

Aiming High

Monograph No.08
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Tinta

A Research Monograph for the Senior High School Department



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Senior High School Department
Legazpi City

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Tinta, a bicol term for ink. An ink may leave a mark of story, history or memories when used to inscribe, write or print. In relation to research discipline, studies or articles written by an individual are printed through the use of ink, be it colored or black to illustrate the knowledge from assumptions into facts, imaginations into reality.

INTRODUCTION

“Tinta” or ink is something that leaves a definite mark. It is defined as liquid or paste that contains pigments or dyes. It is used to color a surface to produce an image, test or design. With a pen, an ink can be a tool towards achieving success and education. It enables one’s creativity and intelligence to be developed and shown to influence others. An ink, like the Senior High School leaves a definite mark that everyone remembers.

The Senior High School Curriculum prepares the students not just for higher education but also for their future. Having its four exits-employment, higher education, entrepreneurship, middle skills development, the SHS graduates are given choices and opportunities to pursue their plans. The SHS department is working hand-in-hand with the administrators and stakeholders to equip the students with the knowledge, competencies, skills and attitude (values) needed as they start pursuing their future careers and jobs. Thus, its legacy-equipping the students with the skills and knowledge they need and ensuring that they are globally competitive and well-prepared for college—will continue benefit and leave a mark on every SHS student.

Associating ink to research, Research is one of the means to improve and to discover new things that can influence the school to function effectively. The SHS department is always open for possibilities of change for the improvement of not just the department but also of the students and the entire institution.

The ink represents a legacy, a mark that will leave a memory, a memory of success, hope, passion and dedication towards quality education and towards achieving excellence.

Emma T. Alcantara, MIE
SHS Principal

The Level of Satisfaction of Grade 12 Senior High School Students, SHS Department of Divine Word College of Legazpi, SY 2017-2018

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Abstract

This research is an assessment of the level of satisfaction of the Grade 12 Senior High School Students, SHS Department of Divine Word College of Legazpi (DWCL). This sought answers to the following problems: (1) What is the level of satisfaction of the Grade 12 Senior High School students along (a) school facilities, (b) teachers, (c) personnel services, and (d) school activities?; (2) What problems are met by the Grade 12 Senior High School students of Divine Word Senior High School along (a) school facilities, (b) teachers, (c) services, and (d) school activities?; (3) What are the suggestions can be given to improve along (a) school facilities, (b) teachers, (c) services, and (d) school activities can be given to improve the services of Divine Word College, Senior High School Department.

The study was conducted during the school year 2017-2018 at Divine Word College of Legazpi Senior High School campus. The respondents of the study were the 80 randomly selected Grade 12 Senior High School students of Divine Word College of Legazpi. This study utilized the descriptive method which describes systematically a situation. The sources of data were the answers of the 80 of the respondents, who were selected through a random sampling using fish bowl technique. The statistical treatment utilized in this study were frequency count, percentage, ranking and weighted mean to compute the data.

The findings on the level of satisfaction of the Grade 12 Senior High School students are as follows: the students are over all satisfied with the school facilities, teachers, school personnel and the school activities offered by the Senior High School department.

Key words: level of satisfaction, DWCL Senior High School

The Department of Education is responsible for the K to 12 basic education. It exercises full and exclusive control over public schools and nominal regulation over private schools, and it also enforces the national curriculum that has been implemented since 2013.

However, after the implementation of the K to 12 Program of the Department of Education and subsequent ratification of Kindergarten Education Act of 2012 and Enhanced Basic Education Act of 2013, the basic education today takes thirteen years to complete; one year of kindergarten, six years of elementary education, four years of junior high school and two years of senior high school for children aged five to seventeen. As of 2017, the implementation of Grade 12 has started. Over 1,251 schools in the Bicol Region have implemented the K to 12 programs, amid the legal challenges of the program is facing before the Supreme Court (SC), according to the regional office of the Department of Education (DepEd). However, Regional Director Ramon Abcede, considered that the education department was steadfast in pushing for the full implementation of the program.

Senior High School is the additional two years in the high school curriculum designed for the specialization of students, depending on the occupation or career track that they wish to pursue, with the aim of providing them time to consolidate acquired academic skills and competencies in preparation for college. Evaluations conducted by the Department of Education on these schools, mostly the big ones in Bicol cities and provinces which signified their readiness for the program, revealed that they had already set basic facilities to meet the requirements of the program. Director Ramon Abcede said that the DepEd is expecting more schools in the region to qualify in addition to number in the list based on the continuing evaluation and expressions of intent to take part in the program.

The senior high school program offers four tracks— (1) academic, (2) technical vocational and livelihood (TVL), (3) arts and design, and (4) sports. The academic track would cover four strands—

(1) Accountancy, Business and Management (ABM); (2) Humanities and Social Sciences (HUMSS); (3) Science, Technology, Engineering and Mathematics (STEM) and; (4) General Academics (GA).

