

A Literature Review on Successful Implementation of Online Education in Higher Education Institutions

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Abstract : Online education can be one way to differentiate for higher education institutions (HEI). Nevertheless, it is often not that clear how to successfully implement online education and what it actually means. Literature reveals that it is often linked to student success and satisfaction. However, while researchers succeeded in identifying the determinants impacting on student success and satisfaction, they often ignored expectations. In fact, learning success and satisfaction alone often fall short to explain if and why online education has been implemented successfully and why students perceive the study experience as positive or negative. The present study reveals that considering expectations can contribute to a better understanding of the overall study experience.

Keywords : expectations, online education, student satisfaction, student success

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