

Junior High School Students' Perception on the Learner Support Services of the University

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Abstract

Learner support service is an integral component of an effective learning environment. It focuses on what the teacher or instructor can or should do to help learners in and beyond the formal content delivery or skills development. Due to its holistic and encompassing nature, the learner support service covers a wide range of functions. Delving into that very timely aspect, this research assessed the Learner Support Services of University of Batangas based on the Junior High School student's perception. This involved the Grade 7 to 10 Junior High School students as the respondents. The researchers used a survey instrument composed of two parts: (1) Indicators of the University of the Batangas learner support services: Facilities, Teachers, and Services; and (2) Issues, Concerns, and Challenges in the University's Learner Support Services. Using weighted mean and ranking in analyzing the responses of the participants, this study revealed that the University of Batangas can provide learner support services to every student enrolled in the institution and it addressed the stakeholder's concerns and issues that would help in selecting the best school for their children's growth. As an output of this study, the researchers proposed various projects which could help the learners engage with the institution, succeed in their studies, connect, and make a successful transition to the workplace.

Keywords: Education, Learner Support System, Descriptive, Philippines