

Assessment on the Outreach Activities Delivered to an Adopted School by a Higher Educational Institution: Basis for Plan of Action

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ABSTRACT

The research assessed and evaluated the impact of the extension programs and activities rendered by the University of Baguio in Alejo M. Pacalso Memorial National High School for the past four years in order to develop a systematic plan of action for the improvement of UB's extension programs with its Adopted community. The study employed a mixed-method approach using a sequential explanatory design. The study utilized questionnaires that were administered to the teachers, staff, and students who have benefited from the activities conducted by the University of Baguio from 2019 to the present. Moreover, an interview was conducted with the Extension and Community Outreach Coordinators to validate the results gathered from the questionnaire survey. The findings in the study highlighted the significance of the implemented services in AMPMNS, as evidenced by the high levels of satisfaction rating of the teachers and the learners and their perceived importance of the programs. Thus, the researchers made a recommendation that the program implementers should have a periodic evaluation to assess the effectiveness of every program being implemented. Further, the University of Baguio should provide continuous training and capacity-building opportunities for teachers and staff to equip them with the necessary skills and knowledge to execute the services and handle unforeseen challenges effectively.

Keywords: Impact assessment, Extension programs, Plan of action, Community Outreach

I. INTRODUCTION

The primary area of achievement that causes the community to feel the presence of the institution is through extension programs and community involvement. Extension activities and programs of Higher Education and Universities had influenced the teaching and learning process of both the teachers and the students as it became more widely recognized as subject-matter expertise to solve challenges in the real world. Cooperation between HEIs and the community should be mutually beneficial. It is a means by which a higher education institution broadens its field of competence in order to better serve its programs. It shares technology transfer and other extension projects that would help its beneficiaries' economic situation. This expansion and links are made both inside and outside the institution's campus with the goal of benefiting the local community. Also, extension activities and programs must meet and address the

needs of the target beneficiaries through a needs assessment. After which, planning must be implemented to determine and identify suitable projects/programs/activities that will settle the identified problem or risk in the specific community or school (Deocaris, 2018).

In addition, the University of Baguio is committed to attaining its goal and vision by enabling individuals to be empowered professionals in a global community. It also ensures that all University graduates will become advocates for community and environmentally sustainable development programs. This is made possible through the creative activities, programs and collaborations of the 13 different schools and offices in the University. These schools and offices contributed to the attainment of the University's mission and vision by conducting and implementing planned activities at Alejo M. Pacalso Memorial National High School. Considering the needs assessment of the School, the University of Baguio was able to implement activities and programs that helped the school teachers and the learners become more confident and knowledgeable as the University conducted Literacy programs, Skills/Training, Health Education, and Advocacy programs. Impact studies were conducted in the past about the extension and outreach programs of the University but there is no existing study focusing on its programs with AMPNHS. There is a need to conduct a separate impact analysis considering that AMPHNS has been an adopted school of the University in the past decades and because it is located outside Baguio which falls under the Benguet District of the Department of Education unlike other adopted schools of the University that are within the supervision of the district of Baguio.

Review of Related Literature

The higher education sector in the Philippines is working to expand its role as a collective resource in attaining social change and nation-building objectives. In order to improve the quality of life for Filipinos in the context of fusing a borderless global community and a borderless thinking in a global thinking society, higher education institutions are therefore expected to cater to the imperatives of whole human development. This study may be of interest to higher education institutions (HEIs) who are developing community extension programs with the goal of maximizing social outcomes (Llenares and Deocaris, 2018).

In the Philippines, a number of research that evaluated community extension produced some fascinating findings and conclusions. For instance, Sibal and Elizaga (2019) asserted that the extension programs resulted in respondents acquiring sufficient knowledge and skills, thus enhancing their personal development. Additionally, there is a transformation in their values and attitudes toward their work.

Also, some studies have shown exciting results, conveying essential changes in how extension and outreach programs have affected them. The knowledge, skills, values, attitudes, and environmental effect of the respondents were significantly different, according to the findings. Additionally, the extension activities significantly impacted their life. They were satisfied that they took part in this extension activity. (Bacus, M. et al., 2022).

Moreover, Obmero (2020) reveals that the pieces of training given to community leaders are helpful since the training recipients continue to lead their communities. All the learning they acquired from the training motivated them to become responsible parents and community members and changed their perspective. When people in a community change their perspective for the better, then community organizations succeed.

Additionally, an examination into the influence assessment of extension and community outreach services delivered by UB-SCJPS students in Barangay Lucnab can contribute valuable perspectives to the ongoing

research. This study has the potential to shed light on emerging insights regarding the respondents' engagement with the outreach programs extended to them (Tad-awan, et.al, 2023).

As the foundation of social development, educational institutions have a social responsibility to contribute to the empowerment of communities and the transformation of lives through the transmission of knowledge and technology through training, workshops, seminars, and technical advice. The achievement of national development objectives depends heavily on extension. If properly implemented, it produces an interactive, accountable, and productive citizenry by influencing people's behavior, attitudes, knowledge, and skills (Negros Oriental State University-Research, Extension, and International Linkages (NORSU-REXIL, 2018).

In the study of Omblero (2020) and Tijjsma et al. (2020) both highlighted the significance of community extension services, where the Academy contributes to and advances the welfare of the nation. This viewpoint mostly concurs with the assertion made by Assefa et al. (2019), who believed that the community played a crucial role in the execution of community programs.

