

The Satisfaction of Students in Online Learning during COVID-19 Pandemic

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Abstract: Due to the Corona virus outbreak, it has become increasingly active all over the world. And affected Thailand causing the Ministry of Education to temporarily suspend school. So every school must alter to an online learning model. This was a huge change, affecting a large number of students. Because some students do not have the tools that are ready for their studies. Or there is no internet for researching knowledge. Moreover, there are some students who do not know what to do because they have problems connecting to the internet. Therefore, I have created a Student Satisfaction Assessment Questionnaire for COVID-19 Online Study. Based on a survey with 23 high school students, the result shows that the majority of students are indifferent with online learning at 43.48%. Some students with online learning problems and may have minor problems are 26.09% and 39.13%. 99% of students need to seek additional knowledge while studying online. To sum up, there are some students who are satisfied with online learning; however, the more part is not satisfied and prefers to study at school.

Keywords: Online Learning, High School Students, COVID-19

Introduction

Online teaching is a well-designed teaching model. Teaching and learning in a systematic manner There are clearly defined teaching and learning objectives or goals, teaching and learning according to educational theory, principles of learning and spirituality, education, knowledge transfer. Content presentation Teaching and learning activities. And to transfer teaching strategies to use information and communication technology as a tool which currently focuses on the use of the internet network; can access and record knowledge without limitation of place and time. The e-learning lesson content will be in an electronic multimedia format designed in a Courseware software consists of a combination of text, images, motion pictures, sound, and most importantly, learners can teach lessons and learners. E-learning uses a Learning Management System (LMS) software to automate almost every step of the management process, instead of manual procedures from the enrolment process to the Teaching method for measuring and evaluating the results of teaching gene rejuvenation. In contrast, most students find problems with online learning because of the complicated method. I have highlighted the problems and impacts of online learning by completing questionnaires with students as a further solution.

Methodology

A questionnaire containing five statements representing having problems with online learning, studying online instead of at school, happy with online learning, seeking additional knowledge while studying online, understanding what teachers teach online, and student's opinion during learning online sites. It was blindly distributed as an online survey to high school students at Yothinburana School, Thailand who desire to share their opinions on online learning. Once the returned responses reached 23, the analysis of data using descriptive and inferential statistics was carried out. Student's view towards online learning was shown as mean scores from 5-Point Likert Scaling responses, ranging from strong disagreement to strong agreement. Student's views about online learning problems and studying online instead of at school are shown as Yes, No, and Maybe. Students' view towards seeking additional knowledge while studying online was shown as yes and No. There are short answers for students who want to give their own opinions.

Results

Are you having problems with online learning?

Yes	No	Maybe
6	9	8
26.09%	39.13%	34.78%

From the result, there is 39.13% who choose not to have problems with online learning which was considered relatively high. Followed by Maybe at 34.78% and the students who choose Yes (having problems with online learning) at 26.09% respectively.

Can you study online instead of at school?

Yes	No	Maybe
12	2	9
52.17%	8.7%	39.13%

From the result, there is a minority of students who cannot study online instead of at school, at 8.7%. The majority of students choose Yes (can study online instead of at school) at 52.17%. Finally, 39.13% choose Maybe study online instead of at school.

To what extent are you happy with online learning?

1	2	3	4	5
2	3	10	5	3
8.7%	13.04%	43.48%	21.74%	13.04%

Somewhat similar to the mean scores based on 5-Point Likert Scale, when the respondents were asked to choose one preferred statement that best describes their satisfaction, 43.48% feel indifferent with online learning. Followed by 21.74% who were almost happy with online learning, and two identical percentages who chose 5 and 1 were 8.7%. Finally, 13.04% choose 2 (unpleasant) to study online.

Do you need to seek additional knowledge while studying online?

Yes	No
22	1
95.65%	4.35%

From the result, only 4.34% did not search additional information while studying online, and another 95.65% had to seek additional knowledge while studying online.

Can you understand what teachers are teaching online?

1	2	3	4	5
0	4	9	7	3
0%	17.39%	39.13%	30.43%	13.04%

From the result, 39.13% preferred 3 (can understand mediocre), and 30.43% was almost understandable, at 4. Followed by 17.39% didn't clearly understand at 2. Last, 13.04% most completely understand what teachers teach online.

Discussion

Various forms of student's contentment are shown from the aforementioned. Moreover, I have got a varied opinion of students who think studying at school is better than online because they think online learning is difficult to concentrate on and viewing videos that teachers are open to, sometimes without sound, sometimes without images. So they want to improve the system. Online learning has both pros and cons. It's good for students that they don't have to wake up early and they can watch the clip again when they don't understand but the cons are doing lab work virtually, so when professors do it on the screen, some students don't understand. However, some think that online learning suits them better.

Conclusion

This quantitative study explores various forms of satisfaction that drive high school students in Thailand to pursue their opinion during online learning because of COVID-19 pandemic. Based on responses from 23 students, some are favored with online learning because they don't have much problems with online learning. However, some are unpleasant to study online due to their own problems. Therefore, it is highly recommended for every party involved to improve the system and assist the students who have problems with online learning.

References

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