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## *College Students' Satisfaction towards Online Classes in COVID-19*

**S. Rajadharani**<sup>1</sup> B.Com CA.,

Research Student, Department Of Commerce With CA,  
Sri Krishna Adithya College Of Arts & Science,  
Coimbatore-641042,  
India.

**Dr. M. Aarthi**<sup>2</sup> M.Com., M.Phil., PGDCA., MBA., Ph.D.

Assistant Professor, Department Of Commerce With CA,  
Sri Krishna Adithya College Of Arts & Science,  
Coimbatore-641042,  
India.

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*Abstract: The aim of this paper is to identify Emotions and characteristics of online learning recently, researchers in education have focused on academic emotions as a factor that influence students' academic outcomes such as learning and performance. The main purpose of education is to achieve upward mobility. Online courses certification programs have been able to provide inexpensive education to the masses and also save time, energy and money. This paper draws on a non-probability quota sample of 100 students to explore the attitudes and behaviour towards online classes. The results show that creating effective online learning courses requires knowledge, time, experience, talent, commitment, great communication skills, and a true passion for learning.*

*Keywords: Students Attitude, Behaviour, Online education Portals, Online Courses, Online classes.*

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### I. INTRODUCTION

Universities are increasingly turning to online or blended formats to teach required courses. Although offering university courses online provides a number of benefits both to students, who can take courses even from remote locations with the flexibility of studying according to their own schedules, and to universities, which can serve more students without having to physically house the courses, online education also brings its own set of challenges. In particular, online learning often results in significantly higher student attrition than face-to-face education. Studies show that students enrolled in online courses are more likely to drop out than students taught in traditional classes, and further studies have shown this dropout rate is directly related to students' satisfaction with their online learning experience. Although satisfaction is a key concern for most educational institutions and instructors, there are relatively few studies about what influences students' satisfaction in blended and online courses.

Benefits of online learning efficiency online learning offers teachers an efficient way to deliver lessons to students. Online learning has a number of tools such as videos, PDFs, podcasts, and teachers can use all these tools as part of their lesson plans. By extending the lesson plan beyond traditional textbooks to include online resources, teachers are able to become more efficient educators. Accessibility of time and place another advantage of online education is that it allows students to attend classes from any location of their choice. It also allows schools to reach out to a more extensive network of students, instead of being restricted by geographical boundaries. Additionally, online lectures can be recorded, archived, and shared for future reference. This allows students to access the learning material at a time of their comfort.

### II. REVIEW OF LITERATURE

This literature review aims to provide a detailed account of literatures on the students' attitude towards online courses and their satisfaction towards online learning.

**Miller (2014)**, presented an article entitled, the University of Chicago became the first institution of higher education to broadcast courses over the radio in 1922. Three decades later, in 1953, the University of Huston offered the first televised college classes. The transition from the "old" mode of education to the modern version of online learning took about four more decades and was fueled by the U.S. Department of Defense's Arpanet in 1969 and later the Internet. **Sood and Singh (2014)** studied on "e-learning: Gender analysis in higher education in North India". The study was aimed to analyse the genders' interest in e-Learning in higher education in the northern part of India. A questionnaire survey designed for the purpose gathered information on students' participation and opinions about the use of e-Learning in higher education. The survey was conducted on a group of 392 people involved in higher education in Chandigarh (northern part of India) and surrounding areas. **Sharma and Hardia (2013)** carried out a research on "-Measuring Level of Usage of Elearning amongst Students Pursuing Higher Education. The Objectives of the Study were to identify the factors affecting the level of usage of e-learning amongst students of higher learning and to study the effect of demographics on the factors affecting the level of usage of e-learning amongst students of higher learning. Data was collected using a self-prepared questionnaire. The questionnaire was sent to 400 students pursuing higher education in Indore and nearby city. A total of 341 questionnaires were found to be suitable for the analysis. In order to study first objective factor analysis was carried out.

### III. OBJECTIVES OF THE STUDY

The present study is undertaken with the following specific objectives.

- To know the awareness of online education
- To examine college student satisfaction online classes.

### IV. SCOPE OF THE STUDY

The main purpose of education is to achieve upward mobility. Online courses certification programs have been able to provide inexpensive education to the masses and also save time, energy and money. Electronic-learning through certified online courses provides a wide range of courses that caters to the core interests of the student, thus creating a fertile arena for future advancement.

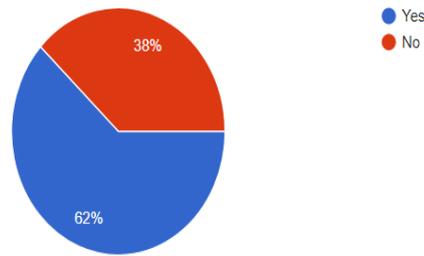
### V. DATA ANALYSIS AND RESULTS

Questionnaire in the form of Google Forms is used to collected data from the students. Preference on online classes has been recorded ass below

S.No.	Do u prefer online class?	Percentage
1	Yes	62
2	No	38
	Total	100

7. Do u like online classes

100 responses

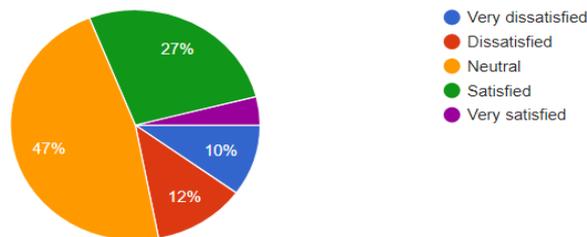


It is understood from the table that 62% of the students prefer Online classes and 38% of the students do not prefer to learn online due to various reasons.