Overall, Figueroa (2017) discovered that extension recipients highly valued social services, activities aimed at institutional development and capacity building, as well as programs focusing on healthcare and education. Furthermore, families benefiting from these programs expressed agreement that the community extension program and its services should be upheld due to the significant benefits they provide. It is for this reason that the researcher wants to evaluate the success of the extension programs and projects that have been carried out in order to strengthen any weaknesses and areas in need of improvement in order to provide better extension services that will effectively meet the needs of the community members that the College served.

Theoretical and Conceptual Framework

The following theory serves as the guiding principle of the researchers to better understand their community outreach program impact analysis through this research:

The Diffusion of Innovations identifies key elements that influence the adoption and diffusion of innovations, which can be applied to understanding the challenges and non-implementation reasons identified in this research. The Diffusion of Innovations Theory encompasses a set of interconnected key concepts that illuminate how new ideas or innovations spread within a social context. These concepts include "Relative Advantage," which gauges the perceived benefits of adopting an innovation over existing practices; "Compatibility," assessing how well the innovation aligns with existing values and needs; "Complexity," which measures the perceived difficulty of understanding and using the innovation; and "Triability," allowing for experimentation before full adoption. Together, these concepts offer a framework to understand the challenges faced during the implementation of community outreach programs and the reasons for non-implementation. By examining these concepts, the theory sheds light on the dynamics of how innovations are embraced, resisted, or altered within a community, offering valuable insights for improving program planning, communication, and execution.

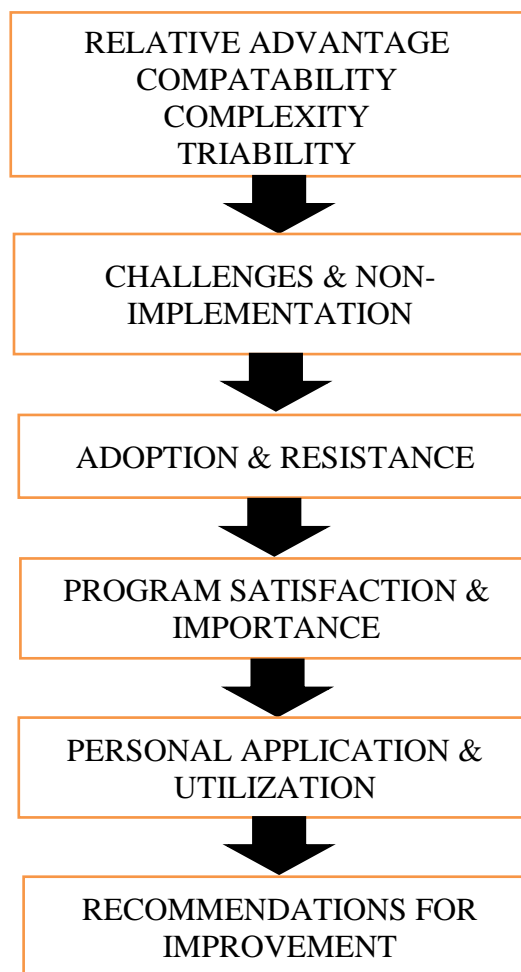


Figure 1. RIECO- Community Involvement

Significance of the Study

The RIECO initiates an Impact Study to assess the significance and effectiveness of these activities conducted to AMPMNHS.

The study will help the researchers to evaluate the effectiveness of the activities conducted by the University at Alejo M. Pacalso Memorial National High School and the results of this assessment will serve as guide for the RIECO including the different ECOS coordinators to come up with a plan of action to address the weak areas of its extension with the school. Further, findings of this study will serve as a reference for future researchers who have similar study.

Lastly, the study will benefit the Teachers, Staff, and Students of Alejo M. Pacalso Memorial National High School. The identified results and recommendations will be a basis for improvements in planning activities that the University of Baguio will conduct for its Adopted Schools.

Objectives of the Study

The main goal of this study was to assess the impact of the UB Outreach programs with Alejo M. Pacalso National High School in the past four years as the basis for Plan of Action.

Specifically, it sought to address the following research objectives;

1. Assess the quality of service provided by the UB CARES Program/Activities conducted by the University of Baguio, RDC ECOS to AMPMNHS along the following areas;

- a) Health Education
 - b) Skills/Training
 - c) Computer Literacy
 - d) Advocacy Programs
2. Determine the satisfaction level of the respondents on the services provided by the UB CARES Program/Activities conducted by the University of Baguio, RDC ECOS to AMPMNHS along the following areas;
- a) Health Education
 - b) Skills/Training
 - c) Computer Literacy
 - d) Advocacy Programs
3. Assess the importance of training, seminar and workshop provided by the UB CARES Program/Activities conducted by the University of Baguio, RDC ECOS to AMPMNHS along the following areas;
- a) Health Education
 - b) Skills/Training
 - c) Computer Literacy
 - d) Advocacy Programs
4. Determine the personal application of the availed training provided by by the UB CARES Program/Activities conducted by the University of Baguio, RDC ECOS to AMPMNHS along the following areas;
- a) Health Education
 - b) Skills/Training
 - c) Computer Literacy
 - d) Advocacy Programs
5. Determine the unforeseen challenges encountered during the implementation of the programs.
6. Develop a plan of action for improvement of the Community Outreach Programs/Activities in AMPMNHS.

II. Methodology

Research Design

The study utilized a descriptive approach through questionnaires and interviews that was asked/given to the respective respondents specifically the Teachers, Staff, and Students who benefited from the activities conducted during the School Year 2019 to 2023.

