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A STUDY OF STUDENTS SATISFACTION TOWARDS E-LEARNING TOOLS IN ONLINE EDUCATION with Special Reference to Secondary Schools

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Abstract: During Covid 19 pandemic situation online educations became an essential to all the students. Information technology plays an important role in this era. E-learning tools for online education became verdict in such situations of covid19 pandemic. Researchers have conducted survey of students from secondary schools of rural area nearby Karad city.

Due to technology it is possible to take education by making use of e-learning apps like zoom, Microsoft team, Cisco WebEx etc. even in situations like covid19. In this situation almost all the students of different courses use the e-learning tools and secondary school is not exception for online education. This study tries to focus on different devices used for online education, e-learning tools used for online education and student's satisfaction. There is huge different in online education and offline education but in covid19 pandemic online education by using e-learning tools bridges the gap between giver and receiver.

This paper also reveals the various pros and cons of online education using e-learning tools and given few suggestions for improvement of online education**.**

Keywords - Covid 19, Information Technology, Online Education, e-learning tools

I. INTRODUCTION

Online learning is the newest and most popular form of education today due to covid 19 pandemic. Within the two years it has had a major impact on secondary school education and the trend is only increasing. Internet has grown from being nearly non-existent into the largest, most accessible database of information ever created in the last 20 years. It has changed the way people communicate shop, socialize, do business and think about knowledge and learning. Schooling is changing the face of traditional classrooms and making education more accessible than ever before.

Online education is a form of education where students use their home computers through the internet. For many nontraditional students, among them all those who want to continue working full time or raising families, online graduations and courses have become popular in the past decade. Often online graduation and course programmes, some of which are conducted using digital technologies, are provided via the online learning portal of the host university.

E-Learning tools Solution for Schools

E-Learning software for schools to accomplish institutional goals by creating engaging virtual classroom experience with innovative teaching-learning processes and tracking student progress via online assessment tools such as integration with **Google Meet**. These software's for schools provides an interactive online learning environment to help students learn new things in a better and organized way.

The e-learning solution digitizes the traditional classroom environment and simplifies the daily work of teachers and faculty. Instead of maintaining assignment content, study material, technical papers in a book, or register, the teacher can conserve it on the ERP. This software for schools makes uploading of syllabus and lesson plans a hassle-free experience for the teachers.

Powered with the best inbuilt online assessment tools, e-content provision, and communication features, the **e-learning** school ERP software offers mutual benefits for teachers and students. The teacher can easily access the student data virtually including their daily attendance status, homework, assignments, test results, academic progress. There are various eLearning tools used are Zoom, Google Meet, Cisco WebEx, Microsoft Team etc.

II. OBJECTIVES

The objectives of the study are mentioned as under:

1. To find out the devices used in e-learning
2. To study various e-learning tools used in online education
3. To find out the student satisfaction level towards e-learning tools

III. RESEARCH DESIGN

The present study has been conducted in students of secondary schools of rural area nearby Karad, District SATARA. The study is purely based on primary data collected from the students in the selected secondary schools. The Primary data is collected through a structured questionnaire and observation method. For the present study 150 students from the selected schools were interviewed and were also asked to fill up the online questionnaire.

- **Selection of Sample** -

The sample size for the study is 150. In this sample size, randomly students were selected. It includes 5^{th} Class to 10^{th} Class Students were included. The population of the school is 150. Random Sampling Method is used to collection of data.

- **Tools Analysis**

Data collection refers to the data received from primary and secondary sources by using the instruments like schedules, questionnaire, interviews etc. The data, after collection, is processed and analyzed in accordance with the outline laid down at the time of developing the research plan. This is essential for making contempt comparison and analysis. Here, the data obtained from students in the secondary school, through schedules as well as the data obtained through direct interviews is analyzed by using different analytical tools. The collected data is analyzed with the help appropriate statistical tools such as , percentages , bar and chi square test.

