment processing, and access to school records in addition to registration.

Keywords: Online enrollment, Enrollment process, Admissions, Registrar, Department of Education

Introduction

The University of Baguio has strengthened its online mode of enrollment since the pandemic began. The school believes that enrollment is an important initial transaction between the school and the home. Thus, providing prompt and effective customer service is critical. A well-designed and well-managed admissions program is imperative for attracting potential students and persuading them to enroll. As the number of students increases, an enrollment process that incorporates both in-person and online enrollment is required. This technique should be executed as efficiently as possible, utilizing innovative registration mechanisms to satisfy the needs of a large number of people at the same time. Ever since the full implementation of online enrollment at UB Science High, there has been no direct evaluation of this service. It is therefore the aim of this research to evaluate the online enrollment system being offered to its clientele.

The second most important decision parents must make is which school to enroll in. These students choose universities based on location, availability, and accessibility. Making the right decisions is crucial, as it can put them on the path to lifelong learning, prestigious higher education, and a successful career (Venketsamy and Miller, 2021). During this pandemic, universities continue to nurture the minds of those who want their students to continue their education, and this is the proper time to explore new issues and challenges related to student needs such as enrollment, instructional delivery, and processes in private schools (Fabella and Arandia, 2021).

The University of Baguio is an educational institution in the administrative division of the Cordillera region, serving a diverse population in several cities and provinces and catering to students from a variety of socioeconomic backgrounds. It implements remote enrollment and is made possible by having parents, legal guardians, or students complete online enrollment through the UB portal. Parents, however, could still enroll their children in school, in which case the staff will willingly welcome students and their parents or

guardians to complete the enrollment procedure on the school premises. Nevertheless, the conduct of this kind of enrollment process should be effective, safe, and compliant with the minimum health and safety standards mandated for all learners by the Department of Education (DepEd, 2022). Enrollment operations would include the storage, retrieval, and monitoring of student data. The ability to search for and modify student billings, as well as confirm payments and course schedules.

Therefore, the purpose of this study was to evaluate the efficiency of the online enrollment offered by UB Science High School to its clientele. Their valuable and honest assessment of the said service would have been of great help in the improvement of the enrollment process.

Literature Review

Enrollment Structures

Online registration is always quick and easy, and parents have more to do than ever. They rely on the convenience and speed of posting information online, but the benefits of registering online are not limited to parents. The system supports administrators and students (Curacubby Team, 2020). Adapting to change is one of the most important factors for survival and staying competitive. This is important in many aspects of life, such as human evolution and economic development. Likewise, technological advances are necessary as businesses compete to remain competitive.

In every school, the use of a computer is necessary to process transactions. This helps minimize errors and keeps important information safe. For long-term studies, it is more effective than paper methods. This is consistent with a study by Hussein and Hilmi (2020), who found that cloud websites offer significant benefits such as network management, text data storage, and easy access to website management.

The use of electronic devices such as smartphones and tablets has evolved and can reduce the cost of data storage and the cost of data collection errors (Kaewsuwan and Khwunnak, 2022). (Enrollment System Complete Capstone Documentation, 2019) argues that the introduction of computer technology has opened a new chapter in technological progress, making computers a part of everyday life. Computers make everyone's life easier and better. Computers can be found in offices, schools, and homes. The learning process uses learning, data processing, storage, and retrieval techniques. Registration forms are used to collect information from students. Good design often reveals the people who do everything. The registration process is especially useful when schools need important information from students. The enrollment system allows schools to track student progress. A school's registration process can lead to incorrect student assessments, loss of student information, incorrect instruction, and delayed enrollment. Students do not understand what they are supposed to do or how to access them. This is useful for schools because it is easy to register.

Improving school systems with technology affects student achievement. Therefore, the development of a central, integrated, knowledge-based school management system will improve the quality of school services (Balcita and Palaoag, 2020). The use of technology to manage and build schools can affect how people view health, culture, and technological change (Yikici et al., 2019).

A school information system (SIS) is software that schools use to manage, store, and retrieve student data. Murungan (2020) calls this student knowledge management. Information systems are designed to provide schools with solutions and feedback to improve learning, teaching, and administration. This is beneficial for schools using the system (Kurniawan and Andika, 2019). The web system makes data management efficient, especially when it comes to student data.