The mixed-method approach, specifically the sequential explanatory design was used in this study as it allows for an initial quantitative assessment of the programs' effectiveness, followed by qualitative data collection to provide a deeper understanding of the programs' effectiveness. This method is appropriate for the study since the objective of the study is to assess the impact of community and outreach activities/services rendered by the University of Baguio. The design is to evaluate the impact of the implemented activities in the school and to identify recommendations for future improvement and the spontaneous application of good practices, as to whether the beneficiaries applied the theoretical knowledge and practical concepts captured from the activities.

In this study, a comprehensive set of variables has been identified to explore the dynamics surrounding the implementation of community outreach programs at AMPMNHS. These variables encompass a range of factors that collectively shape the adoption, challenges, and outcomes of the programs. The independent variables, rooted in the Diffusion of Innovations Theory, delve into the very characteristics of the innovations being introduced. "Relative Advantage" captures participants' perceptions of the innovation's superiority, while "Compatibility" gauges how well the innovation aligns with their existing needs and values. "Complexity" delves into the perceived difficulty of incorporating the innovation, and "Triability" assesses the scope for experimental adoption. These independent variables provide a nuanced understanding of how innovation characteristics interact with the context. The dependent variables, including "Challenges Faced During Implementation" and "Reasons for Non-Implementation," highlight the practical obstacles and hindrances that emerge during the execution of the programs. These variables unravel the intricacies of logistical and situational constraints that affect the successful execution of planned activities. Moreover, the satisfaction ratings of the implemented programs illuminate the participants' contentment levels with the delivered initiatives. The "Perceived Importance of Programs" underscores the participants' evaluation of the relevance and significance of the programs, while the "Application of Acquired Knowledge and Skills" probes into the real-world integration of gained insights. Embedded within the context of the study are contextual variables that provide the backdrop against which these dynamics unfold. "Type of Program" clarifies whether the programs are literacy-focused or advocacy-driven, while the "Timing of Programs" reveals whether these initiatives adhered to the initial schedule or had to be rescheduled due to unforeseen circumstances. Additionally, the "Participant Profile" distinguishes between teachers and students, emphasizing the varying perspectives of these two critical stakeholder groups. Collectively, these variables form the scaffolding upon which the intricate interplay between innovation characteristics, challenges, non-implementation reasons, satisfaction, perceived importance, and knowledge application is examined. Through this comprehensive lens, the study aims to offer insights that can inform both program improvement and the broader understanding of how innovative ideas are embraced and navigated within the context of community outreach.

Population and Locale of the study

The respondents in this study were the teachers and students who benefited from the activities conducted by the University of Baguio to AMPMNHS, and the ECOS coordinators who organized and implemented outreach activities at AMPJMNHS. They are thought to be the best people to share their experiences and changes in their life as offshoots of the program. Given the diversity of this population, a purposive sampling technique was employed. This approach was chosen to ensure that participants have direct experience and knowledge of the programs, thereby enhancing the accuracy and relevance of the collected data. The respondents were categorized into two distinct groups: teachers/staff and students. For the teacher/staff group, a convenience sampling technique was applied, targeting educators and staff who have actively participated in or coordinated the implementation of the community outreach programs. This approach was practical due to the limited number of teachers directly involved in these initiatives. On the other hand, the student group was selected using a convenience sampling technique. This sampling design aims to encompass a well-rounded representation of the population's perspectives, including both those who facilitate and those who directly benefit from the programs. By employing purposive and convenience sampling techniques, the study intends to capture a diverse array of insights, experiences, and feedback from the key stakeholders within AMPMNHS's community outreach endeavors.

The participants in this study comprised the faculty, staff, and Senior High students of Alejo M. Pacalso Memorial National High School, who were affiliated with the institution between 2019 and 2023. Additionally, individuals who served as UB ECOS Coordinators within the same timeframe were also considered respondents. These individuals were further engaged in interviews conducted by the researchers to supplement the gathered data. These are the individuals who have actively participated in or been involved with the extension/outreach programs conducted by the institution within the specified time frame. Teachers and staff should have a minimum of six months' experience in participating or being engaged with the programs during the years 2019 to 2023. Excluded from the study are individuals who are not affiliated with the institution during the specified years including those who have not directly participated in or been involved with the extension/outreach programs conducted by the institution within the specified time frame. In this study, participants were administered a comprehensive questionnaire encompassing the diverse range of activities undertaken at Alejo M. Pacalso Memorial National High School. Specifically, ECOS Coordinators responsible for planning and implementing extension and outreach programs were selected for an in-depth one-on-one interview. These interviews were carefully scheduled during the participants' available time slots and were recorded to ensure accurate documentation. Each interview session involved the probing of pertinent questions, with respondents' responses transcribed verbatim, serving as invaluable data for this study.

Data Gathering Tools

The questionnaire was developed based on the study's objectives and was created suited to the study. The questionnaire assessed five aspects: (1) Health Education (2) Skills/ Training (3) Computer Literacy and (4) Advocacy programs that consist of evaluating the specific target impact.