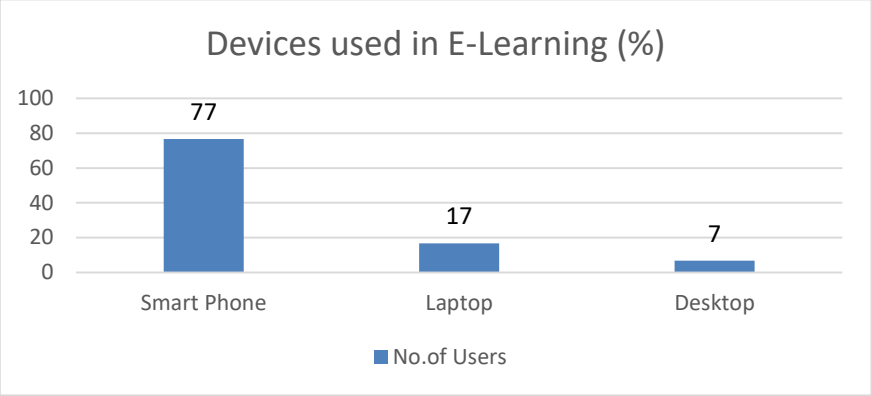
IV. DATA ANALYSIS AND INTERPRETATION

Researchers have been collected the information from the students of secondary school in and around karad city and analyzed and interpreted the data which is shown below:

Table No. 1. Devices used in E-Learning

Sr. No.	Devices Used	No. of Users	No. of Users (%)
1	Mobile	115	77
2	Laptop	25	17
3	Desktop	10	6
	Total	**150**	**100%**

Graph No. 1: Devices used in E-Learning.



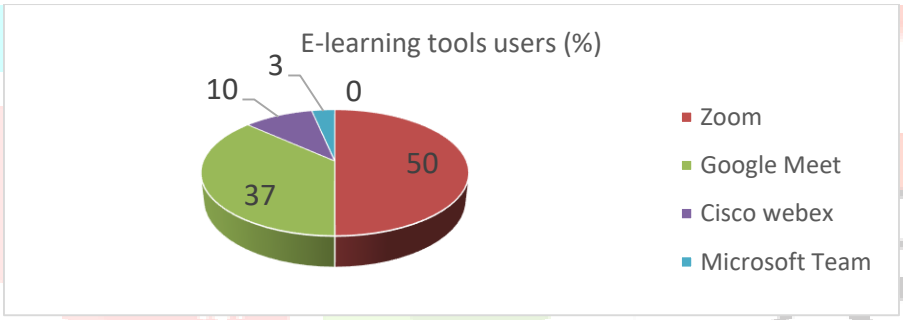
Interpretation: Above table and chart shows devices used in E-Learning. It is seen that 77% Students used Smart Phone device and 17% Students used Laptop and only 6% Students used Desktop in e-learning.

It concludes that, majority of the students use Smart Phone as a device in e-learning.

Table No. 2: E-Learning tools users

E-Learning tools	No. of Users	No. of Users (%)
Zoom	75	50
Google Meet	55	37
Cisco WebEx	15	10
Microsoft Team	5	3
Total	**150**	**100**