Among the 1,251 schools, which have expressed their readiness for the Senior High School program and have been evaluated as qualified based on facilities put in place, are 381 in Camarines Sur including 10 in Naga City; 261 in Albay with 10 in Legazpi City and nine (9) in Tabaco City; 144 in Sorsogon; 130 in Masbate and; 108 each in Catanduanes and Camarines Norte. In Legazpi City, Erguiza said that: The role of private education, needless to say, is vital to the development of our nation... we [must] put forward education as the most important driver to human development, societal transformation and economic progress.

With the implementation of the senior high school, an assessment of the program is vital to the implementers. Assessment is an integral part of instruction, as it determines whether or not the goals of education are being met. Assessment affects decisions about grades, placement, advancement, instructional needs, curriculum, and, in some cases, funding. As such, it is important to measure the level of satisfaction of the students in the schools where they are enrolled. It is because the program is new and there is work always a room for adjustment that the teachers, administrations and the students need to undergo. It is, therefore, important to measure the level of satisfaction of the students to improve the service the school offers.

One of the schools in Legazpi implementing the Senior High School curriculum is the Divine Word College of Legazpi. This school caters to four (4) tracks namely: Technical Vocational and Livelihood (TVL), Accountancy, Business and Management (ABM), Science, Technology, Engineering and Mathematics (STEM), and General Academic Strand (GAS). Each track has approximately 100 students which means that DWCL has a good population of Senior High School. With this, it is imperative to assess the level of satisfaction of the Grade 12 Senior high school students of Divine Word College, Senior High School Department to provide data that would improve the school services so that a greater number of students would be benefitted.

This study on the level of satisfaction of the Senior High School students sought answers to the following problems. What is the level of satisfaction of the Grade 12 Senior High School students along (a) school facilities, (b) teachers, (c) services, and (d) school

activities? (2) What problems are the problems met by the Grade 12 Senior High School students of Divine Word Senior High School along (a) school facilities, (b) teachers, (c) services, and (d) school activities? (3) What are the suggestions given along (a) school facilities, (b) teachers, (c) services, and (d) school activities to improve the services of the school?

This study is limited to the assessment of the level of satisfaction of Grade 12 Senior High School students of Divine Word College of Legazpi along (a) school facilities, (b) teachers, (c) services, and (d) school activities. This will also focused on the problems met by the Grade 12 Senior High School students; and the suggestions that can be given to improve the services of the school.

The study was conducted during the school year 2017-2018 at Divine Word College of Legazpi Senior High School department. The respondents of the study were the 80 randomly selected Grade 12 Senior High School students. It utilized the descriptive method of research. Not included in this study were the Grade 11 Senior High School students of Divine Word College of Legazpi, Senior High School Department. This study would be of great benefit to the students, teachers, school administration, future researchers and the school itself.

Schools put a great deal of importance in meeting students' expectations and delivery of quality education for the good of the students. The students nowadays are aware of what they expect and require from a university that delivers quality education. One cannot just claim to be delivering quality education and students are bound to believe it. They have evolved from the complacent ones to those who exert effort and do not just wait and see for the changes to occur, but would find effective channels to make sure that changes do occur. In the context of Grade 12 education in Divine Word College Senior High School Department, students' satisfaction is imperative to ensure that the government's subsidy (voucher program) as well as the parents' counterpart is well compensated.

According to Collinares (2005), the ultimate test of the school's responsibility is whether the students receive the help they needed to develop their talents and skills. It is a reality in the Philippines that quality education is severely limited to institutions that are capable of offering quality services to students in

connection with their cyber future. It is at this juncture that this research on the assessment of students' satisfaction need to be conducted especially nowadays where competition is impliable among the schools that offer senior high school.

Pasadilla (2007) cited that at the heart of educational reform should be a renewed focus on education's main venue, namely, the classroom and the local school together with its main mandate to provide opportunities for the comprehensive formation of the young at different age levels. A review of processes is an order, which must move in the direction of devolution as provided for by the law. Evaluation of the school services at present is crucial to determine whether the school meets their goal that is whether the measured outcomes for a given set of instructional inputs match the intended or pre-specified outcomes.

Related literature cited in this study expressed that schools made effort to deliver quality education especially now that schools are pressured to meet the needs of the students in respond to the job market and globalization. Students' satisfaction of schools reveals that the quality of learning experiences, quality of studies, quality of campus facilities, and availability of library, learning resources and students' experiences are the focus of researches conducted. A study on writing errors was also done. Researches cited were on the level of satisfaction of students along school facilities, resources, and school activities. As far as this research on the level of satisfaction of the Grade12 students of Divine Word College, is concerned no research has yet been made similar to this study. This is the gap bridged by this study.

This research on students' satisfaction is anchored on the Negativity Theory developed by Carlsmith and Aronson. Negativity theory states that when expectations are strongly held, consumers will respond negatively to any disconfirmation. Dissatisfaction will occur if perceived performance is less than the expectations. Satisfaction is obtained when perceived performance exceeds expectations. Affective feelings toward a service will be inversely related to the magnitude of the discrepancy.