The questionnaire is subdivided into (4) parts. Part I consists of respondent's information like gender, affiliation: teacher, staff and student; and the year of program implementation. Part II consists of questions evaluating the program's service quality as well as the respondents' outputs based on the activities' learned information. Part III is about the respondent's own satisfaction/experience. Part IV assessed the importance of training, seminar, and workshops provided. Part V determined the personal application of the availed training. The researcher utilized a Likert scale to assess and comprehend the respondent's perspective and attitude regarding the given activities in the target area. The contributions of each extension project to the respondents were obtained through an interview with guide questions. The reliability test conducted in this study aimed to assess the internal consistency of the questionnaire used to collect data from the participants. In order to evaluate this, Cronbach's alpha coefficient, a widely used measure of reliability, was employed. The questionnaire was pilot-tested to the students, teachers and staff of AMPMNHS to identify any potential issues, such as ambiguity or confusion in the questions. Once the questionnaire was refined based on the pilot test feedback, it was administered to the full sample of participants. Following data collection, the responses were tabulated, and the raw data were used to calculate Cronbach's alpha coefficient for each section of the questionnaire. The results of the reliability test were highly encouraging. Cronbach's alpha coefficient values for each section of the questionnaire exceeded the conventional threshold of 0.70, indicating a strong level of internal consistency. This outcome signifies that the items within each section consistently measured the intended dimensions and constructs. As a result, the collected data can be considered reliable and representative of the targeted variables. It affirms that the survey items were clear, consistent, and effectively measured the intended constructs.

Data Gathering Procedure

The researchers obtained permission to distribute questionnaires to respondents during their free time. Survey questionnaires were distributed in person to all individuals who had utilized various activities at AMPNHS, as they were clients of the services provided. Prior to questionnaire administration, the researchers explained the study's nature and purpose, ensuring respondents of utmost confidentiality for their responses. It was emphasized that accurate results would not only benefit respondents but also the University. Respondents were encouraged to provide their initial, natural, and honest answers without spending time contemplating the questions, although there was no time limit. Data collection commenced immediately after respondents completed the questionnaires. Each completed questionnaire was carefully reviewed to ensure all items were answered. Data tallying was conducted by the researchers personally, followed by analysis and interpretation of the results.

Treatment of Data

To determine the impact of the RIECO Extension activities rendered to AMPMNHS, descriptive statistics was used. The data underwent treatment using a weighted mean approach, assigning distinct weights to each classification of the respondents' answers

After computing the weighted mean of the respondents per indicator, an average mean was done to get the area mean. Same statistical analyses were done for the objectives 2, 3 and 4. The respondents' answers were based from the 4-point Likert scale to quantify nominal answers. The verbal interpretation was based on a scale ranging from 4 to 1. First, to ensure that all pertinent information is carefully recorded, the written interview replies were accurately transcribed and was put into a standardized format. A comparable procedure to that of oral interviews will subsequently be used to thoroughly review and analyze the transcriptions or assembled data. Based on recurrent themes and patterns that show up in the written responses, the data was coded and organized. Second, the participants' thoughts, concepts, and points of view will be coded to discover their important points. The coded data was examined for connections, relationships, and overarching themes. Through this analysis, the data was synthesized and summarized, extracting essential findings and insights to address the research objectives. The treatment of written interview data prioritized thoroughness, attention to detail, and a comprehensive understanding of participants' perspectives. By following a systematic and rigorous process, the study ensured that the interpretations and conclusions drawn from the written interview data are well-supported and accurately represent the participants' viewpoints.

Ethical Consideration

Research ethics was observed in the study. First, the researchers seek an endorsement from the RIECO and approval from the principal of AMPHNS. The objectives were properly explained to the target participants and respondents. In addition, participation of the respondents and participants is voluntary, while participants could withdraw anytime during the data gathering. Moreover, answers are to be treated with confidentiality throughout the entire study process. Survey questionnaires were kept encrypted and not be divulged to anyone not a part of the study. The results of the study were relayed to the school's respondents with the concurrence and approval of UB Management.

RESULTS AND DISCUSSIONS

This part of the study presents the results of the assessment answered by the participants. Assessing the impact of the programs at AMPMNHS has illuminated critical faces of their effectiveness and significance. The multifaceted analysis conducted underscores several key points about these programs.

Tables 1 to 4 revealed the program outputs of the RIECO extension services in terms of skills training, health education services, computer literacy, and advocacy programs.

Quality of the Services Implemented

In assessing the quality of the services, the evaluation focused on the extent to which the implemented services meet or surpass stakeholder expectations, fulfill the intended project objectives, and achieve the desired outcomes.

Skills and Training. All aspects of the skills and training provided to the participants were rated as "Excellent" by the respondents. This indicates a high level of proficiency, preparedness, and competence among the personnel involved in delivering the services. The resounding "Excellent" ratings across the board demonstrate the deliberate effort and investment made in developing the capabilities of the project team to meet or exceed the expected level of performance.

Health Education. Similarly, under this category, the Webinar on Basic Hygiene and 6R's of Solid Waste Management also obtained mean scores of 3.53 and 3.25, respectively, signifying their high-quality implementation. The findings suggest that the institution has successfully designed and executed community outreach programs that meet high-quality standards, ensuring participants receive valuable and engaging learning experiences in skills development and health education. In addition, the program is well-organized, which could be why they do not experience challenges in planning, monitoring, and evaluation, as most of the responses to the question asked if the activities were organized and properly coordinated, and most of the respondents answered "Yes". A similar study was conducted by Egwuonwu (2018) where he said that the higher the level of awareness, the higher the participation from the beneficiaries. Thus, the researchers in this study conclude that there is a high level of awareness from the students and teachers of AMPMNHS with regards to the coordination of activities since the results gained from the questionnaires and on the interviews are all positive. Therefore, it is very clear that the performance of the extension activities and programs conducted by the University of Baguio at Alejo M. Pacalso Memorial National High School is excellent. This corroborates to the study of Dilao (2019) that Extension programs have contributed a lot to the partner community specifically on the enhancement of skills and abilities of the beneficiaries.