Graph No. 2: E-Learning tools users



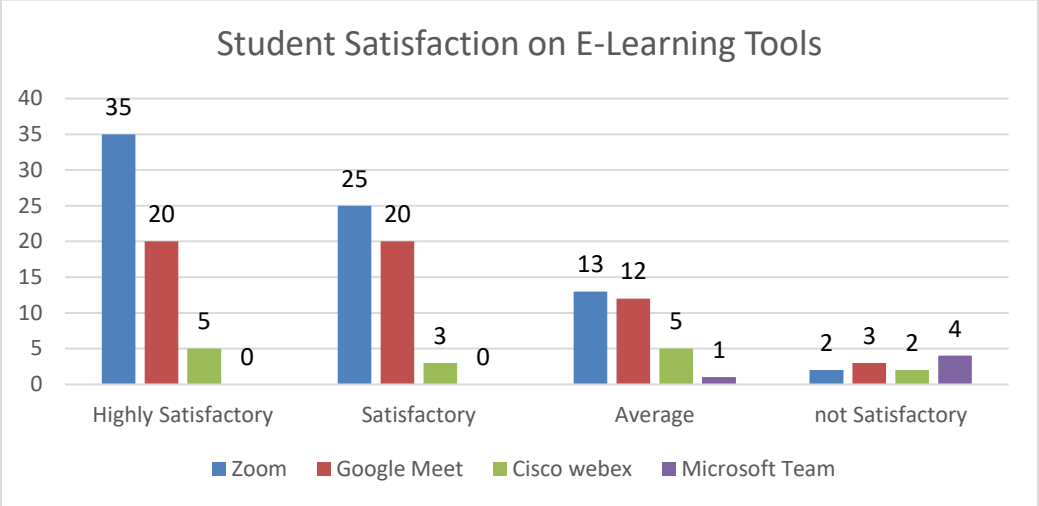
Interpretation: Table no.2 and chart shows information about E-Learning tools used by Students. It is observed from table that 50% Students used Zoom E-learning tool and 37% Students used Google Meet, and 10% Students used Cisco WebEx and only 3% Students used Microsoft Team as a e-learning tool.

It concludes that, majority of the students use Zoom as an E-learning tool in online education.

Table No. 3: Students satisfaction level towards E-Learning tools

User Ratings	Zoom	Google Meet	Cisco WebEx	Microsoft Team	Total
Highly Satisfactory	35(23%)	20(13%)	5(3%)	0(0%)	**60(40%)**
Satisfactory	25(17%)	20(13%)	3(2%)	0(0%)	**48(32%)**
Average	13(9%)	12(8%)	5(3%)	1(1%)	**31(21%)**
Not Satisfactory	2(1%)	3(2%)	2(1%)	4(3%)	**11(7%)**
Total	**75 (50%)**	**55(37%)**	**15(10%)**	**5(3%)**	**150(100%)**

Graph No. 3: **Students satisfaction level towards E-Learning tools**



Interpretation: Above table and chart shows the information about students satisfaction towards E-Learning tools. It is seen that 23% Students are highly satisfied with Zoom,17% satisfied with Zoom, 9% Students are Average with Zoom, and only 1% Students are not satisfied with Zoom E-learning tool.

13% Students are highly satisfied with Google Meet,13% satisfied with Google Meet, 8% Students are Average with Google Meet, and only 2% Students are not satisfied with Google Meet E-learning tool.

3% Students are highly satisfied with Cisco WebEx,2% satisfied with Cisco WebEx, 3% Students are Average with Cisco WebEx, and only 1% Students are not satisfied with Cisco WebEx E-learning tool.

Only 1% Students are Average with Microsoft Team, and 3% Students are not satisfied with Microsoft Team E-learning tool.

It concludes that, majority of the students are highly satisfied with zoom as an E-learning tool.

V. FINDINGS

1) It is found that, majority of the students use Smart Phone as a device in e-learning.
2) It is found that, majority of the students use Zoom as an E-learning tool in online education.
3) It found that, majority of the students are highly satisfied with zoom as an E-learning tool.
4) Online education is need of hours in covid19 pandemic situation.
5) Online education saves time and money.

VI. SUGGESTIONS

1) It is suggested to students of secondary schools to use laptop if possible as a device of e-learning.
2) It is suggested to the school and student of secondary school to use Microsoft team as of the E-learning tool in online education because of more facilities.
3) It is suggested to teachers and schools to improve teaching demonstration of subject like mathematics and practical's.

VII. CONCLUSION

Online education plays an important role during covid-19 pandemic. It has been observed that most of the students use smartphone device and gives more preference to use zoom e-learning tool. This Paper has been suggested to all the students to use smart phone and laptop for online education purpose only. It is also suggested to students to not addict to the Smartphone to avoid bad consequences like mental imbalance, depression, lack of concentration etc.

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