In this study, the services of the Divine Word College Senior High School Department being a private prestigious school in the city is expected to satisfy the grade 12 students. Dissatisfaction will occur if the students' expectations are not met. Their feeling of

dissatisfaction is relative to the failure of the services rendered by the school. Figure 1 presents the theoretical framework of the study.

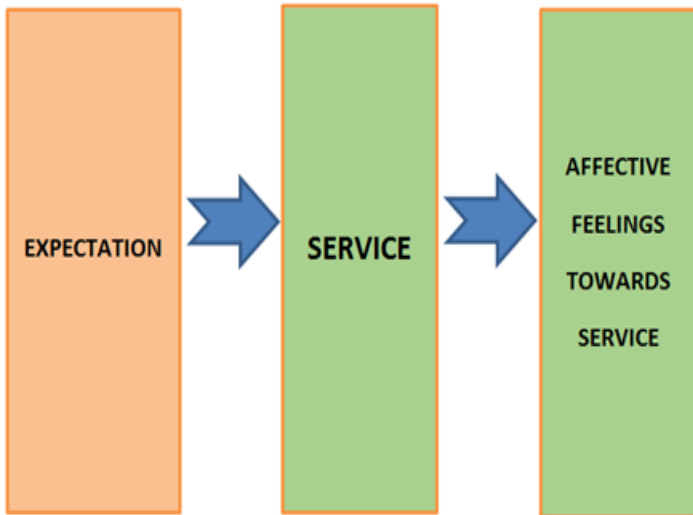


Figure1. Theoretical Paradigm of the Study

Conceptual Framework

This research focused on the level of satisfaction of the Grade 12 senior high school students of Divine Word College of Legazpi Senior High School Department. This focused on the school facilities (library, canteen, comfort room and classroom) teachers, personnel services, and school activities. This also looked into the problems that were met by the Grade 12, senior high school students of Divine Word College of Legazpi and the suggestions to improve the services to bring quality service to the students.

Figure 2 illustrates the conceptual paradigm of the study.

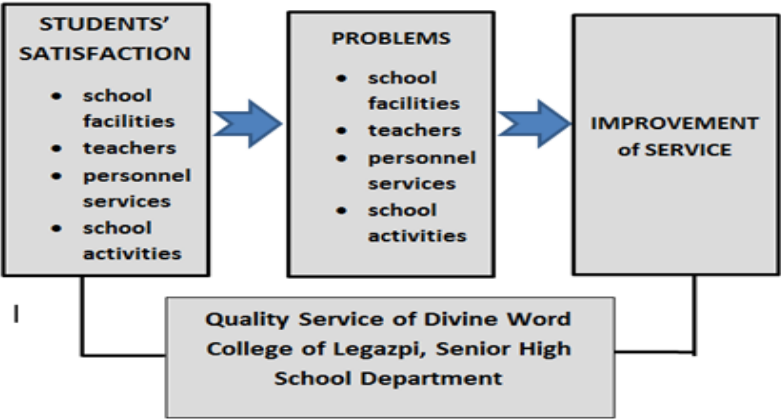


Figure 2. Conceptual Model of the Study

Methods

The study used the descriptive-survey method of research which describes systematically a situation. Descriptive survey-method of research is a fact-finding study with adequate and accurate interpretation of the findings. Descriptive research refers to the type of research question, design, and data analysis that is applied to a given topic. This method is applicable since the study focused on the level of satisfaction of the Grade 12 senior high school students of Divine Word College of Legazpi, Senior High School Department. The primary sources of data in this study were the answers of the 80 grade 12 senior high school students of Divine Word College of Legazpi, which were gathered using the survey- questionnaires.

This research used random sampling using the fish bowl

technique. The researcher rolled a pieces of paper with numbers corresponding to the number of student's list in each section. The rolled sheets of paper with numbers were placed in a bowl. To ensure impartiality in the choice of respondents the bowl was shaken allowing the sheets of rolled paper to move. The researcher picked from the bowl 20 sheets of rolled paper. The numbers in the rolled paper represented the students-respondents which were reflected in the list of students sought from the registrar's office. A total of 80 grade 12 senior high school students, 20 GAS students, 20 TVL students, 20 ABM students, and 20 STEM students were the respondents of this study.

Upon the approval by the thesis committee of the questionnaire-checklist made by the researcher which was presented during the research proposal, the researcher sought permission from the senior high school principal through a letter to conduct the survey. The list of grade 12 Senior high school students was requested from the registrar's office. The researcher then distributed the questionnaire-checklist to the identified respondents. The checklists were retrieved, and the data were collected, tabulated, computed, and interpreted using statistical treatment.

