

# STUDENT LOAN SERVICES ENHANCEMENT AND DEVELOPMENT.

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## ABSTRACT

Student loan service is one of the most important services providing to the students to get better chances of enrolling in the campus of Suan Sunandha Rajabhat University. Student loan service enhancement and development is important for the higher education to effectively manage its financial and providing a high quality services to students and to be recognized by students and parents as equity and integrity. Student loan services now have been systematically and electronically managed to effective and efficiency. The commitment from the campus monitoring process all payment and receiving on line basis is significant to the correctness and keep monitoring the progress according to the university long term plan. The purposes of this study were to investigate the student loan service and to offer better ways of enhancement and development of student loan services. With the use of a qualitative research technique, a total of 20 staff who were involved with student loan services and management of the university were chosen for an in-depth interview. Twenty staff was selected from a pool of those who regularly conducting business with student loan services and management in campus and had sufficient knowledge of rules and the findings from the focus group unveiled that student loan services are fast, and individual attention, safe and sound. Many positive feedback of student loan services in the campus included highly accuracy of financial document, direct and open communication with students, knowledgeable staff, and high speed of problem corrections.

**Keyword:** Student Loan, Services, Enhancement and Development

## INTRODUCTION

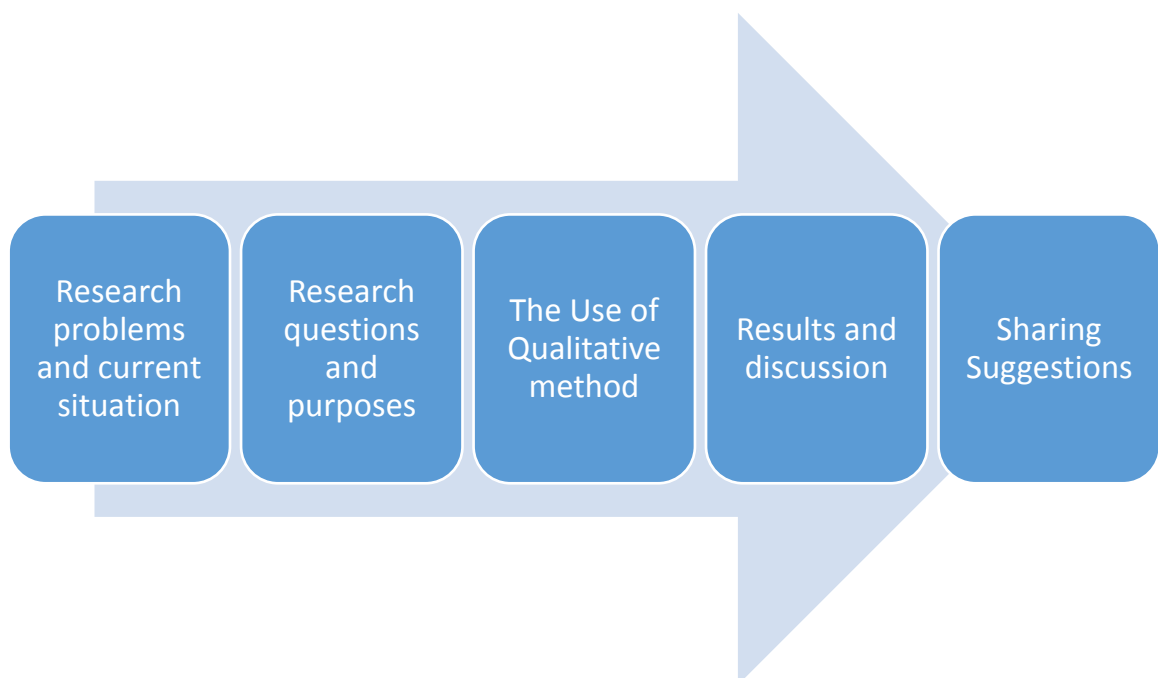
Student loan is something new a few decades ago in Thailand higher education. It is a type of loan designed to help both students and parents pay for their higher education, normally on the undergraduate level. Student loan may cover many expenses such as tuition, computer lab fees, books, supplies, living expenses and so forth. The purpose of student loan is to open the vast opportunity for the population at the entry level to have better education and better job, and finally better income and standard of living. In fact, it is often beliefs that population with higher education is moving the economy faster and better results. Income distribution would be better and more equity with the more opportunities in the education and job market.