Enrollment Method

The new normal posed a challenge to an institution's operation management, communication management, and functional management. One example is the enrollment procedure. To remain relevant in the new normal, a sudden transition in the enrollment system from traditional to online platforms is one way to embrace the changes brought about by the pandemic. The enrollment mechanism has a significant impact on school population growth. It is intended to aid in the storage, access, and retrieval of student and enrollee accounts. The enrollment system is a reliable and necessary source of enrollee and student information (Panganiban, 2020).

The growing desire for schools to improve their procedures for responding to applicants' inquiries and concerns is one of the implications of intense competition among educational institutions (Meenu, 2021). Face-to-face or online enrollment methods must be explored. In this case, student enrollment systems come into play, streamlining and speeding student enrollment. However, determining how to establish alternative internet distribution channels at the institutional level is a difficult challenge. Many parts of the country appear to have weak or sparse internet connections. This is exacerbated by students' limited financial resources, which makes access to the Internet difficult, as previously stated by Fabella and Arandia (2021).

The best course of action is for each institution to concentrate on a few key criteria within the context of previous progress. One key concern that students regularly raise is the university's enrollment process. Before deciding to enroll, any accepted student should carefully examine if they will be able to devote the time, money, and resources that an academic program requires (Hudnett, 2019). As discussed by Joshi (2022), in today's generation, no one wants to wait for ages for an admissions office to attend to inquiries when there's another school out there waiting to attend to them.

The study's goal was to develop a system that would provide another enrollment choice while compensating for the school's

shortage of manpower and time-consuming procedure. The Enrollment database is the system's database. It comprises several tables and holds information such as student's academic records, the secretary's files and records, class schedules, pre-requisites, subjects, curricula, and other system-required data. The proposed system provides the following services to students, freshmen, transferees, and shifters: topic evaluation, grade posting, curriculum viewing, and adding and modifying the profile. The solution reduces enrollment time, accelerates file administration, and reduces inaccuracies and errors."

Therefore, given the set-up of enrollment at the University of Baguio, whereby it still offers the traditional mode and added a new feature, which is the online platform of enrollment, this research aims to compare the perceptions of the administrative employees regarding the efficiency of the two modes of enrollment as well as the benefits they provide to stakeholders and students.

Conceptual Framework of the Study

Strategic Planning in Higher Education

A university's enrollment should ideally be carefully planned and built around a strategic, integrated strategy that encompasses the identification, attraction, selection, encouragement, registration, retention, and graduation of specific student segments. This approach can be considered as the key motivator for developing strategic plans. Strategic planning should motivate and encourage the institution's main goals, the model used, and the members of the higher education institution (Jalal and Murray, 2019). They further discussed that there has been considerable attention in the second half of the 20th century regarding the quality of higher education, which is a key driver of strategic planning innovations in higher education. Consequently, the research points to a persistent need for effective strategic planning for higher education institutions. The targets offered by strategic planning will stimulate HEI stakeholders to think about, anticipate, identify, and pursue advantages and commercial opportunities.

The academic environment, transition programs' effectiveness in operation, student services, and possibilities for personal growth all play a significant role in how well students experience college. An enrollment manager's efforts are meant to mold and have an impact on specific units that have a big impact on a student's decision to enroll, stay enrolled, and graduate within this wide framework. The development, financial stability, and student happiness of an institution depend on the strategic management of these components.

Admissions

The admissions office nowadays is in charge of a variety of duties, all of which must be carried out in the context of rising tuition expenses, the unique requirements and interests of the institution, and the competitive student market. The admissions office is supposed to focus on quality and other student attributes while also being expected to generate sizable revenues based on student numbers in today's environment. Institutions balance targeted revenue, student quality, diversity, campus resources, selectivity, community service, and maintenance of academic majors within their admissions objectives.

The admissions office is in charge of several tasks, such as generating interest in the institution by developing a thorough student profile, locating and contacting the potential pool, converting prospective students into applicants, keeping in touch with applicants regularly to maintain their interest in the institution, coordinating programs and activities to help sustain that interest throughout the application process, hosting yield-enhancing events, and more.