The instrument used in this study was composed of three parts. The first part was on the level of satisfaction of the Grade 12 senior high school students along: (a) school facilities, (b) teachers, (c) services, (d) school activities. Part 2 was on the problems met by Grade 12 senior high school students of Divine Word College of Legazpi. Part 3 was on the suggestions that could be given by the students to improve the services of Divine Word College of Legazpi. The survey-questionnaire was validated through a dry run to ensure that the factors were understood by the respondents. The result was good because the respondents clearly understood the instructions and the factors. However, the last part of the questionnaire in which the panel suggested to let the students answer through an essay did not do any good. None of the ten (10) students who participated in the dry-run wrote any paragraph to answer problem number 3. The researcher then revised the questionnaire by including possible solutions to the problems and a section/potion for "others, specify" for the students to write if they

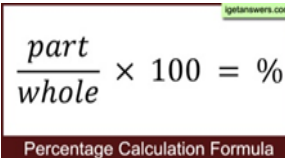
still have suggestions that were not mentioned in the given situations.

This research used frequency count, percentage, ranking and weighted mean to compute the data. Frequency count was used to measure the number of times that an event occurs. In this research, frequency count was used to count the answers for the data on the level of satisfaction along school facilities, teachers, services, and school activities; the problems met and the suggestions to improve the services of Divine Word College of Legazpi, Senior High School Department. Percentage is a rate or proportion per hundred, and weighted mean is a mean that is computed with extra weight given to one or more elements of the sample. The mentioned statistical treatments were used for problem 1 and percentage and rank were used for problems 2 and 3. The following were the formula used.

1. Weighted mean=
$$\frac{\sum(nx)}{\sum n}$$

Where: n= frequency
 x= rating

2. Percentage

A graphic showing the percentage calculation formula. It features a white box with a red border containing the text $\frac{\text{part}}{\text{whole}} \times 100 = \%$. Above the box, the URL 'getanswers.com' is visible. Below the box, the text 'Percentage Calculation Formula' is written in white on a red background.
$$\frac{\text{part}}{\text{whole}} \times 100 = \%$$

Percentage Calculation Formula

RESULTS AND DISCUSSION

1. Level of Satisfaction the Grade 12 Senior High School Students along (a) School Facilities, (b) Teachers, (c) Services and (d) School / Extra –Curricular Activities

Table 1
Students' Level of Satisfaction on Facilities
(N=80)

Facilities / Scale	4	3	2	1	Wtd Mean	Description
a. Library						
1.The supply of textbooks is sufficient.	18	30	30	2	2.80	Slightly Satisfied
2. There is WIFI service in the library.	0	9	21	50	1.38	Not Satisfied
3. There is computer available in the library	7	11	32	9	1.68	Slightly Satisfied
4. I can get help in using the library services when I need it.	18	28	24	10	2.68	Satisfied
5. There are available newspapers, magazines & other non-book materials in the library. (CD, film, microfilm, microchips, etc.)	23	28	24	5	2.86	Satisfied
6. The library is conducive for studying.	21	42	14	3	3.01	Satisfied
Mean					2.40	Slightly Satisfied
b. Canteen						
1. The menu in the canteen is suitable for me.	12	33	30	5	2.65	Satisfied
2. The food is good.	11	27	33	12	2.53	Satisfied
3. The opening hours suit me.	17	10	19	1	1.71	Slightly Satisfied
4. There is a variety of menu/food served.	6	30	17	7	1.93	Slightly Satisfied
5. The price of the food is students friendly.	7	20	30	23	2.13	Slightly Satisfied
Mean					2.19	Slightly Satisfied
c. Comfort Rooms						
1. The cubicles in the comfort rooms have locks.	23	36	16	5	2.96	Satisfied
2. The toilet bowls are clean.	17	25	30	8	2.63	Satisfied
3. There is enough water supply.	5	22	28	25	2.08	Slightly Satisfied
4. Deodorizers provide the wholesome smell of the CR.	14	25	31	10	2.53	Satisfied
5. There are enough trash bins to accommodate the dirt thrown by the users	9	26	35	10	2.42	Slightly Satisfied
Mean					2.52	Slightly Satisfied
d. Classroom						
1. The classroom is clean and organized.	10	61	9	2	3.01	Satisfied
2. The aircon functions well.	69	5	5	3	3.83	Very Satisfied
3. The room is conducive for learning	12	63	2	3	3.05	Satisfied
Mean					3.29	Satisfied

Parameters: 3.50-4.00-- very satisfied, 2.50-3.47--
satisfied,1.5-2.49—slightly satisfied,1.00-1.49—not
satisfied

a. Students' Level of Satisfaction with Facilities

The findings of this research on satisfaction along school facilities showed that the students were slightly satisfied with a mean- 2.15. The result implied that Divine Word High School, Senior High School Department has a room for improving the services to students along facilities.

The students were slightly satisfied with the library as revealed in the weighted mean which was 1.62. Administrators need to figure out that the library is basically important now when the whole idea of education is stressing more on independent learning. All students must be able to find and use information. It is the key raw material in today's learning.

The canteen, had a weighted mean of 2.19 which is described slightly satisfied. The canteen is a great place to promote an enjoyment for healthy eating. For students who use the canteen regularly, the food purchased makes a significant contribution to their total food intake and nutrition; therefore, it makes sense to ensure that the best food possible is available to enhance their ability to learn.