S.No.	Satisfaction Level towards online learning	Percentage
1	Highly Dissatisfied	10
2	Dissatisfied	12
3	Neutral	47
4	Satisfied	27
5	Highly Satisfied	4
	Total	100

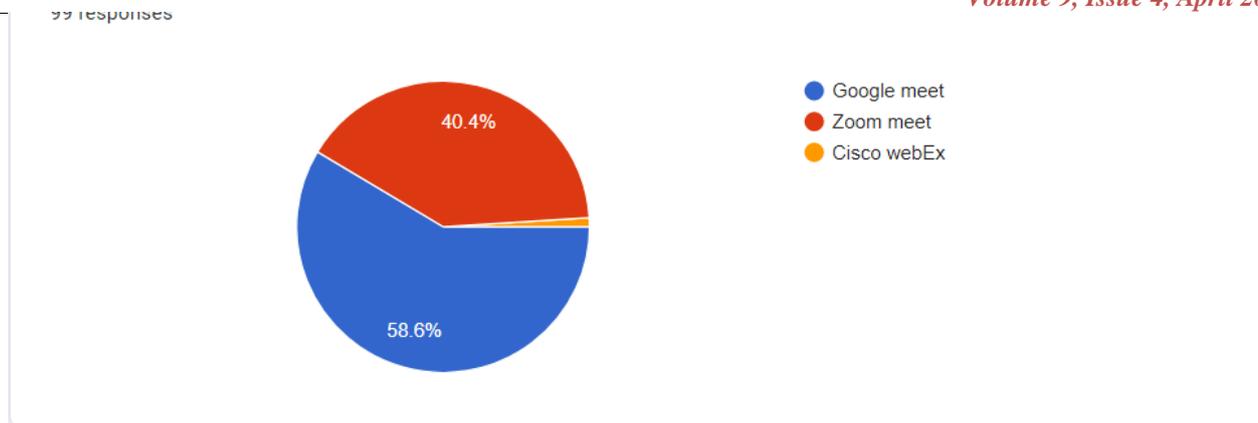
9. Set your level of satisfaction for the online classes

100 responses



It is clear that the above table infers the satisfaction level of students. 47% majority of the students feel it as neutral level of satisfaction, 27% of the students are satisfied and 12% of the students are dissatisfied in online learning. 4% are highly satisfied and on the other hand 10% are highly dissatisfied.

S.No	Mobile App used for Online classes	Percentage
1	Google meet	58.6
2	Zoom meet	40.4
3	Cisco webEx	1
	Total	100



It shows that the above table infers the preference of mobile application used for online classes by the students. 58.6% majority of the students uses Google meet app for their online classes , 40.4% of the students uses zoom meet app for their online classes.

## VI. LIMITATIONS OF THE STUDY

The study is confined due the pandemic situation. This study has been conducted only among the college students and due to Covid 19 school students also were attending online classes and it would gives the better result if it is conducted among the school students and higher secondary students who were taking board exams. Study is limited to 100 respondents for the convenience sampling adoption. Results would be useful if it has been conducted with many respondents.

## VII. CONCLUSION

Online Education has brought a positive impact in the lives of students and working professionals. It has given an opportunity to take up additional courses along with their studies or job as per their convenience. Online education has also helped the faculty in the institutions to ask students to study some part of syllabus online which do not require much of classroom instructions. So the online study helps the faculty to save time in which they can interact with the students more. The quality of education has improved by online courses and even it has become easy for students to refer the content as per their leisure. In the era of digitalization the scope of online education increase even more and will be beneficial for students, professionals and also institutions.

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## AUTHOR(S) PROFILE



**Ms. S. Rajadharani**, Student in Department of Commerce with Computer Applications, Sri Krishna Adithya College of Arts and Science Coimbatore.



**Dr. M. Aarthi**, working as a Assistant Professor, Department of Commerce with Computer Applications, Sri Krishna Adithya College of Arts and Science Coimbatore. Her Qualification includes B.Com with Computer Applications, Distinction with Gold medal in Master of Commerce, Master of Philosophy, Post Graduate Diploma In Computer Applications, Master of Business Administration and completed her Doctor of Philosophy in commerce with Nine years of teaching experience. She has completed a refresher course in curriculum Design and E- Content Development in ARPIT (SWAYAM). Her research contribution started from 2011 in food industries market analysis and she has guided many students in the field of Marketing projects, She has published 14 articles in reputed National and UGC listed International Journals, and has participated and presented more than twenty papers in International and National Conferences. She has also participated in eleven workshop and Eight FDP (Faculty Development Programmes). Guided one M.Phil Scholar on market research analysis of Organic Foods. She is a Versatile Educator, Researcher and a Trainer. Her areas of interest are Finance, Human Resource Management and Marketing.