Registrar

Historically, the registrar's office and the admissions office have worked closely together. Previously, the registrar's area served as the home for tasks like admissions processing. Separate admissions offices arose as universities expanded to give new enrollment growth greater attention. The office of the registrar oversees the registration of students, student records, class schedules, catalog production, classroom utilization, academic calendar, centralized information systems, policy and procedural practices, and student records following state and federal regulations. This is pertinent to any enrollment management model. The office's qualified team frequently works on developing and overseeing technology advancements for the university community. For the reports and programs of the academic infrastructure, personnel are needed to supervise and use management information systems.

The ideas and methods used in an enrollment management approach have enhanced learning and student services. Today, we understand that enrollment should have a broad emphasis and needs more care than a single admissions office. To increase students' chances of academic achievement and the institution's competitive advantage, essential administrative units must be identified and integrated into the enrollment management strategy.

Since conventional markets are no longer being targeted by college recruiters, enrollment managers now operate in a more expansive environment that calls for greater managerial expertise. Today, nontraditional students, community colleges, graduate programs, and branch campuses all need attention. It is necessary to take into account new technology, online services, distance learning programs, for-profit competition, and student services.

Professionals in higher education have a good career option in enrollment management. Colleges and universities will face new enrollment issues in the future that they must solve to stay afloat. A thorough way to deal with these issues continues to be provided by enrollment management principles and procedures.

Department of Education Enrollment Policy

The Basic Education Enrollment Policy from Department of Education Order No. 03 Series 2018 has established a viable basic education system through its constitutional mission to ensure the delivery of accessible and excellent education. The opening of Republic Act No. (RA) 10157, or the Kindergarten Act, and Republic Act No. (RA) 10533, or the Enhanced Basic Education Act of 2013, brought about significant changes in basic education, necessitating the need to integrate DepEd's existing systems with these reforms. Enrollment of learners, including the collection and management of enrollment data, is one such activity that is essential in planning, resource allocation, policy formulation, and intervention development. DepEd has issued and implemented several policies to align the enrollment process with ongoing reforms, such as the adoption of the Learner Reference Number (DO 22, s. 2012), the adoption of modified school forms (DO 4, series 3 2014), the Omnibus Policy on Kindergarten (DO 47, s. 2016), and the policy on Transfer of Registers (DO 54, s. 2016). This policy is established to combine various enrollment issuances and institutionalize a basic education enrolling process.

Significance of the Study

This study was conducted to determine if face-to-face and online enrollment were effective enrollment strategies for the students and parents at the University of Baguio. The study aimed to identify areas of improvement in the enrollment process by soliciting feedback from students and parents and gauging what aspects were functioning effectively and which ones required improvement. By identifying the enrollment process, the school could highlight the strengths and modify the repetitive steps; thus, the school could take corrective measures to address this. Universities seeking to improve their enrollment figures for admitted students should have considered a more personalized enrollment process that attempted to accommodate the various needs of this particular student population, as emphasized by Hudnett (2019).

The target beneficiaries for the study, Stakeholders Evaluation on the Process of Online Enrollment at the University of Baguio Science High School, included individuals and groups who had a stake in the quality and effectiveness of school services. These could have included: (a) Students are the major recipients of school services, and their satisfaction with the support services offered by schools is an important indicator of their effectiveness. (b) Parents and guardians: Parents and guardians play a vital part in their children's education and have a vested interest in ensuring that schools provide high-quality services that fulfill the requirements of their children. (c) Teachers and staff: Teachers and staff are in charge of providing school services and can provide significant insights regarding their efficacy and areas for improvement. (d) School administrators: School administrators are in the position of managing and supervising school services, and they can provide valuable information regarding the rules and practices in place to evaluate and improve these services.(e) Community members: Community members may be concerned about the quality of school services since they can have a substantial impact on the community's social and economic growth.

Objectives of the Study

The study aimed to evaluate the efficiency of online enrollment at UB Science High School. Specifically, it sought to answer the following questions:

1. To determine the level of agreement of parents regarding the ease of use of the online enrollment process offered by UB Science High School.
2. To analyze the significant difference in the level of agreement of parents in grades 7 and 11 regarding the ease of use of the online enrollment process offered by UB Science High School.
3. To determine what improvements to the existing enrollment process at the University of Baguio Science High School can be proposed.

