

LEVEL OF SECONDARY SCHOOL STUDENTS' SATISFACTION REGARDING THE TEACHING-LEARNING SERVICES IN CENTRAL IRBIB EDUCATIONAL DIRECTORATE

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ABSTRACT _The study aimed at identifying the level of secondary school students' satisfaction regarding the teaching-learning services offered to them; especially the level of their satisfaction concerning the educational support facilities, teaching and administrative staff, textbooks, and audio-visual aids. The population of the study consisted of (513) male and female secondary stage students. The findings showed that they are "relatively satisfied" with: computer labs, the number of PCs in the labs, and their safety; the science (biology, physics, chemistry) lab equipment; the variety and convenience of the books in the school library in terms of students' level; administration hard-work, number of teachers, their way of treatment, their teaching methods, and the number and content of school textbooks. On the other hand, the students expressed their "dissatisfaction" regarding: the vocational (activities) lab equipment, art room equipment, music room equipment, size (number of pages) of textbooks, and the availability and variety of educational support audio-visual aids (boards, cassette players,...). They also expressed their unwillingness to increase the number of subjects (scientific and literary) as well. Moreover, the findings showed differences with statistical significance at the significance level ($\alpha=0,05$) among the secondary school students' responses medium as follows: 1. Educational support facilities according to the genre variable, grade, and educational stream for the benefit of female students, first secondary school students, and literary stream students. 2. Administrative and teaching staff according to the genre variable, grade, educational stream for the benefit of female students, first secondary school students, and literary stream students. 3. Educational materials and audio-visual aids based on the educational stream for the benefit of the literary stream students. It was noted that none of the questionnaire statements received a medium level response as "satisfied". The medium level of responses related to satisfaction ranged between "relatively satisfied" and "dissatisfied".

KEY WORDS: Educational support facilities, audio-visual aids, school curricula, teaching, teacher, school principal.