Other school facilities are the comfort rooms, with a weighted mean of 2.52 which the students were slightly satisfied. Restrooms could serve as a reflection of the school. Clean and sanitized restroom served as a reminder to the students that the school values their patronage.

Another facility is the classroom in which the students were satisfied, had a mean of 3.29. It should be noted that this place is where the students learn the various skills deemed necessary and proper for them to achieve success in the global society. If schools do play a vital role in teaching the next generation how to be successful members of the society, then precaution should be taken to make sure that the learning environment would help students thrive.

Without adequate facilities and resources, it is extremely difficult to serve a large numbers of students with complex needs. A growing body of researches has found that school facilities can have a profound impact on both teacher and student outcomes.

b. Students Level of Satisfaction with Teachers

Table 2
Students' Level of Satisfaction with Teachers
N=80

Factors / Scale	4	3	2	1	Wtd Mean	Description
1. The teachers return to students their checked outputs.	40	30	8	2	3.35	Satisfied
2. The teachers give fair grades.	36	30	10	4	3.22	Satisfied
3. The teachers show fair treatment of students.	34	38	3	3	3.23	Satisfied
4. Teachers attend the class regularly.	52	22	4	2	3.55	Very Satisfied

Parameters: 3.50-4.00---- Very satisfied
 2.50-3.47----Satisfied
 1.50-2.49----Slightly satisfied
 1.00-1.49----- Not satisfied

The findings of the study on the students' level of satisfaction with teachers revealed that they are satisfied with the teachers' services. This had a mean of 3.19, which is described as "**satisfied**" description. The factors on the teachers' giving concern to students with poor performances and their coming and leaving the class on time, top other factors both having a weighted mean of 3.41, with a **satisfied** description. The factor on the teachers requiring projects/outputs that are not expensive had the lowest mean of 2.42, which had a **slightly satisfied** description.

The findings of the study revealed that the students of Divine Word College of Legazpi, Senior High School Department count on the teachers in their education undertakings, thus the result **satisfied** was dominant. This result is understandable considering the transition period of the K to 12 program and the students being in between the junior high school and college. The students assume that the treatment of teachers would be similar to their junior high school years wherein they were closely supervised by their teachers. They overlooked the idea that they were being prepared to become independent learners in preparation for their college education for those who are in the academic tracks and readiness to join the workforce for those who are taking the Technical-Vocational Livelihood Track (TVL). As quoted, Secretary of Education Armin Luistro underscored that: “Our mandate is to provide every Filipino child with access to quality education. and the DepEd’s programs have always been directed at promoting inclusive and learner-centered education for Filipinos.

c. Students’ Level of Satisfaction with Personnel Services

The result of this study revealed that the students were **satisfied** with the services rendered by the personnel. The mean 2.99 has a **satisfied** description. The factor “The principal is friendly and treats me well,” got the highest weighted mean of 3.65, with a very satisfied description. However, the lowest was on “the sanitation workers act on students’ request for cleanliness

of some areas in the building which has a weighted mean of **2.63**, had a **satisfied** description.

Table 3
Students' Level of Satisfaction with Personnel Services
(N=80)

Factors / Scale	4	3	2	1	Wtd Mean	Description
1. The principal is friendly & she treats me well.	61	12	5	2	3.65	Very Satisfied
2. The guidance counselor shows concern about my school performance.	16	40	18	6	2.82	Satisfied
3. The cashier shows good manners when I pay my dues.	13	45	17	5	2.82	Satisfied
4. The security guards treat me appropriately.	14	37	20	9	2.7	Satisfied
5. The personnel in the registrar's office are accommodating.	16	42	18	4	2.87	Satisfied
6. The personnel in the accounting office are friendly & courteous	25	45	6	4	3.13	Satisfied
7. The medical clinic is functional and the doctor/nurse has given medical care to me and to other students	39	35	4	2	3.38	Satisfied
8. The dental clinic has given service such as dental check-up, tooth extraction or prophylaxis.	21	40	14	5	2.96	Satisfied
9. The security personnel are strict but treats the students well.	25	36	10		2.96	Satisfied
10. The sanitation workers act on students' request for cleanliness of some areas in the building.	12	42	11	15	2.63	Satisfied
Mean					2.99	Satisfied

d. Students' Satisfaction with School / Extra Curricular Activities

Table 4
Students' Satisfaction with School/Extra Curricular
Activities
(N=80)

School & Extra Curricular Activity/Scale	4	3	2	1	Wtd mean	Description
1. Personal expenses of some candidates/participants in contests/school activities are shouldered by the students.	12	37	15	16	2.56	Satisfied
2. Teachers give additional points to my grades that is why I join the school activities.	14	33	23	10	2.63	Satisfied
3. I am required to join.	12	38	21	9	2.66	Satisfied
4. The activities are personally helpful to me.	12	33	25	10	2.58	Satisfied
5. The activities foster camaraderie.	16	43	14	7	2.85	Satisfied
Mean					2.65	Satisfied

Parameters: 3.48 -4.00---- very satisfied, 2.50-3.47-----satisfied, 1.50-2.49-----slightly satisfied, 1.00-1.49----- not satisfied

The findings of the study reveal that the students were **satisfied** with their extra-curricular activities. The five (5) factors had a satisfied description, with having the activities foster camaraderie on top, with a weighted mean of 2.85. The lowest, however, among the factors was on “the personal expenses of the candidate/ participants in contests/ school activities are shouldered by the students”. It got a weighted mean of 2.56, still having a **satisfied** description.