Methodology

Study Design

This study utilized descriptive and cross-sectional methods. It aimed to provide data regarding the efficiency of the enrollment system offered by the university to its new clients (Splendor and Chikeme, 2020). This technique was an assessment based on the evaluation, knowledge, and interpretation of perceptions based on students' and parents' experiences with online enrollment processes and the first acceptance of technology as a phenomenon. The independent variable was the enrollment system, while the dependent variable was the satisfaction level of the clients based on their perception.

Population of Study

Participants in this study were the incoming parents of grades 7 and 11 for SY 2023-2024. This set the inclusion criteria of the study as the university believed in the continuous evaluation of its operating procedures, such as enrollment. The incoming parents of grades 7 and 11 were considered the best population to evaluate the efficiency of the enrollment system, as they were not yet familiar with the procedure, and thus their judgment would give an honest assessment of the enrollment system of the school. The exclusion criteria were parents from Grades 8, 9, 10, and 12. Stratified sampling was used, whereby respondents were divided into subgroups

such as grade 7 and grade 11. Therefore, based on Cochran's formula at a 95% level of confidence, there were 114 parents from grade 7 and 98 parents from grade 11 who were invited to voluntarily join this endeavor.

Data Gathering Tools

The tool that was used was based on the policies, procedures, and guidelines of enrollment, revision 1, reference # QF-QAO-016, pp. 18–19, by Abarientos (2022). The questionnaire was composed of two parts, where Part A was the profile of the student and parent, and Part B was the survey questionnaire on the effectiveness of the enrollment system, composed of eight categories. It made use of a 4-point Likert scale where 1 signified highly dissatisfied and 4 highly satisfied.

The survey questionnaire of the online step-by-step enrollment procedure was based on the policies, procedures, and guidelines of enrolment, by Abarientos (2022). The following indicators were first, "I can easily register at the University of Baguio portal"; second "I can click "Apply as a new student" in the portal"; third "I can submit the registration form at the University of Baguio portal easily"; fourth "I can upload the documents for verification purposes easily"; fifth is "I can access bit.ly/ubshsnewstudents2022 easily"; sixth "I can accomplish the requirements for the Education Service Contracting Grant easily"; seventh is "Waiting for the confirmation email from Science High School regarding the schedule for payment and submission of the hard copy of the documents to UB Science High School is fast", and eighth is "Payment of the reservation, PTA fees, and down payment using depository banks is fast" were utilized in collecting data for this survey and are in the right-most column.

Data Gathering Procedures

To successfully gather the data, the researcher prepared a list of parents in grades 7 and 11. A letter of request for the administration of the questionnaire was forwarded to RIECO. Upon approval of the request to administer the questionnaire, the researcher, with the endorsement and approval of the research adviser, Dr. Thea P. Suaco, forwarded the letter to the principal. The researcher sought the help of the Grades 7 and 11 advisers, with the approval of the principal and assistant principal, to distribute the survey questionnaire through the assigned parent advisory classes. The Google form contained informed consent stating that their participation was voluntary and that they had the right to withdraw their participation at any time. The questionnaires were floated from the fourth week of August until the last week of September to give ample time for the respondents to engage in the said endeavor. After the deadline, the data was generated, organized, and analyzed using statistical means.

Treatment of Data

Objective one was treated using the mean and standard deviation. The mean represented the average value in a dataset, while the standard deviation measured the dispersion of data relative to the mean (Zach, 2022). A t-test was used to analyze objective number 2, whereby it compared the means of two variables, particularly responses from grade 7 and 11 parents. The data analyzed the difference in the level of agreement between parents in grades 7 and 11. The data focused on the agreement of the parents of the two grade levels, which were Grades 7 and 11.

Table 1 shows the range of the 4-point Likert scale and was used to categorize the responses of the participants regarding the efficiency of the enrollment system. This scale was based on Watrin (2015).

Value	Range of Values	Verbal meaning	Verbal Interpretation
1	1.00-1.75	Strongly disagree	The online enrollment procedures are never helpful in enrollment.
2	1.76-2.50	Disagree	The online enrollment procedure is slightly helpful for enrollment.
3	2.51-3.25	Agree	The online enrollment procedure is helpful for enrollment.
4	3.26-4.00	Strongly agree	The online enrollment procedure is very helpful for enrollment.