Literacy. The assessment of this aspect highlighted a particular area of strength within the activity. The Seminar-Workshop on Microsoft Teams software, a key component of the literacy training, was rated as "Excellent" by the respondents ($M=3.86$, $SD=0.38$). This indicates that the training program was highly effective in equipping the participants with the necessary knowledge and skills to utilize the Microsoft Teams platform proficiently.

Advocacy Programs. The evaluation of the various advocacy programs implemented as part of the project yielded highly positive results. The ratings signify an "Excellent" level of satisfaction among the stakeholders. The exceptional performance of these advocacy initiatives demonstrates their effectiveness in raising awareness, engaging the target audience, and delivering tangible improvements to the environment and infrastructure. The high mean ratings across multiple program areas highlight the team's ability to design and execute advocacy efforts that resonate strongly with the intended beneficiaries and stakeholders. This level of excellence in the advocacy programs played a crucial role in fostering buy-in, participation, and overall satisfaction with the outcomes.

Table 1 Quality of the Services Implemented

I. Skills and Training	Mean	SD	Descriptive Interpretation
Mental Wellness Seminar	3.28	0.67	Excellent
Cultural Dance and Instrument Workshop	3.28	0.63	Excellent
Feature Writing Workshop	3.25	0.62	Excellent
Coaching Activity on Music and Visual Arts	3.25	0.68	Excellent
II. Health Education			
Webinar on Basic Hygiene	3.53	0.50	Excellent
6R's of Solid Waste Management	3.25	0.58	Excellent
III. Literacy			
Seminar-Workshop on Microsoft Teams Software	3.86	0.38	Excellent
IV. Advocacy Program			
Beautification and Weeding Program	3.33	0.5	Excellent
Presentation of System Prototype	3.29	0.49	Excellent
Brigada Eskwela	3.29	0.49	Excellent
Local Area Network and Deployment of the Information System	3.57	0.53	Excellent
Network Testing, Delivery and Set-up of Computer Set	3.43	0.53	Excellent

Reflected in Table 1 is the quality of the services implemented. The respondents evaluated various skills and training workshops and health education webinars offered by the institution. The mean scores obtained from the respondents revealed their perceptions of the quality of these services. The data indicated that the Mental Wellness Seminar, Cultural Dance and Instrument Workshop, Feature Writing Workshop, and Coaching Activity on Music and Visual Arts all received mean scores above 3.25, indicating that the respondents perceived these activities as “Excellent” quality.

Satisfaction level of the respondents on the services provided by the UB CARES Program conducted by UB RIECO to AMPMNHS

Table 2 shows the satisfaction level of the respondents regarding the services provided within the community outreach programs. Participants were asked to rate their satisfaction with the skills and training workshops and health education webinars they attended.

Skills and Training. The evaluation results showed that the respondents were highly satisfied with the services provided through the project. Across various program components, the average satisfaction scores consistently fell within the "Very Satisfied" range. The high degree of user satisfaction is a testament to the overall quality and relevance of the services implemented throughout the project. The project team's deep understanding of the target audience and their commitment to providing impactful services have clearly resonated with the respondents, resulting in these outstanding satisfaction ratings. These findings indicate that the project has successfully fulfilled its objectives in providing services that not only meet but exceed the expectations of the stakeholders. The consistently "Very Satisfied" ratings across diverse program components highlight the effectiveness of the project's strategies in addressing the community's needs and delivering positive outcomes.

Health Education. Similarly, the Webinar on Basic Hygiene and 6R's of Solid Waste Management also received mean scores of 3.664 and 3.252, interpreted as very satisfied (VS), reflecting high satisfaction

levels among the participants. The high satisfaction levels reported by the respondents suggest that the institution's community outreach programs have successfully met the participants' expectations and provided them with fulfilling and valuable experiences. The positive feedback further reinforces the effectiveness and impact of the implemented services in fostering a sense of contentment and appreciation among the program participants. Echoing Figueroa's (2017) research, recipients of extension services regarded both health-related and educational programs as highly impactful, with institutional development and capacity-building activities, along with social services, deemed effective.

Literacy. The evaluation of this component highlighted the exceptional level of satisfaction among the respondents regarding the Seminar-Workshop on Microsoft Teams Software. This training program, designed to enhance the technological proficiency of the project participants, received a "Very Satisfied" descriptive interpretation from the respondents. This positive feedback suggests that the seminar-workshop was highly effective in equipping the attendees with the necessary knowledge and skills to utilize the Microsoft Teams platform seamlessly.

Advocacy Program. The evaluation revealed that the respondents were highly satisfied with the advocacy programs implemented as part of the project. Activities such as the Beautification and Weeding Program, Presentation of System Prototype, Brigada Eskwela, Local Area Network and Deployment of the Information System, and Network Testing, Delivery, and Set-up of Computer Sets all received very favorable ratings, with mean scores ranging from 3.33 to 3.43. These excellent results indicate that the participants were "Very Satisfied" with these advocacy initiatives. The implementer's ability to design and execute advocacy efforts that effectively engaged the target audience was a key factor in the success of the project's implementation.

