

STUDENTS' SATISFACTION WITH ONLINE LEARNING TEACHING TOOLS IN THE NON-STATE HIGHER EDUCATION: A CASE STUDY OF SAEGIS CAMPUS, SRI LANKA

Jayasinghe, K.A.^{1*} and Herath, S.P.²

¹Business Administration Department, Faculty of Management, Humanities & Social Sciences and Postgraduate Studies, Saegis Campus, Nugegoda, Sri Lanka

deanfgs@saegis.ac.lk

Online education is now the latest trend in the global education sector after the COVID-19 outbreak. In Sri Lanka, 27 Non-State Education Institutes (NSHEIs) have been established by now as degree awarding Institutes due to the rapidly growing demand. With the development of technology, the NSHEIs had to adopt online learning and teaching due to COVID-19 restrictions for physical gatherings. Recognizing the components that impact students' satisfaction will permit NSHEIs to lay out methodologies to guarantee the nature of the improved change. This study proposed a model that affect student satisfaction by taking into account three aspects of online teaching and learning tools: quality of delivery, quality of technical assistance and service quality. Then, the effect of each aspect on students' satisfaction was assessed utilizing SERVQUAL Model. When studying the responses of 400 students at the Faculty of Management and Faculty of Computing of Saegis Campus, one of the NSHEIs in Sri Lanka, it was found that the nature of specialization help ought to be improved, explicitly preparing, and empowering lecturers to utilize techniques that permit students participation and engagement.

Keywords: Online learning, online teaching and learning tools, service quality, students' satisfaction