Ethical Considerations

The following ethical issues were guaranteed in the conduct of this research: the respondents' involvement was entirely voluntary. They weren't compelled to participate in the study, and they had the option to withdraw at any moment if they so desired. The rights and well-being of the participants were safeguarded. Their true identity would never be disclosed. The inclusion of names was optional. The anonymity and privacy of Grade 7 and Grade 11 parents were respected throughout the study. The participants took no

more than 5 minutes to complete it because it only asked a few questions. Each respondent who finished the survey received a summary of the results due to their participation. The participants were informed about the findings through their emails used during the survey. The results of this research were submitted to the principal of UB Science High School, the Parent Teachers Association, and for publication in a national or international forum for MBA requirements.

Results and Discussion

This chapter contains the results, interpretation, and implication of the data, which covers the research questions, the means of the students' ratings on the online enrollment procedure, and the relationship between variables. The data for each item was presented in tabular form to help readers appreciate and comprehend the analysis and interpretation being presented. Discussions and supporting literature are also presented.

The survey was conducted after the enrollment of the school year 2023-2024 when the school implemented online enrollment for grades 7–12. Grades 7 and 11 were chosen to answer the survey because they are new and it is their first time using the online enrollment system; thus, the result of their judgment on the procedure will be unbiased. From these populations, the researcher employed stratified sampling, whereby respondents were divided into subgroups such as grade 7 and grade 11.

The questionnaire was formatted from the policies, procedures, and guidelines of enrolment, revision 1, reference # QF-QAO-016, pp. 18–19, by Abarientos (2022). The online processes used during the enrollment are all indicated for the proper assessment of online services in UB Science High School. These processes are arranged in chronological order based on the steps of how the enrollment is conducted. In this way, the parents will be able to assess the step-by-step enrollment procedure during enrollment.

Parent's Agreement Regarding the Ease of Use of the Online Enrollment Process Offered by UB Science High School is Presented

Table 2: The Level of Agreement of Parents Regarding the Ease of Use of the Online Enrollment Process Offered by the University of Baguio Science High School

Indicators (n=89)	Grade 7		Grade 11		Description	Verbal Interpretation
	Mean	SD	Mean	SD		
1. I can register easily at the University of Baguio portal.	3.55	0.63	3.56	0.56	Strongly Agree	The online enrollment procedure is very helpful for enrollment.
2. I can click "Apply as a New Student", in the portal.	3.53	0.63	3.68	0.47	Strongly Agree	The online enrollment procedure is very helpful for enrollment.
3. I can submit the registration form at the University of Baguio portal easily	3.51	0.63	3.53	0.56	Strongly Agree	The online enrollment procedure is very helpful for enrollment.
4. I can upload the documents for verification purposes easily.	3.51	0.60	3.56	0.66	Strongly Agree	The online enrollment procedure is very helpful for enrollment.
5. I can access the Online Enrollment Link	3.56	0.72	3.65	0.49	Strongly Agree	The online enrollment procedure is very helpful for enrollment.
6. I can accomplish the requirements for the Education Service Contracting Grant easily.	3.40	0.81	3.47	0.61	Strongly Agree	The online enrollment procedure is very helpful for enrollment.
7. Waiting for the confirmation email from Science High School regarding the schedule for payment and submission of the hard copy of the documents to UB Science High School is fast.	3.33	0.74	3.38	0.70	Strongly Agree	The online enrollment procedure is very helpful for enrollment.
8. Payment of the reservation, PTA fees, and down payment using depository banks are fast.	3.36	0.68	3.50	0.66	Strongly Agree	The online enrollment procedure is very helpful for enrollment.
Average Mean	**3.47**	**0.68**	**3.54**	**0.59**	**Strongly Agree**	**The online enrollment procedure is very helpful for enrollment.**

The result in Table 2 shows that the average mean for Grade 7 parents is (M = 3.47, SD = 0.68) and (M = 3.54, SD = 0.59) for Grade 11. Both values strongly agree, which means that the online enrollment procedure is very helpful.

