

# THE SATISFACTION OF THE ONLINE STUDENTS OF HYFLEX CLASSROOM

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## ABSTRACT

This research aimed to study the satisfaction level of the students who opted for online learning in the HyFlex classroom. The subject was 78 students of the Speaking and Listening course at Suan Sunandha Rajabhat University. The survey was conducted to find out the level of satisfaction and reasons for choosing online over on-site classroom. The statistics used for data analysis are means and standard deviation. According to the study, it can be found that the satisfaction level was much higher when students were present on camera in the HyFlex classroom with the satisfaction result at 4.77 and the reasons for adopting the online channel were logistical convenience (52%), reduced transportation expense (33%), better media quality (12%), and reduced risk in physical contact (3%), respectively.

**Keywords:** HyFlex learning, HyFlex classroom, hybrid learning,

During the COVID-19 pandemic, traditional classroom instruction has been disrupted in many places around the world. In order to prevent the spread of the virus, many schools and universities have had to switch to remote or online learning, or adopt other measures such as reduced class sizes, social distancing, and mask-wearing.

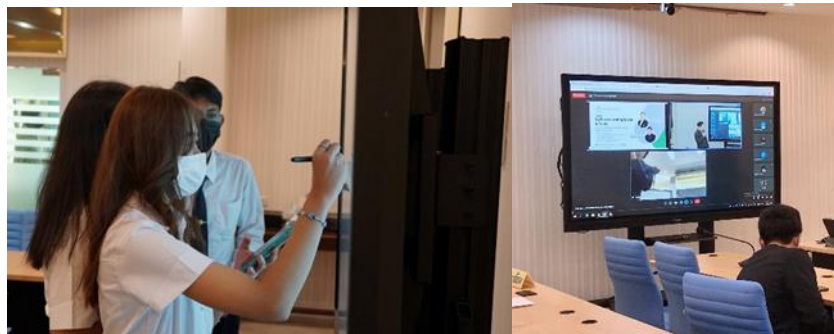
In a traditional classroom setting, students typically attend classes in person at a physical location, such as a school or university. Classes are usually held at regular intervals, and students are expected to be present in the classroom to participate in discussions, lectures, and other activities.

However, due to the COVID-19 pandemic, many traditional classrooms have had to adapt to new measures in order to reduce the risk of infection. This may involve switching to online learning, reducing class sizes, or implementing other safety measures such as social distancing and mask-wearing. In some cases, schools and universities have also adopted hybrid models, such as HyFlex learning, which combines online and in-person instruction.

HyFlex learning, also known as hybrid flexible learning, is a teaching and learning model that combines online and in-person learning. It allows students to choose how they want to attend classes and complete coursework, either in person or online. The goal of HyFlex learning is to provide students with greater flexibility and autonomy in their education, while also allowing them to learn in a way that is most effective for them.

In a HyFlex course, students have the option to attend class in person, participate remotely through live video, or complete coursework asynchronously through pre-recorded lectures or other materials. This allows students to tailor their learning experience to fit their schedules and preferences. For example, a student may choose to attend class in person one week and participate remotely the next week, depending on their other commitments or circumstances.

HyFlex learning can be beneficial for students who have busy schedules, prefer to learn at their own pace, or prefer to learn in a specific environment. It can also be beneficial for instructors, as it allows them to reach a wider audience and adapt their teaching style to better meet the needs of their students.



Seventy-eight students of the Speaking and Listening course, Business English major at Suan Sunandha Rajabhat University who attend the HyFlex class via online channel were given a survey to explore the level of satisfaction and reasons for choosing online over the on-site classroom. The statistics used for data analysis are means and standard deviation.

According to the study, it can be found that the satisfaction was much higher when students were present on camera in the HyFlex classroom with the satisfaction result at 4.77 and the reasons for adopting the online channel were logistical convenience (52%), reduced transportation expense (33%), better media quality (12%), and reduced risk in physical contact (3%), respectively.

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