This study assessed the efficiency of the Interlinked Computer System (ICS) in the delivery of services to students at the Northwestern University (NWU), Laoag City.

The researcher took all the personnel who performed and are performing the ICS-treated tasks as subjects of the investigation. She also considered all the students enrolled in the 2nd semester of school year 2000-2001 as respondents.

This study employed the descriptive survey research design as the framework of the investigation. Two sets of questionnaires were used. The first was administered to the employees who performed the ICS-treated tasks before the implementation of the ICS. On observation chart was also used to gather data on the performance of the employees while using the ICS.

The responses of the employees and the observation made by the researcher were compared. To establish the significance of the impact of the ICS on the performance of the ICS-treated tasks before and after ICS implementation, the t-test was utilized.

It was confirmed that the ICS caused a very significant reduction on the amount of time spent in the clearing of accounts, entry of data in the University file and in the preparation and issuance of class cards; in the checking of accounts and preparation and issuance of examination permits, the ICS also caused significant reduction in the time spent.

There was also a significant reduction in the number of personnel involved in the enrollment procedure from 17 employees to 10 employees. In the clearing of accounts and entry of data to the data bank from the admission from a slight reduction in the number of employees involved in the issuance of ID. The number of employees performing the tasks remained to be 1.
In the preparation and issuance of examination permits, there was also a dramatic decrease in the number of employees involved from 9 to 4.

The researcher proved that the ICS effectuated very significant improvement in the reduction of error except in the entry of data in the University file where more errors were observed. However, in the issuance of CIN and preparation and issuance of class cards it showed a very satisfactory improvement as proven by the 100 percent accuracy rate. In securing examination permits the researcher also observed that there was a significant improvement made after the implementation of the ICS as shown by the 100 percent accuracy rate.

In the light of the findings drawn from the study, the following recommendations were given:

Other areas at NWU should also design inter-linked plans for their services;

The evaluation of academic records of the students, which is the manual part of the system, should also be computerized and interlinked with the ICS;

The administration should establish an enrollment that may lead into error prone performance;

The personnel should be trained to be firm in discharging their functions so that the goals of the system are attained;

There should be continuous upgrading and maintenance of the computerized system to provide better services to the students and

The proposed system flow should be implemented to attain full computerization on the different student-related activities of the University.