The result implies that Grade 7 and 11 parents perceived that the steps in the online enrollment process were effective and

useful to them, even though they are new users of the process. Being new to the online enrollment system of the school, it shows in the result that the enrollment procedure guided them in accomplishing the enrollment with ease. Further implication would mean that the online enrollment catered to diverse students, and their location was also considered. Educational institutions must provide all services through an online system that ensures paperless enrollment and online payment systems. It is then recommended to continue the implementation of the enrollment process. The result of the survey corroborates with the study of Pinner and Ambrose (2020), whereby the online enrollment process will be of help to various students, including international students who would like to inquire and enroll through the Internet without traveling. It is concluded that the online enrollment system at UB Science High School is effective and efficient for all students.

The Difference in the Level of Agreement of Parents from Grades 7 and 11 Regarding the Ease of Use of Online Enrollment

Table 3. The Difference in the Level of Agreement of Parents in Grades 7 and 11 Regarding the Ease of Use of the Online Enrollment Process Offered by the University of Baguio Science High School

Using a t-test to analyze the significant difference at a p-value of 0.05								
Online Enrollment Process	n	Mean	Standard Deviation	t	df	Mean Difference	*Sig (2-tailed)*	Interpretation
Indicator 1	79	3.54	0.59	-0.190	75	-0.025	0.850	
Indicator 2	79	3.59	0.57	-1.156	77	-0.143	0.251	
Indicator 3	79	3.52	0.60	-0.136	75	-0.018	0.892	
Indicator 4	79	3.53	0.66	-0.318	71	-0.048	0.752	
Indicator 5	79	3.59	0.63	-0.671	76	-0.092	0.504	
Indicator 6	79	3.43	0.73	-0.441	77	-0.071	0.661	
Indicator 7	79	3.35	0.72	-0.302	73	-0.049	0.764	
Indicator 8	79	3.42	0.67	-0.949	72	-0.144	0.346	
Process	**79**	**3.50**	**0.65**	**-0.52**	**75**	**-0.07**	**0.63**	**NOT SIGNIFICANT**

If the t-test value is less than 0.05, then the samples have a significant difference.

All the indicators in Table 3 do not show significant differences at 0.63 (2-tailed) because the results are beyond the p-value of 0.05. With the ease of use of the online enrollment process, parents are embracing the advantages of modern technology, like the use of the Internet to enroll. As indicated in the result, there is no significant difference in the level of agreement of parents in grades 7 and 11 regarding the ease of use of the online enrollment process at UB Science High School. Regardless of their grade level, the enrollment process is user-friendly and accessible. The enrollment procedure was the same for both grade levels, and the enrollment process was efficiently used because of the quality of service that was used during the online enrollment. The procedures provided are easy to understand, the enrollment process is easy to access, and the enrollment staff is responsive based on the results of the survey from parents.

The student enrollment, registration, and report-generating digital processes were efficient, time-saving, manpower-saving, and crowd-saving. It made it possible for students and the institution to collaborate remotely while reducing the time required for enrollment procedures equitably and transparently. In addition, it guaranteed equal access to opportunities for remote education during pandemics and freedom of choice, as mentioned by Chamilco et al. (2023). More than that, the parents thought that the online enrollment system was easy to learn for different users, which is why there is no significant difference in the agreement on the ease of use of the online enrollment process at the University of Baguio Science High School. Online enrollment is one of the factors underlying the quality of service perceived by students in the shift to an online modality course (La Rotta et al., 2020).

Conclusion and Recommendations

The research result concluded that online enrollment at the University of Baguio Science High School is accepted and highly recommended since it is easy to use, accessible, and efficient for both parents in grades 7 and 11. The enrollment procedure is a great help to the students, parents, and school. No face-to-face transaction is necessary, and it is accessible to parents who are staying abroad or in the province. The school provides an online payment system that parents can avail of; this is to help them have a seamless payment. Through the online enrollment process, the school can track students who are not yet officially enrolled. The implementation is highly recommended to go on due to the efficiency of the online enrollment process.

For the future improvement of the online enrollment process, the following statements are recommended:

1. The online enrollment process must always maintain its efficiency and effectiveness by evaluating the suggestions of parents and students. The necessary reaction and improvement of the procedures should be taken into consideration for the ease of use by the stakeholders.
2. The staff in charge of the online enrollment should ensure that parents' or students' questions are addressed and acknowledged within a reasonable amount of time. Communication through email will be the most effective way to address the concerns of the stakeholders during enrollment.
3. The online payment system provided to the parents should be available at any time of the day for their convenience. This will give them the convenience of paying anytime and anywhere.

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