

Exploring Students' Satisfaction Levels with Online Facilitation Provided by National Open University of Nigeria's Facilitators

Authors : Louis Okon Akpan

Abstract : National Open University of Nigeria (NOUN) is an open and distance learning institution whose aim is to provide education for all and also promote lifelong learning in Nigeria. Before now, student-centred learning was adopted. In recent times, online facilitation has been introduced. Therefore, the study explores ways in which students are satisfied with online facilitation provided by NOUN lecturers. A qualitative approach was adopted. The interpretive paradigm was employed as a lens to interpret narratives from the participants. In order to gather information for the study, a semi-structured interview was developed for sixteen participants who were purposively selected from eight facilities of the university. After data gathering from the field, it was subjected to transcription and coding. The emergence of themes from the coded data was analysed using thematic analysis. Findings indicated that students found online learning, recently introduced by the university management, extremely fulfilling and rewarding.

Keywords : online facilitation, lecturer, students' satisfaction, National Open University of Nigeria

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