I. Skills and Training	Mean	SD	Descriptive Interpretation
Mental Wellness Seminar	3.26	0.56	Very Satisfied
Cultural Dance and Instrument Workshop	3.26	0.55	Very Satisfied
Feature Writing Workshop	3.26	0.60	Very Satisfied
Coaching Activity on Music and Visual Arts	3.25	0.74	Very Satisfied
II. Health Education			
Webinar on Basic Hygiene	3.66	0.48	Very Satisfied
6R's of Solid Waste Management	3.25	0.66	Very Satisfied
III. Literacy			
Seminar-Workshop on Microsoft Teams Software	3.86	0.38	Very Satisfied
IV. Advocacy Program			
Beautification and Weeding Program	3.33	0.5	Very Satisfied
Presentation of System Prototype	3.43	0.53	Very Satisfied
Brigada Eskwela	3.43	0.54	Very Satisfied
Local Area Network and Deployment of the Information System	3.43	0.53	Very Satisfied

Network Testing, Delivery and Set-up of Computer Set	3.33	0.52	Very Satisfied
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Table 2 Satisfaction Level of the Respondents of the Services Provided

Importance of training, seminar, and workshop provided by the UB CARES Program conducted by UB RIECO to AMPMNHS

Table 3 shows the perceived importance of training, seminars, and workshops conducted within the community outreach programs at AMPMNHS. Participants were asked to rate the significance of these activities in fostering personal and community development.

Skills and Training. The respondents assigned high importance ratings to several key program components. Notably, all programs obtained mean scores above 3.25, which means the participants viewed them as very important for their personal growth and skills enhancement. These high-importance ratings show that the respondents recognized the significant contribution these program components made towards addressing their needs and supporting their development. The consistently strong scores across diverse program areas demonstrate the department's ability to identify and prioritize the key areas of importance for the target audience. The participants' positive perceptions of the program's importance reflect the project team's efforts in designing and delivering services that align closely with the stakeholders' personal and professional development goals. This alignment between the project's offerings and the respondents' needs was crucial for the overall success and impact of the initiatives.

Health Education. The Webinar on Basic Hygiene and 6R's of Solid Waste Management also received mean scores of 3.37 and 3.34, signifying their perceived importance in promoting health awareness and environmental consciousness among the participants. The findings highlight the significance of these training, seminar, and workshop activities in the community, as they are perceived as essential contributors to individual development and community well-being. Results indicate that, generally, the extension services of the University of Baguio, RIECO office were evaluated by the beneficiaries to be high, indicating that the School was empowered in terms of Mental wellness activities and Literacy programs, which helped the students to become more productive. This confirms the study conducted by NORSU-REXIL (2018) that extension programs play a vital role in the attainment of national development goals. It provides the greatest good for the greatest number of people, produces an interactive, responsible and productive citizenry through a change of people's behavior, knowledge, attitudes and skills. Furthermore, it bolsters the skills of both learners and educators, proving invaluable when confronting real-world obstacles. Consequently, community extension programs foster the realization of human potential.

Literacy. The evaluation of the literacy program implemented as part of the project revealed that it was viewed as "Very Important" by the respondents. This high level of importance assigned to the literacy component underscores its significance and relevance to the target audience. The literacy program, which likely included activities such as training, workshops, and educational initiatives, was perceived by the participants as a crucial element in supporting their personal and professional development. The "Very Important" descriptive interpretation indicates that the respondents recognized the value of the literacy program in enhancing their knowledge, skills, and competencies.

Advocacy Program. The evaluation of the project's training, seminar, and workshop offerings revealed that the respondents unanimously rated all of these programs as "Very Important". This consistent and favorable assessment underscores the critical role that capacity-building initiatives play within the target community. The participants' recognition of the high importance of these professional development

activities suggests a strong demand and appreciation for opportunities that enhance their knowledge, skills, and expertise. Across the board, the respondents valued the insights, information, and practical abilities imparted through the training, seminar, and workshop components of the project. This finding indicates that the project team successfully identified the key developmental needs of the community and designed a suite of programs that effectively addressed those requirements. The "Very Important" ratings demonstrate the participants' understanding of the tangible benefits that can be derived from actively engaging in these learning opportunities.

Table 3 Importance of Training, Seminar and Workshop in the Community

I. Skills and Training	Mean	SD	Descriptive Interpretation
Mental Wellness Seminar	3.33	0.70	Very Important
Cultural Dance and Instrument Workshop	3.67	0.57	Very Important
Feature Writing Workshop	3.26	0.69	Very Important
Coaching Activity on Music and Visual Arts	3.27	0.64	Very Important
II. Health Education			
Webinar on Basic Hygiene	3.37	0.48	Very Important
6R's of Solid Waste Management	3.33	0.74	Very Important
III. Literacy			
Seminar-Workshop on Microsoft Teams Software	3.86	0.38	Very Important
IV. Advocacy Program			
Beautification and Weeding Program	3.44	0.53	Very Important
Presentation of System Prototype	3.57	0.53	Very Important
Brigada Eskwela	3.57	0.54	Very Important
Local Area Network and Deployment of the Information System	3.71	0.49	Very Important
Network Testing, Delivery and Set-up of Computer Set	3.57	0.53	Very Important

Personal application of availed training, seminar and workshop provided by the UB CARES Program conducted by UB RIECO to AMPMNHS

Professional development programs like training, seminars, and workshops are effective at equipping individuals with valuable insights, knowledge, and skills. However, the real measure of their effectiveness goes beyond just the content presented - it depends on how participants apply the acquired knowledge and skills in their daily work. When participants can effectively utilize the new skills and expertise they've gained, it can lead to significant benefits in their careers. By applying their enhanced capabilities, they can

excel in their roles, resulting in increased productivity, improved job performance, and potential career advancement.