The findings imply that the school conducts activities that are within the interest of the students. Divine Word College of Legazpi, Senior High School department has still a room for improvement along this factor.

II. Problems Encountered by the Grade 12, Senior High School Students

The data focused in this study were along the problems on facilities, teachers, personnel services, and school & extra-curricular activities.

a. Problems Encountered by Students Along Facilities

Table 5
Problems Encountered by Students Along Facilities
(N=80)

Factors / Scale	Freq	%	Ran
a. Library			
1. There is no wireless fidelity in the library to provide online access to information.	76	95	1
2. There is limited computer available for use in the library that can be used for research.	56	70	5
3. There are only limited reference books.	52	65	6
4. There is no Online Student Access.	72	90	3
5. There are no available newspapers, magazines, & other non-book materials in the library. (CD, films, microfilm, microchips, microforms etc.)	40	50	9
b. canteen			
1. There is no canteen in the senior high school.	74	92.5	2
2. The distance of the canteen being used is far from the location of the senior high school building.	65	81.25	4
c. comfort rooms			
1. The toilet bowls sometimes do not function well.	42	52.5	8
2. The water supply is not enough for use	39	48.75	10
4. The comfort rooms sometimes have foul smell.	35	43.75	11
d. rooms			
The rooms oftentimes are still locked in the morning even the occupants of the room have been waiting for it to be opened.	48	60	7

The top three (3) among the problems were the “factors of not having wireless fidelity”, “not having own canteen in the department” and “not having an On-line Public Access”. The findings show that 76 among the 80 respondents or 95 % had problems of not having a WIFI to provide an on-line access to the researchers. Followed closely by not having a canteen in the senior high school department with a frequency of 74 or 92.5% of the total respondents. That “there is no Online Student Access” followed, with a frequency of 72 or 90 %.

The implication of the result revealed that the senior high school students were really concerned about their studies, thus, two (2) factors on library were on top of the desired needs. Indeed, in this digital millennium, the access to information helps to create, manipulate, and share data in ways that appear to be revolutionary. Libraries need to be digitally equipped because library materials advance rapidly in recent years, promoting the idea that everything of importance can be found on the World Wide Web.

The result on the students' problem on not having a canteen (rank 3 in this study) also matters most. According to the Department of Health:

For students who use the canteen regularly, the food purchased makes a significant contribution to their total food intake and nutrition; therefore, it makes sense to ensure that the best food possible is available to enhance their ability to learn and imbibe the information presented to them in class.

The authority on health indeed emphasized the importance of a canteen and the food it serves in connection with students' learning.

The problems that belong to the bottom three (3) were on the availability of other library materials (rank 9), not enough water supply in the comfort room (rank 10), and the foul smell in the comfort rooms (rank 11). The findings showed that 40 among the 80 respondents or 50 % revealed that there was no available newspaper, magazines and non-book materials in the library; 39 or 48.75 % revealed that the water supply in the comfort rooms is not enough, and 35 of the respondents or 43.75 % noted that the comfort rooms sometimes had a foul smell.

It is noticeable that although the students were "library conscious", the problem on library materials was ranked 9th and relegated to the bottom 3 of the choices. This implied that the students really preferred information in digital form and instant access to all the worlds' wisdom in just a click of the mouse. This

implication supports the top 2 of the problems met.

Problems on comfort rooms were only basic, thus they occupied the lowest rank. However, these should not be ignored. According to Colinares (2005):

In order to achieve universal access to education as a right for all children, the underlying factors of water and sanitation provision in the school environment and their impacts on health and educational outcomes must be addressed through more rigorous investigation, attention, and effective intervention.

The students' problems on facilities is understandable in this initial implementation of the K to 12 programs. Eventually, Divine Word High School would be able to look into these problems understanding that this school is one of the best schools in the Bicol Region.

Problems Encountered by Students Along Teachers

The findings of the study showed that "the teachers' were not accommodating all performers" in one setting ranked 1, which had a frequency of 71 or 88.75%. The problem on "the teachers giving tests on subject matters that are not taken-up yet" followed, with a frequency of 65 or 81.25%. Next is the problem on "the teachers' insinuation/accepting of treats", which had a frequency of 63 or 78.75%. The teacher does not show/ show little concern a frequency of 54 or 67.5 % followed. Next is the problem on the lack of opportunity to give feedback, which had a frequency of 53 or 66.25 %. Last is on the teachers' favoritism, which had a frequency of 42 or 52.5 %.

