THE STUDY OF SATISFACTION WITH ISPRING LEARNING IN THE ONLINE SYSTEM ON THE COURSE WEBSITE

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ABSTRACT

The objectives of this research are 1) to study the satisfaction towards online iSpring learning on the course website and 2) to improve the efficiency in creating online iSpring learning on the course website. The sample group is 400 students at Rajabhat University Suan Sunandha. The questionnaire is used for collecting data. The statistics are used to analyze the data are percentage (%), mean ($\bar{x}$) and standard deviation (S.D.).

The results show that the students who answered the questionnaire are 78 males (19.50%) and 322 females (80.50%), 203 students are 1st year students (50.75%), 97 students are 2nd year students (24.25 %), 3rd year is 52 people (13.00%) and 4th year is 48 people (12.00%). The students come from 8 departments such as Faculty of Education, 84 students (21.00%), Faculty of Science and Technology, 63 People (15.75%), Faculty of Humanities and Social Sciences 61 people (15.25%), Faculty of Management Sciences 58 people (14.50%), Faculty of Industrial Technology 52 people (13.00%), Faculty of Fine and Applied Arts 33 people (8.25%). , College of Innovation and Management 39 people (9.75%) and College of Architecture 10 people (2.50%). An overview of the students' satisfaction towards online iSpring learning on the course website is at a high level ($\bar{x}$ = 3.93, S.D. = 0.5915). The most satisfaction is giving advice or answering questions of teaching assistants in online learning ($\bar{x}$ = 4.21, S.D. = 0.4067), Fast communication/public relations about online learning ($\bar{x}$ = 4.20, S.D. = 0.4206), and various and appropriate public relations channels for online learning and the online learning materials/documents are interesting and useful ($\bar{x}$ = 4.13, S.D. = 0.5184).

Keywords: Satisfaction, Learning Material, Course Website

INTRODUCTION

The Office of General Education and Innovative Electronic Learning, Suan Sunandha Rajabhat University has the main mission of learning in general education subjects for undergraduate. It is large group learning. A teaching assistant (TA) is responsible for managing the classes and facilitating learning course. According to the classroom management indicators, there are 3 indicators: 1) learning atmosphere arrangement is a flexible classroom arrangement. There are informational signs or academic corners that encourage students to help each other and good interaction between lecturers and learners. 2) Class information preparation is the

classification of necessary information and class documents. 3) Class supervision is creating a coexistence agreement. The supervision of the learner's conduct is in accordance with the agreement and can adjust the learner's behavior to learn together smoothly.

This year, the iSpring program has been used to create online iSpring learning on the course website of the Office of General Education and Innovative Electronic, Suan Sunandha Rajabhat University. Therefore, there are many processes and steps that result in some problems and errors. The Office of General Education and Innovative Electronic Learning has collected problems and errors. To further improve and develop the efficiency of online iSpring learning preparation on the course website.

OBJECTIVE

1. To study the satisfaction towards online iSpring learning on the course website.
2. To improve and develop efficiency of online iSpring learning on the course website.

METHODOLOGY

Population and sample

The population is 27,217 students at Suan Sunandha Rajabhat University.

The sample is 400 students at Suan Sunandha Rajabhat University, by using purposive sampling.

Method

Qualitative Research is used in this research by using a questionnaire as a research tool for collecting data. It is divided into 3 parts as follows: Part 1 General information consisting of gender, year level and faculty/college. Part 2, Satisfaction on online iSpring learning with totaling 10 items. Part 3, Suggestions and comments. The survey is a 5-level rating scale according to the Likert Scale approach as follows:

5 means the highest level of satisfaction
4 means very satisfied
3 means moderate level of satisfaction
2 means low level of satisfaction
1 means the lowest level of satisfaction

Data analysis

Statistics used in data analysis are percentage (%), mean ($\bar{x}$) and standard deviation (S.D.) using the criteria of Best (John W. Best) as a measure as follows.

The average score 4.51 - 5.00 means the highest level.
The average score 3.51 - 4.50 means at a high level.
The average score 2.51 - 3.50 means moderate level.
The average score 1.51 - 2.50 means low level
The average score 1.00 - 1.50 means the lowest level.

