A STUDY ON STUDENTS' SATISFACTION TOWARDS ONLINE TEACHING DURING COVID-19 PANDEMIC

Madishetti Vishal
Department of Business Management, Osmania University
Hyderabad**,** Telangana, India

ABSTRACT
Online teaching has taken the main stage as Covid-19 pandemic continues to impact the normal life of the country. Though the online mode of teaching has helped students to continue their academic year without a break, it has brought in major challenges which require solutions to better the process of online teaching. This study is undertaken to determine the satisfaction levels of students towards online mode of teaching and their preferred platforms to be used during online classes. The article is concluded by providing suggestions to deliver the subject online more clearly and thereby improve the student's understanding of the subject during online live-classes.

Keywords: Online Teaching, Students, Satisfaction Levels, Covid-19, Online Live Platforms.

INTRODUCTION

When Coronavirus (Covid-19) infection disease cases were discovered and growing in India, the entire country was pushed into a nationwide lockdown from March 25th, 2020. As a result, all activities came to a halt and education was no exception. Educational institutions were shut down and students had to move to their hometowns. Considering the gravity of the situation and to prevent the loss of academic year, governments along with educational institutions have decided to shift the mode of teaching from traditional to online-based. It helped students to continue their education, but the shift to a novel and experimented methodology had brought a handful of challenges like - digital divide, unsupportive home-environment, missing of clarity in teaching and students understanding and satisfaction of subjects. This study is undertaken to understand the satisfaction level of students towards online mode of teaching. It also analyses student's preferred online live platform to attend classes. Finally, this study concludes by highlighting the suggestions received from the student community to improve the effectiveness of online teaching.

OBJECTIVES OF THE STUDY

1. To identify the availability and mode of internet usage at the student's location.
2. To identify the devices used and speed of internet connection to support uninterrupted online streaming of classes.
3. To analyse the mode of teaching used by faculty members during covid-19 pandemic.
4. To determine the understanding and satisfaction levels of the subject taught using online mode of teaching during covid-19 pandemic.
5. To analyse the students preferred online platform and convenient hours per day to attend live-classes.

SCOPE OF THE STUDY

The study has covered the students of professional post-graduation courses who had their teaching shifted to online mode due to covid-19 pandemic. This study enables us to find out the teaching methods used by the faculty members and the student's level of understanding the subject taught using the online mode. It aims to find out the satisfaction level of students towards online classes. Further, this study also depicts the student's preferred online live platform and convenient number of hours per day to attend live-classes.

REVIEW OF LITERATURE

1. **T. Muthuprasad, S. Aiswarya, K. S. Aditya and Girish K. Jha**, through their work titled, **"Student's Perception and preference for online education in India during COVID-19 pandemic"** have found that majority of the respondents (70%) are ready to take online classes to manage the curriculum during this pandemic. The students opined that convenience of online classes makes it attractive option, whereas broadband connectivity issues in rural areas makes it a challenge for students to make use of online learning initiatives.
2. **Pardeep Kumar, Charu Saxena and Hasnan Baber** in their study titled, **"Learner-content interaction in e-learning- the moderating role of perceived harm of COVID-19 in assessing the satisfaction of learners"** have examined the relationship between learner-content and the e-learning quality. The results depict that, to achieve the learners' satisfaction, the institutions should strive for rendering e-learning content of supreme quality.
3. **Mohammad Mahyoob**, in a research study titled, **"Challenges of e-Learning during the COVID-19 Pandemic Experienced by English language learners"** determined the challenges confronted by English language learners in Taibah

University. The study showed most learners are not satisfied with continuing online learning, as they could not fulfil the expected progress in language learning performance.

RESEARCH METHODOLOGY
(i) **Research Design:** The research design of this study considering its importance, need, scope and objectives, was explanatory, exploratory as well as descriptive in nature.
(ii) **Sources of Data:**
(a) Primary Data: The primary data has been obtained from students through the circulation of a structured non-disguised questionnaire.
(b) Secondary Data: The secondary data has been obtained from published as well as unpublished literature on the topic, Journals, and News Papers.
(iii) **Sampling Size:** 71 Samples are collected using non-probability sampling design based on convenient sampling method.
(iv) **Research Instrument:** A structured non-disguised questionnaire has been used to get the relevant information from the respondents.
(v) **Tools and Techniques used**: Simple percentage analysis has been used.

LIMITATIONS OF THE STUDY
1. This study is limited to professional post-graduate students who have their college located at Hyderabad only.
2. Only 71 respondents have been taken in this study.

DATA ANALYSIS & INTERPRETATION
Table No. 1: Place of Residence

What is your place of residence?	No. of Respondents	Percentage of Respondents
Urban	38	53.52%
Semi-Urban	19	26.76%
Rural	14	19.72%
TOTAL	**71**	**100%**

From the above table it is observed that majority of the respondents (53.52%) reside in the urban area.

Table No. 2: Internet Users

Do you use internet at your house?	No. of Respondents	Percentage of Respondents
No	8	11.27%
Yes	63	88.73%
TOTAL	**71**	**100%**

The above table shows that majority of the respondents (88.73%) use internet at their homes.

Table No. 3: Type of Internet Connection

How do you use internet at your house?	No. of Respondents	Percentage of Respondents
Mobile Data Connection	40	56.34%
Mobile Data Connection, Wi-Fi Connection	5	7.04%
Wi-Fi Connection	26	36.62%
TOTAL	**71**	**100%**

From the above table it is observed that majority of the respondents (56.34%) use mobile data connection to access internet.

