

A Pilot Study of Bangkok High School Students' Satisfaction Towards Online Learning Platform During Covid-19 Pandemic

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Abstract : The mode of teaching and learning has been changed dramatically due to the Covid-19 pandemic that made schools close and students may have been away from the campus. However, many schools all over the countries are helping students to facilitate e-learning through online teaching and learning platform. Regarding this, Sarasas bilingual school in Bangkok conducted the high school students' satisfaction survey since it is important for every school to improve its quality of education that must meet the students' need. For the good of the school's reputation, the purpose of the study is to examine the level of satisfaction that enhances the best services in the future. This study applied random sampling techniques and the data were collected using a self-administered survey. Descriptive analysis and independent sample t-tests were used to measure the importance of satisfaction components. The results showed G-11 (A) students were extremely satisfied with "Accessibility of course resources and materials through online platform" and "Ontime homework submission" while G-11 (B) students were extremely satisfied with "Teacher assisted with guiding my learning activities" and "Course teacher for this online course interacted with me in a timely fashion". Additionally, they were also satisfied with a clear understanding of the teacher's introduction during online learning. A significant difference in the satisfaction was observed between G-11 (A) and G-11 (B) students in terms of "A clear understanding on introduction was given by the teacher at the beginning of this online course"(P=0.03), "Teacher assisted with guiding my learning activities" (P=0.003), and "Comfortable surrounding during online learning" (P=0.02). With regard to gender, it has been seen that female high school students were extremely satisfied with the amount of course interaction with their teacher and her guidance with learning activities during online learning. By understanding the survey assessment, schools can improve their quality of education through the best digital educational platform that helps satisfy their students in the future.

Keywords : Bangkok high school students., covid-19 pandemic, online learning platform, satisfaction

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