RESULTS

General information, in terms of gender, it is found that 78 males (19.50%) and 322 females (80.50%), regarding the study year, it is found that there is 203 first-year students (50.75%), 97 second-year students (24.25%), 52 third-year students (13.00%), and 48 fourth-year students (12.00%). For departments (faculty/college), it is found that 400 students from 8 departments as follows: Faculty of Education, 84 people (21.00%), Faculty Science and Technology 63 people (15.75%), Faculty of Humanities and Social Sciences 61 people (15.25%), Faculty of Management Science 58 people (14.50%), Faculty of Industrial Technology 52 people (13.00%), Faculty of Fine and Applied Arts 33 people students (8.25%), College of Innovation and Management 39 students (9.75%) and College of Architecture 10 students (2.50%).

Table 1 Satisfaction towards online iSpring learning on the course website.

Satisfaction issues towards online iSpring learning on the course website	The satisfaction level towards online iSpring learning on the course website.		
	Mean ($\bar{x}$)	Standard Division (S.D.)	Satisfaction (Level)
Atmosphere for online learning			
1) Availability of audio-visual equipment used in online learning	3.97	0.6690	high
2) Appropriateness of the location used for online learning	4.07	0.5906	high
Online class information			
1) The information about online learning is correct and complete	3.79	0.5570	high
2) There is fast communication/public relations about online learning	4.20	0.4206	high
3) There are various and appropriate publicity channels for online learning	4.13	0.5184	high
4) Online learning media/documentation is interesting and useful	4.13	0.5184	high
Directing Online Classes			
1) Giving advice or answering questions of teaching assistants in online learning	4.21	0.4067	high
2) Facilitation of teaching assistants in online learning	3.50	0.6293	high
3) Coordination of teaching assistants in online learning	3.63	0.8088	high
4) Providing services of teaching assistants in online learning	3.70	0.7941	high
Total	**3.93**	**0.5915**	**high**

The students' satisfaction towards online iSpring learning on the course website is found that overall satisfaction is at a high level ($\bar{x}$ = 3.93, S.D.= 0.5915). Giving advice or answering questions of teaching assistants in online learning ($\bar{x}$ = 4.21, S.D.= 0. 4067)., quick communication/public relations about online learning ($\bar{x}$ = 4.20, S.D.= 0.4206) and various and suitable public relations channels about online learning and online learning media/documents are interesting and useful ($\bar{x}$ = 4.13, S.D.= 0.5184) are satisfied.

DISCUSSION

General information, in terms of gender, it is found that 78 males (19.50%) and 322 females (80.50%), regarding the study year, it is found that there is 203 first-year students (50.75%), 97 second-year students (24.25%), 52 third-year students (13.00%), and 48 fourth-year students (12.00%). For departments (faculty/college), it is found that 400 students from 8 departments as follows: Faculty of Education, 84 people (21.00%), Faculty Science and Technology 63 people (15.75%), Faculty of Humanities and Social Sciences 61 people (15.25%), Faculty of Management Science 58 people (14.50%), Faculty of Industrial Technology 52 people (13.00%), Faculty of Fine and Applied Arts 33 people students (8.25%), College of Innovation and Management 39 students (9.75%) and College of Architecture 10 students (2.50%).

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Furthermore, it consistent with the research Orthip Ratniyom and Prapan Fuangfusakul (2009) have studied the evaluation of learning in the Bachelor of Economics and Master of Economics programs, Srinakharinwirot University, 2009, is found that in the bachelor's degree program (previous curriculum), in term of learning characteristics, lecturer, management and facilities have average score about 3.84 (good), 4.00 (good) and 3.60 (good), respectively. On the other hand, improved curriculum, in term of learning characteristics, lecturers, management and facilities have average score about 3.82 (good), 4.00 (good) and 3.73 (good), respectively. In addition, master's degree program, in term of learning characteristics, lecturers, management and facilities have average score about 4.10 (very good), 4.22 (very good) and 3.36 (moderate), respectively.

SUGGESTION

1. The efficiency of online iSpring learning should be studied on the course website.

2. The preparation of online iSpring learning on the course website should be improved and developed.

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