Skills and Training. Across the programs implemented, the weighted means across the various programs indicated that the participants consistently applied the knowledge and skills they gained from these activities. This finding suggests a high degree of engagement and commitment from the community members in translating the learning outcomes into tangible applications.

Health Education. In the Health Education category, the Webinar on Basic Hygiene and 6R's of Solid Waste Management also received mean scores of 3.3893 and 3.294, respectively, indicating that the participants consistently applied the knowledge acquired from these health education webinars. The findings demonstrate the practical application and real-life impact of the training, seminar, and workshop sessions delivered within the community outreach programs. The participant's commitment to applying the acquired knowledge reinforces the effectiveness and value of these activities in empowering individuals to make positive changes in their lives and contribute to their communities. The data reveals that the student respondents gained knowledge that they considered relevant and that, according to their responses, they have applied such knowledge in their own life and have shared it with other students. The findings in this study were the same as those in the study of Llenares, and Deocarís (2018), where the respondents rated the activities on Health Education as very important and that they applied the knowledge they gained from the activities in their own life and family. The research findings comprehensively assess the implemented services' impact on teacher satisfaction and perceived relevance within the AMPMNHs community.

Literacy. The data suggests that the participants had a highly positive perception of the effectiveness of the literacy activities. The most prevalent response was "Always," which indicates that the participants consistently applied the knowledge and skills they acquired through the various computer-related training programs and seminars. This finding demonstrates the participants' commitment to translating the learning outcomes into practical application, underscoring the tangible impact of these capacity-building initiatives within the community.

Advocacy Program. The participants expressed a positive perception of the effectiveness of the advocacy activities in practice. The predominant response was "always," suggesting that community members actively engage in these initiatives to support the diverse causes championed by the UB CARES project. The mean scores ranging from 3.29 to 3.43 further reinforce the notion that these advocacy efforts have a substantial impact, leading to meaningful contributions and positive changes within the community.

Table 4 Personal Application of Aailed Training, Seminar and Workshop

I. Skills and Training	Mean	SD	Descriptive Interpretation
Mental Wellness Seminar	3.29	0.68	Always
Cultural Dance and Instrument Workshop	3.3	0.68	Always
Feature Writing Workshop	3.28	0.72	Always
Coaching Activity on Music and Visual Arts	3.27	0.78	Always

II. Health Education			
Webinar on Basic Hygiene	3.39	0.50	Always
6R's of Solid Waste Management	3.29	0.70	Always
III. Literacy			
Seminar-Workshop on Microsoft Teams Software	3.86	0.38	Always
IV. Advocacy Program			
Beautification and Weeding Program	3.33	0.5	Always
Presentation of System Prototype	3.29	0.49	Always
Brigada Eskwela	3.43	0.54	Always
Local Area Network and Deployment of the Information System	3.43	0.53	Always
Network Testing, Delivery and Set-up of Computer Set	3.43	0.53	Always

Table 4 shows the extent to which the participants applied the knowledge acquired from the attended training, seminar, and workshop sessions in their personal lives. The data indicated that the respondents reported consistently applying the learnings in the Skills and Training and Health Education categories. This finding suggests that the project's capacity-building initiatives were highly effective in equipping the participants with practical knowledge and skills that they could readily integrate into their daily lives. The consistently high application rates across these key program areas demonstrate the relevance and immediate usefulness of the training content.

By applying the acquired knowledge, the participants were able to enhance their personal and professional capabilities, as well as improve their health and well-being. This transfer of learning into action is a testament to the project team's ability to design programs that address the community's most pressing needs and empower the participants to make positive changes.

Unforeseen challenges encountered during the implementation of the programs

In addition, the researchers also conducted a face-to-face interview with the Implementers of the planned programs/activities at Alejo M. Pacalso Memorial National High School to gather better information that would strongly support the answers of the students and teachers of the AMPMNHS.

To gather insights related to the study's second objective, the researchers posed the following question to the respondents: "During the implementation of the planned programs and activities, did you encounter any unforeseen challenges or difficulties? If so, what were these challenges or difficulties, and how did you and your team manage to overcome them?" Respondents during this interview were the ECOS Coordinators of the University of Baguio.

Interviewee 1, when asked about the challenges encountered during the implementation of their activity, said that their team faced no challenges. The activity went successful and great. According to the respondent, the participants from AMPMNHS were very accommodating and participative. Thus, they were able to implement the activity as smoothly as planned. Further, the respondent said that the only problem that arose during the implementation of the activity was the outbreak of the COVID-19 Pandemic.

The respondent also explained that it was a challenge for them to comply with the protocols during the implementation of their activity since it was new to them.

Also, the second interviewee was a female and a former ECOS Coordinator from 2019 to 2021. According to the respondent, AMPMNHS was very accommodating and easy to approach concerning activities and programs at their school.

Further, the respondent also elaborated that the participants from AMPMNHS are very participative and cooperative. Though there were times when they needed help with the student participants since most of the activities were conducted on Saturdays, some of the AMPMNHS students could not attend the said activity. Nevertheless, considering the attendance, there is still a large number of attendees compared to those who could not attend. In addition to the problems they encountered was the insufficiency of materials to install network design. However, due to the MIS Technicians' creativity, they managed and solved the problem immediately. Furthermore, they managed the issue of having to climb up to the School's roof to install the network with the help of the Bureau of Fire Protection.