Table 6
Problems Encountered by Students Along Teachers
(N=80)

Factors/ Scale	Frequen- cy	%	Rank
1.Students do not have the opportunity to give feedback regarding teacher's behavior in the classroom. (i.e. teacher plays in the cellphone in the whole duration of the period so the students do the same)	53	66.25	5
2. The adviser does not show / show little concern with the advisory class regarding students' low grades / failure & other problems	54	67.5	4
3. The teacher has favoritism.	42	52.5	6
4. The teacher obviously insinuate/ accept treats/ blow-out in favor for help/ service to students which causes jealousy among students who cannot afford such.	63	78.75	3
5. The teacher does not accommodate all performers in one setting of activity which lead to unfair grades to early/late performers.	71	88.75	1
6. There are teachers who give tests on subject matters that are not taken-up yet.	65	81.25	2

The result of this research implies that the students have high expectations on their teachers. The researcher quoted the following lines to further elucidate this claim:

A great teacher has thorough knowledge of the school's curriculum and other standards they must uphold in the classroom. They ensure that their teaching meets those standards. They develop a strong rapport with students and establish trusting relationships. They have effective discipline skills and can promote positive behaviors and changes in the classroom.

c. Problems Encountered by Students Along Personnel Services

There was only one problem identified in connection with personnel service. The school does not have a clear policy on students leaving the campus because those who have cars can leave

the campus even it is not yet time to go out while some who do not cars have wait for the proper time to go out. This factor has to be checked because this distinguishes the rich from the poor. The rich are highly regarded in this case. The trait of giving favor to those who are rich would be instilled in the minds of the students.

Table 7
Problems Encountered by Students Along
Personnel Service
(N=80)

Problem Met	Freq	%
The school does not have a clear policy on the going out of students because those who have cars can go off the campus even it is not yet time to go out while some who do not cars have wait for the time to go out.	42	52.5

c. Problems Encountered by Students Along School/Extra-Curricular Activities

There were three (3) problems on school /extra-curricular activities. They were: “not all clubs cater to the interest of the students which had a frequency of 54 or 67.5%; school clubs have limited activities, which had a frequency of 54 or 66.25, and limited clubs organized, had a frequency of 48 or 60 %.

The findings of this study implies that the students are interested to venture into activities conducted by different clubs that would develop their skills across levels of interests.

Table 8
Problems Met Along School/Extra-Curricular Activities

Factors	Frequency	%	Rank
1. The school clubs have limited activities	53	66.25	2
2. Not all clubs cater to the interest of the students	54	67.5	1
3. There are limited clubs that were organized.	48	60	3

III. Suggestions to Improve the Services of Divine Word College, Senior High School Department

The findings of this study showed the students' suggestions to improve the services of Divine Word College of Legazpi, Senior High School department.

a. Suggestions to Improve the Services Along Facilities

The top three (3) suggestions were: "canteen should be put-up to serve the senior high school" ranked first. It had a frequency of 60 or 75 %. Next in rank was "On-line Student Access should be made available for the students." which had a frequency of 59 or 73.75 %. This was followed by the suggestion that "the canteen should serve a variety of food that are nutritious yet affordable" which had a frequency of 58 or 72.5 %.

Two (2) suggestions that came last in the rank came from the open suggestion given by two (2) respondents, that the "canteen should lessen golden products" and "put a television in the comfort room". Both had a frequency of 1 or 1.25 %. The idea "to lower golden products" may have two interpretations. Whether it pertains to lessen the supply or to lessen the price, the implication is that, the respondent are aware what are sold in the canteen.

Further, the implication of the findings reveals that the students were concerned with their intellectual and health situations. This showed a good indication that being students of Divine Word College of Legazpi Senior High School, they put high value on intellectual and physical health.

Table 9
Suggestions to Improve the Services Along Facilities
(N=80)

Suggestions / Scale	Freq	%	Rank
A. Facilities			
a. library			
1. The administration should put wi-fi to provide access to information	52	65	6
2. Scheduling of users be made so that all students would be able to use the computers	46	57.5	8
3. Provide enough reference books.	40	50	10
4. On-line Student Access should be made available for the students.	59	73.75	2
5. Provide updated available newspapers, magazines, & other non-book materials in the library.(CD, films, microfilm, microchips, microforms, etc)	51	63.75	6
Others: Specify			
b. canteen			
1. Canteen should be put-up to serve the senior high school department.	60	75	1
2. Canteen should serve a variety of food that are nutritious and yet affordable	58	72.5	3
Others: Specify * Canteen should lessen "golden products"	1	1.25	11.5
c. comfort rooms			
1. Sanitation personnel should sustain and maintain the "comfort" in the comfort room.	55	68.75	4
2. More water be provided for use.	53	66.25	5
3. More deodorizers be placed in the comfort rooms.	49	61.25	7
Others, specify * Put a television in the comfort room	1	1.25	11.5
d. classrooms			
Classrooms must be opened early to provide comfort for the early goers.	45	56.25	9

