Student Satisfaction Survey on e-Learning

2020/2021 teaching year, fall semester

Before 2020 the main form of teaching at TSU was in-classes. The first case of Covid-19 in Georgia was recorded on February 26, 2020. The pandemic proved to be a significant challenge for TSU.

In the spring semester of 2020, e-learning was introduced at TSU. The transition to a new form of teaching was carried out in a very tight time frame due to forced circumstances. Despite the obstacles, TSU governing bodies (structural departments) responded immediately to the challenges posed by the e-learning process. The full implementation of e-learning was instantly implemented at the university, followed by changes in both university regulations and educational resources and their delivery forms.

Regular surveys of student satisfaction with various services are an integral part of the TSU learning process. These includes student satisfaction with training courses, learning process, lecturers and infrastructure. It is equally important to study the satisfaction of the academic staff with the services offered by the University
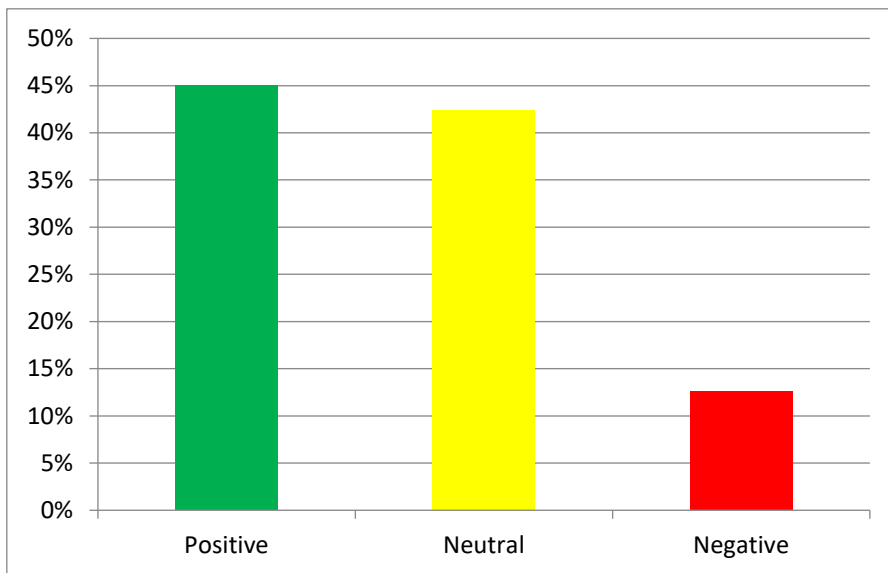
The aim of this survey is to investigate the satisfaction of international students of TSU, Faculty of Medicine with online learning and to identify ways to solve the revealed problems.

The survey was carried out in the fall semester of the 2020/2021 academic year.

The survey was conducted online using the Google Questionnaire. Students questionnaire was uploaded to the electronic management system (LMS.TSU.GE). Information about the survey was also sent to the TSU e-mails of students in the form of notifications.

A special questionnaire was prepared for the survey, which included both closed and open-ended questions. The questions related to demographic data (age, gender, faculty, educational program, study level) as well as questions about satisfaction. The 5-point Likert scale, where 1- means "strongly disagree" and 5 - "strongly agree", was used to assess the questions in the questionnaire.

Totally 151 fully completed questionnaires were used for analysis (response rate 37,5%). 51% of respondents were female and 49% male.

The survey revealed that the majority of students surveyed (45%) rated the e-learning process as positive and 12,6% as negative in the current semester (Chart N1). There is no statistically significant differences by gender or year of study.

The survey reveals that the majority (84, 8%) of students surveyed are fully involved in the e-learning process, 15,2% has different problems.

Respondents who are partially or not at all (2%) involved in the e-learning process were required to specify the reason.

Among the factors that prevent full involvement in the e-learning process are the most common:

1. Lack of work space (39.2%);
2. Problems with the Internet (13.8%);
3. Lack of computer / smartphone and other technological devices (8.7%).

It should be noted that the following other reasons were also named:

- Lack of motivation;
- Irrelevance of medical education with distance learning;
- Personal reasons;
- Health condition;
- Inflexible study schedule.

The majority of students surveyed believe that zoom lectures are conducted without delay (54.2%). Also, according to the majority, LMS and E-learning.tsu.ge portals have been adapted to the needs of e-learning (45.2% and 50.4%). As for the following statement - "All course materials are available on E-learning.tsu.ge" - the majority of students agree with this statement (45.0%).

The study evaluated the adaptation of teaching and assessment methods to e-learning. As for the adaptation of teaching methods, 52.9% of the respondents think that the teaching methods are fully improved compared to the previous semester (Table 1).

The analysis of the data reveals that the four most commonly named issues are:

1. Communication with the administration - 17.4%
2. Student Support Services - 15.0%
3. Teaching methods - 13.8%
4. Timely feedback-12,4%
5. Communication with academic staff-11,8%

Additionally students named: increasing the time for the exams, enhancement of Evaluation system, more flexible schedule.

Table 1

Statement	Totally disagree 1	2	3	4	Totally agree 5
zoom lectures are conducted without delay	9.7%	10.4%	25.7%	28.5%	25.7%
zoom practical classes are conducted without delay	11.2%	16.8%	23.8%	25.8%	22.4%
LMS portals have been adapted to the needs of e-learning	11.7%	19,0%	24.1%	24.8%	20.4%
E-learning.tsu.ge portals have been adapted to the needs of e-learning	8.2%	21.1%	20.3%	25.6%	24.8%
Schedules	17,0%	19.9%	23.4%	22.7%	17,0%

teaching methods are adapted to the e-learning	7.8%	20.7%	18.6%	27.9%	25,0%
All materials are avialable on E-learning.tsu.ge	17.1%	17.9%	20,0%	21.4%	23.6%
Assessment methods are adapted to the e-learning	10.3%	14.7%	25.7%	22.1%	27.2%
Students involvement is increase	19.4%	14.9%	23.1%	22.4%	20.2%
The attendance of students is increase	21.2%	11.7%	32.1%	16,0%	19,0%