Overall, the combined results of the study demonstrate that the community outreach programs at AMPNHS have successfully delivered high-quality services and generated a high level of satisfaction among the participants. It also emphasizes the high perceived importance of the community's training, seminar, and workshop activities and the participants' dedication to applying the acquired knowledge in their daily lives. The positive outcomes highlight the institution's commitment to providing impactful learning experiences and valuable contributions to the community through these initiatives. The findings can serve as a foundation for future improvements and the continued success of the institution's community outreach programs. Furthermore, it can act as a cornerstone for further improving the impact and significance of the institution's community outreach initiatives.

Enhancing Community Outreach Program Implementation

OUTCOME	OBJECTIVES	ACTIONS	TIMELINE
Enhance the effectiveness and relevance of the University of Baguio's community outreach programs at Alejo M. Pacalso Memorial National High School (AMPMNHS).	Strengthen the planning process for community outreach programs.	Conduct comprehensive needs assessment and stakeholder consultations.	Within the first three months.
	Build the capacity of teachers and staff to execute services and handle challenges effectively.	Provide continuous training and capacity-building opportunities for teachers and staff.	Ongoing, with initial offerings within six months.
	Develop contingency plans to address unexpected difficulties during implementation.	Develop comprehensive contingency plans with alternative approaches and solutions.	Within the first six months, with regular updates.

	Monitor and evaluate the outcomes of implemented services for continuous improvement.	Implement periodic evaluations and gather feedback from stakeholders.	Within the first nine months, with periodic reviews.
	Foster a culture of adaptability and innovation in program delivery.	Encourage adaptability and innovation among implementers through workshops and incentives.	Ongoing, with initiatives launched within the first year.
	Establish collaborative partnerships to maximize the impact of services	Identify and engage with potential partners, such as external organizations and local communities.	Within the first year, with ongoing efforts.
	Implement a feedback mechanism for responsiveness to community needs.	Establish a structured feedback mechanism for teachers and beneficiaries.	Within the first year, with continuous improvement efforts.
	Ensure the long-term sustainability of community outreach programs.	Develop a long-term sustainability plan, including resource allocation and succession planning.	Within the first year, with regular revisions.

CONCLUSION:

Based on the findings, the following conclusions were formed:

The extension programs conducted by the University of Baguio at Alejo M. Pacalso Memorial National High School (AMPMNHS) are very effective in terms of participant satisfaction, skills development, health education, and advocacy initiatives. The programs are relevant to the needs of the teachers, staff, and students, contributing significantly to their personal growth and skill enhancement.

Despite the overall effectiveness, the implementers encountered challenges during the planning, organizing, coordination, and implementation stages. These challenges included unforeseen obstacles, lapses in activity execution, scheduling conflicts, and resource constraints. While these difficulties did not entirely hinder the successful delivery of services, they highlighted areas for improvement in the program implementation process.

The proposed plan of action, which includes strengthening the planning process, implementing training and capacity-building initiatives, developing contingency plans, fostering a culture of adaptability and innovation, establishing partnerships and collaborations, and ensuring sustainability, is useful for

overcoming the problems identified by the implementers. By addressing these challenges, the University of Baguio can better implement its extension programs and achieve greater impact in the communities it serves.

RECOMMENDATIONS:

Based on the conclusions, the following recommendations are provided:

1. Since the implementation of the extension programs at Alejo M. Pacalso Memorial National High School (AMPMNHS) is highly satisfactory, the University of Baguio, in collaboration with AMPMNHS and the local community, should maintain and continuously improve the implementation of these programs.
2. The proposed plan of action, which includes strategies to overcome the identified challenges, should be submitted to the university administration for consideration in future planning and resource allocation.
3. The results of this study should be submitted to the university administration and the Research, Innovation, Extension and Community Outreach (RIECO) Office, with a request to review the workload assignments of extension coordinators and implementers, ensuring appropriate course deloading to provide ample time for the implementation, monitoring, and evaluation of outreach activities.
4. The University of Baguio should consider offering technology and livelihood programs tailored towards economic development, as the current extension programs primarily focus on personal growth, skills enhancement, and advocacy initiatives.
5. To effectively address the problems encountered by implementers, the proposed plan of action, including strategies such as strengthening the planning process, fostering partnerships, and ensuring sustainability, is recommended for implementation.

Limitations of the Study:

Sample Size: The study focused on a specific group of respondents, namely teachers and students, and may only partially represent the diverse perspectives of all stakeholders involved in the implemented services. Including a broader range of participants, such as the community members, could offer a more comprehensive understanding of the challenges and impact. Also, other respondents, like the teachers, were unavailable during the survey as they were already in another institution.

Time Constraint: The research covered the period from 2019 to 2023, so the findings may not capture potential long-term effects or changes that might occur beyond this timeframe. Future research could extend the assessment to include a more extended period to assess the sustainability and lasting impact of the implemented services.

Generalizability: The research was conducted at AMPMNHS, and the findings may not directly apply to other educational institutions or communities with different contexts and demographics. Caution should be exercised when extrapolating the results to other settings.

Despite these limitations, the research provides valuable insights into the effectiveness and significance of the implemented services at AMPMNHS. These limitations present opportunities for future research to build upon and further enhance the understanding of the challenges and impact of community outreach programs, fostering continuous improvement and development within the institution.

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