

An Analytical study on the satisfaction of Virtual classes – with special reference to engineering and management students.

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ABSTRACT:

This study attempts to ascertain the satisfaction of the students in the virtual classes. For the study 150 students responses are considered. As digital or the virtual learning continuous to spread and gain acceptance and popularity, it is important for the users and the learners to understand the factors that impact the satisfaction and the performance of the students in online classes .

Key words : Assessment , Virtual classes, e-learning.

Introduction

Meaning : A virtual classroom is an online learning environment that allows teachers and students to communicate, interact, collaborate, explain ideas.

With the great development in the Information and communication Technology (ICT) in the 21st century it is showing its impact on almost all the sectors, predominantly on the education sector. Accordingly, there was a need for the integration between education and technology, and such integration has in fact eased the communication between students. However, challenges have also been reported in the use of e-learning platform Learning Management System (LMS). LMS comprises a platform which enables lectures to manage material sharing, assignment and communication and other teaching related elements [2]. LMS has become a crucial constituent in educational system, and its usage is highly common in most higher learning institutions particularly universities, because it strengthens the approaches of traditional learning in classrooms and their online activities

Among both developed and developing nations, the quality of e-learning has been a great concern as it contributes to the improvement of education. Apart from that, the 21st century has been dubbed by academics as the century or era of quality where consumers have greater awareness and are interested in quality

Advantages of virtual classes

1. Quality: This method contributes to the quality of education by improving several aspects including the aspects of pedagogy and design.
2. Flexibility: This method of education offers flexibility to learner by enabling learner in fulfilling their educational needs conveniently in the learning environments of their choice

3. Cost effectiveness: e-learning management system significantly decreases educational cost via the reuse of the content of education.

Literature Review

Many studies were conducted to know the comparison between the online classes and the manual or face to face classes. But nothing find standard for the comparison of virtual classes with the manual classes . Brown said that comparing these two is like comparing apple with an orange.

Much has been written and published comparing rigor and outcomes of manual classes versus online classes. Student satisfaction was chosen as the objective of many studies but nothing was statistically proved.

In a study in Iran, the factors found to impact e-learning management system include Content, ease of use, Technical support, reliability, and Computer self-efficiency, with technical support as the most important McGorry first conducted the literature review to know the factors for the construction of evaluation for the online classes . six factors were identified as the factors to evaluate the satisfaction of the students .

Studies conducted to compare grading system of online and face to face classes but nothing was proved as statistically proved.

RESEARCH METHODOLOGY

The purpose of this research is to bring light upon the satisfaction level of the engineering and the management students with reference to the virtual classes conducted during the pandemic of covid-19. For the study 150 students opinion with different course background are taken into account. in Hyderabad city. Therefore this study was conducted using both the primary and secondary data shall be used for carrying out the research work. Secondary data shall be collected from periodicals, journals, magazines, newspapers, websites and other reference material. Primary data shall be collected with the help of structured questionnaire. Moreover, the validity test of the questionnaire used was the Pilot test which consisted of gathering a small set of people (five has been used in this research) and they have been assisted in answering the questionnaires. The questionnaires were found to be crystal clear to the participants and no misunderstandings were detected. Therefore, it can be said that the Pilot test has improved the validity of the questionnaire Secondary data shall be collected from periodicals, journals, magazines, newspapers, websites and other reference material.

Objectives: To know the satisfaction of the engineering and the management student with the virtual classes The study aims to measure satisfaction of the engineering and the management students with regard to virtual classes attended.

Sample Size: For the purpose of the study, total of 150 respondents have been studied.

Sampling Method: For collecting the responses from the respondents random sampling method shall be used.

Data Analysis Techniques: For analysing the collected data five point Likert scale is used

Satisfaction relating to general attributes of virtual classes

Course	Engineering Students	
Particulars	Mean	Standard Deviation
It is convenient for the course	2.8	2.7
Time saving	3.9	3.7
Money saving	3.1	2.9
Suits for my life style	3.2	3

In the above table the results of the five-point Likert scale of relating to the general attributes of virtual classes of the Engineering students are shown. It is observed that the respondents are neutral about three attributes that is convenience for the course, satisfaction. And suitability for their life style. The respondents agree that this method of learning is time saving for them.

Satisfaction relating to general attributes of virtual classes

Course	Management Students	
Particulars	Mean	Standard Deviation
It is convenient for the course	3.3	3.1
Time saving	3.2	3
Money saving	3	2.8
Suits for my life style	2.9	2.7

In the above table the results of the five-point Likert scale of relating to the general attributes of virtual classes of the Management students are shown. It is observed that the respondents are neutral about three attributes that is convenience for the course, money saving, time saving. They agree that this method of learning is very much suitable for their life styles.

II. Satisfaction relating to the platforms used for the virtual classes:

Course	Engineering	
Particulars	Mean	Standard Deviation
Easy to use	2.8	2.6
Easy to learn	3	2.9
Quality is good	2.9	2.8
Gives a positive experience	3.9	3.6

In the above table the results of the five-point Likert scale of relating to the platforms used for the virtual classes of the Engineering students are shown. It is observed that the respondents are neutral about three attributes that is easy to use, easy to learn and the quality of the platforms. The respondents agree with the statement of giving a positive experience by the platform.

Satisfaction relating to platforms used for virtual classes :

Course	Management	
Particulars	Mean	Standard Deviation
Easy to use	3.5	3.3
Easy to learn	3.2	3
Quality is good	3.3	3.2
Gives a positive experience	3.1	2.9

In the above table the results of the five-point Likert scale of relating to the platforms used for the virtual classes of the Management students are shown. It is observed that the respondents have agreed that the platforms used for the classes are very easy to use. While they were neutral about the other three attributes that is easy to learn, quality of the platforms and about the positive experience.

III. Satisfaction relating to the academics for the virtual classes:

Course	Engineering	
Particulars	Mean	SD
Easy Internal assessment method	3.9	3.5
Accurate attendance marked	3.8	3.6
Student Discipline is controlled	3.7	3.5
suitable for lab/ practical's	1.0	0

In the above table the results of the five-point Likert scale of relating to the academic satisfaction with the virtual classes of the Engineering students are shown. It is observed that the respondents have agreed that in virtual classes the method of internal assessment. While they strongly disagree about the suitability of this method for labs and practices.

Satisfaction relating to the academics for the virtual classes:

Course	Management	
Particulars	Mean	SD
Easy Internal assessment method	3.8	3.4
Accurate attendance marked	3.0	2.9
Student Discipline is controlled	2.5	2.3
suitable for lab/ practicals	3.2	3

In the above table the results of the five-point Likert scale of relating to the academic satisfaction with the virtual classes of the Management students are shown. It is observed that the respondents have agreed that in virtual classes the method of internal assessment is good. While they neutral about the suitability of this method for labs and practices.

Findings

1. It is observed that the management students are more satisfied than the engineering student in all the three-attribute used for the study. Ie general attributes, academic and the platforms used

2. Engineering students totally disagree about the suitability of the virtual classes for the lab work and the practices.
3. It is observed that the engineering students are having a positive experience with this type of classes but whereas management students are neutral about their experience.

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