b. Suggestions to Improve Services Along Teachers

The students' suggestions to improve services along teachers revealed that the factor with highest frequency was "Proper planning of activity which includes budget of time must be adopted to allow a one-time presentation". It had a frequency of 67 or 83.75 %. Next is "the adviser must do the task in connection with her profession as a teacher ", which had a frequency of 61 or 76.25 %, third in rank was the factor which suggested that, "If blow-outs / favors from students cannot be avoided, do not make it so obvious that makes some other students feel insecure about what others can give. "Re-orientation of teachers in connection with fairness" has to be done, which had a frequency of 49 or 61.25%, that "Suggestion boxes need to be placed in strategic areas to provide opportunity for the students to ventilate their sentiments regarding teachers" ranked 5, with a frequency of 48 or 60 %. Next in rank was the suggestion that " teachers should be reminded that what are evaluated are those that were taught, based on the objectives of the lesson. If there is no input, there is no output.", which had a frequency of 35 or 43.75 %, rank 6. Two came out from open suggestions. These were: (1) the teachers should no give failing grades and (2) the teachers should not embarrass students; both had a frequency of 1 or 1.25 %.

The result implies that the students had identified the solutions to the problems they faced along teachers. They show alertness to the environment that they are in. Further, this signifies that the students of Divine Word Senior High School Department displayed sensitivity of their rights as students and that demonstrated vigilance to other peoples' duty to be manifested by their teachers. The suggestion that teachers should not embarrass students is a clear manifestation that they are sensitive to teachers' remarks or utterances. Lastly, the suggestion that teachers should not give failing marks, although the researcher consider this as an immature suggestion, still this

is viewed as a way of airing views which are manifestations of unsuppressed freedom of opinion.

Table 10
Students' Suggestions to Improve the Services
Along Teachers
(N=80)

Suggestions/ Scale	Freq	%	Rank
1. Suggestion boxes need to be placed in strategic areas to provide opportunity for the students to ventilate their sentiments regarding teachers.	48	60%	5
2. Re-orientation of teachers in connection with "fairness" needs to be done.	49	61.2	4
3. The adviser must do the task in connection with her profession as a teacher.	61	76.25	2
4. If blow-outs / favors from students cannot be avoided, do not make it so vulgar that makes some other students feel insecure about what others can give.	53	66.25	3
5. Proper planning of activities which includes budget of time must be adopted to allow a one-time presentation.	67	83.75	1
6. Teachers should be reminded that what are evaluated are those that were taught, based on the objectives of the lesson. If there is no input, there is no output.	35	43.75	6
7. Others, specify * Teachers should no give failing grades. * Teachers should not embarrass students.	1 1	1.25 1.25	7.5 7.5

c. Students' Suggestions to Improve the Services Along Personnel

The administration has to look into any form of discrimination of the less fortunate. Giving favor to those who are well-off is a clear manifestation of partiality. Although this case of giving favor to those who have cars seemed to be accepted by some, there is no doubt that there are students who noticed such favoritism. The school, being a mold of values needs to be fair and just even if the real world outside the school is not.

Table 11
Students' Suggestions to Improve the Personnel Service
(N=80)

Suggestion	Freq	%
The administration has to look into any form of discrimination of the poor.	35	43.75

d. Suggestions to Improve the Services Along School/Extra-Curricular Activities

There were suggestions to improve the services along school and extra- curricular activities. They were to “provide more activities for the clubs, rank 1, with a frequency of 74 or 92.5 %. Second was “organize more clubs”, which had a frequency of 66 or 82.5 %; and third, “variety of activities should be performed by various clubs”, with a frequency of 63 or 78.75 %. Three (3) suggestions emanated from the open suggestions. They were; “to include activities for mental and physical health; with a frequency of 1, or 1.5%; “if possible, no contributions in connection with the activities be collected since DWCL SHS is a private school, with a frequency of 1 or 1.25 %; and; “there must be a scholarship grant for the school paper staff”, with a frequency of 1 or 1.25 %. The result implies that the students had high interest in school/ extra-curricular activities. Their suggestions reflect their eagerness to be part of the activities.

Table 12
Suggestions to Improve the Services Along School and
Extra-Curricular Activities
(N=80)

School/Extra Curricular Activities	Freq	%	Rank
1. Provide more activities for the clubs	74	92.5	1
2. Organize more clubs	66	82.5	2
3. Variety of activities should be performed by various clubs	63	78.75	3
Others:			
Include activities for mental and physical health	1	1.25	
No contributions be collected for since Divine is a private school	1	1.25	
There should be a scholarship grant to school paper staff	1	1.25	

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SENIOR HIGH SCHOOL PROGRAM:

ACADEMIC TRACK

ABM-Accountancy, Business & Management

(Bookkeeping NC III)

STEM-Science, Technology, Engineering &

Mathematics (STEM with Robotics); and

GAS-General Academic Strand

TECHNICAL VOCATIONAL LIVELIHOOD TRACK

H.E.-Home Economics Strand:

Cookery

Bread & Pastry Production NC II

Food and Beverages NC II; and

Events Management NC II

ICT-Information, Communication & Technology Strand:

Computer Systems Servicing



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