In modern world of higher education, it is important to offer student loan to gain more and higher enrollment each year. Student loan service is one of the most indispensable services providing from government to universities and, in turn, to the majority of students to get chance and better probability of enrolling in the campus of Suan Sunandha Rajabhat University. In fact, student loan service enhancement and development are important process and significant to the future success of students as much as it is important for the higher education to effectively manage its financial, budget, and long term accounting. It is imperative for high quality university to providing a high quality services to students and that have to be recognized and beneficial to students and parents as equity and integrity. Student loan services now have been a must services from any university and it is systematically and

electronically managed to effective and efficiency. The commitment from the campus management team to effectively monitoring process all payment and receiving on line basis is significant to the feed loop of financial process. Finally, it is important to note that the correctness of document and the effectiveness of monitoring the progress according to the university long term plan.

## RESEARCH METHODOLOGY

In order to obtain the results from this study, there are five important steps of doing the research. First step is to set up the research question and general current situation of problem. Second step is to define research questions and objectives. Third step is to employing data collection and data analysis. Fourth step is to find the results and discussion. Finally is the last step of sharing knowledge and suggestions. The aims of this investigative study were to understand the current issues, problems, and ways to improve and develop better the student loan service as well as to offer better ways of enhancement and development of student loan services in campus. By employing the use of a qualitative research technique, a total of 20 staff who were involved with student loan services and management of the university were randomly selected for an in-depth interview. These twenty staff was selected from a pool of those who regularly conducting business and have a long experiences with student loan services and management in campus and had sufficient knowledge of rules and regulations regarding modern and updated student loan in the market.



## FINDINGS

To have a brilliant business strategies to enhance the student loan service enhancement. There were three insight suggestion from the respondents of this study. First is to have the ability to make informal strategies choice to guide student loan service enhancement unit into the right direction and plan for change. Second is to have support from management skills to evaluate how things are progressing in the future and make sure that staff understand the complexity and requirement of coordination. Third is to the leadership to inspire. This step is critical because all success must have generated by good leadership and

good leadership inspiration. These findings from the focus group unveiled that student loan services are fast, and individual attention, safe and sound. Many positive feedback of student loan services in the campus included highly accuracy of financial document, direct and open communication with students, knowledgeable staff, and high speed of problem corrections.

However, from this survey study, there were some important suggestions from collected from their direct feedback that can help to enhance the system. First, the information of all student loan about their background, picture, location, and any other significant information must be download to the system and must be an open information that all concerned financial employees of the university can overview and checking for the true facts. Second, the system of online student loan system needs to include sufficient background of all the students and their parents financial status and must be able to check and monitoring every steps of the work progress from the university life to their working life. By this way, the system will improve the integrity and equity of the student loan system. Third, the regular updated student loan system needed to be more stable and allowed all participants to gain the updated information from both university level and government level instantly. The problem of unable to pay in the future must be resolved quickly and provide any information or need more time to re-set the student loan system is a sign of not effective of the system and must be handled as quickly as possible.

#### ACKNOWLEDGEMENTS

I would like to thank Institution of Research and Development, Suan Sunandha Rajabhat University for their financial support. The big thanks also go to the respondents of this survey for their time and their kind sharing of knowledge, experience, and comments. Also, my appreciation goes to Asst. Prof. Dr. Kevin Wongleedee, Director of Institute of Lifelong Learning Promotion and Creativity, for his proof reading of this manuscript.

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