Table No. 4: Devices used to access Internet

On what devices do you use internet at your house?	No. of Respondents	Percentage of Respondents
Laptop	2	2.82%
Mobile Phone	44	61.97%
Mobile Phone, Laptop	25	35.21%
TOTAL	**71**	**100%**

The above table shows that majority of the respondents (61.97%) use mobile phone to access internet at home.

Table No. 5: Uninterrupted online streaming of classes

Can internet connection at your house stream online classes without technical interruptions?	No. of Respondents	Percentage of Respondents
No	31	43.66%
Yes	40	56.34%
TOTAL	**71**	**100%**

From the above table it is observed that majority of the respondents (56.34%) can attend online live classes without technical interruptions.

Table No.6: Modes of Teaching used by Faculty Members

What modes did your faculty use to teach you during pandemic?	No. of Respondents	Percentage of Respondents
Online Meeting Platforms (Zoom/Google Meet Etc.)	37	52.11%
Recorded Classes	15	21.13%
Shared Documents and WhatsApp Groups	19	26.76%
TOTAL	**71**	**100.00%**

The above table shows that majority of the respondents' faculty (52.11%) have used Online Meeting Platforms (Zoom/Google Meet Etc.) to teach during the pandemic.

Table No. 7: Level of understanding when subjects were taught online and satisfaction level with the online teaching

SCALE	How well do you think you have understood the Subject taught online by your faculty?		How satisfied are you with the online teaching conducted for your class?	
	No. of Respondents	Percentage of Respondents	No. of Respondents	Percentage of Respondents
1	8	11.27%	5	7.04%
2	13	18.31%	17	23.94%
3	30	42.25%	23	32.39%
4	13	18.31%	20	28.17%
5	7	9.86%	6	8.45%
TOTAL	**71**	**100.00%**	**71**	**100.00%**

From the above table it is observed that, when asked about the Level of understanding when subjects were taught online, on a scale of five (with Point 1 being the 'lowest' and Point 5 being the 'highest') majority of the respondents (42.25%) selected Point 3. When asked about the satisfaction level with the online teaching, on a scale of five (with Point 1 being the 'lowest' and Point 5 being the 'highest') majority of the respondents (32.39%) selected Point 3.

Table No. 8: Preference towards various modes of online learning

Which online mode would you prefer the most to learn?	No. of Respondents	Percentage of Respondents
Live Interaction Class	31	43.66%
Recorded Class	27	38.03%
Shared Documents & WhatsApp Groups	13	18.31%
TOTAL	**71**	**100.00%**

The above table shows that majority of the respondents (43.66%) prefer live interaction class for learning.

Table No. 9: No. of hours respondents were comfortable with screen time for online classes

How many hours are you comfortable with attending Online Classes in weekdays?	No. of Respondents	Percentage of Respondents
Up to 3 Hours	56	78.87%
Up to 5 Hours	14	19.72%
Up to 8 Hours	1	1.41%
TOTAL	**71**	**100.00%**

From the above table it is observed that majority of the respondents (78.87%) were comfortable up to 3 hours to attend online classes in a day.

Table No. 10: Preference towards online platform to attend live classes

Which online live platform do you prefer to attend online class?	No. of Respondents	Percentage of Respondents
Google Meet	33	46.48%
Cisco Webex	6	8.45%
Zoom	32	45.07%
TOTAL	**71**	**100.00%**

The above table shows that majority of the respondents (46.48%) suggest Google Meet to organize online live classes.

Table No. 11: Response towards missing of the classroom environment

Did you miss your classroom environment all these days?	No. of Respondents	Percentage of Respondents
Neutral to both responses	16	22.54%
No, I didn't miss classroom much	5	7.04%
Yeah! can't wait to come back to my classroom	50	70.42%
TOTAL	**71**	**100.00%**

The above table shows that majority of the respondents (70.42%) actually miss their classroom environment.

Table No. 12: Online certification courses completed

Did you do any online certification courses in this lockdown?	No. of Respondents	Percentage of Respondents
No, because I didn't know what kind of certification course to do.	25	35.21%
No, I didn't	36	50.70%
Yes, I did.	10	14.08%
TOTAL	**71**	**100.00%**

From the above table it is observed that majority of the respondents (50.70%) did not complete any online certification courses.

FINDINGS
1. Most of the students use mobile phones and mobile-data internet connection to access internet and attend live-classes.
2. Slightly more than half students can attend online live classes without any technical interruptions
3. Majority of the students are neither satisfied nor dissatisfied with online mode of teaching.
4. Most of the students didn't do any additional online certification courses during covid-19 pandemic.
5. Majority of the students have missed classroom environment while attending online classes.

SUGGESTIONS
1. Faculty members can use Google Meet to organize online live classes as it is most preferred by the students.
2. To shorten the impact of screen time on students, schedule has to be prepared accordingly while maintaining maximum output.
3. Distributing study materials prior to online classes could help students to understand the subject better.
4. Usage of Whiteboards, Screen recording will help students grasp the subject easily than PPTs.

CONCLUSION

As the end to the current pandemic situation cannot be clearly predicted, the online mode of teaching is to stay here for quite some time. Understanding the student's perception towards online mode of teaching will help the teaching fraternity to adjust their teaching methods in delivering the subject better and increasing the understanding level of the students. In conclusion, the findings of this study will help improve the learning process during covid-19 pandemic and help education to prosper during this crisis.

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