



The Impact of Virtual Education Environment on the Student Satisfaction of the Engineering Undergraduates in the ABC Campus in Sri Lanka

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Abstract

The covid -19 pandemic insist education providers in all over the world to shift in to online or virtual platform to deliver academic programmes due to social distinct. Accordingly, developing countries like Sri Lanka also had to adopt the new trend in the industry. ABC campus, which is a leading private university in Sri Lanka, also adopted the virtual teaching mechanism from 2019 March as country was under a total lockdown situation. However, later on it was revealed that student enrollments were decreasing, and dropouts were gradually increasing specially in the degree level students at the faculty of Engineering and construction of this University. Further, student satisfaction ratio also decreased drastically after the introduction of virtual method. Thus, this empirical study was carried out to find the determinants affecting student satisfaction in the virtual learning environment and measure their impact over student satisfaction. The study was conducted among undergraduate students of the faculty of Engineering and Construction at the ABC Campus by using a convenience sampling technique and based on the population; the required sample size was 302. The results of the study confirmed that of the four factors analysed (Programme design, Student expectation, quality of the delivery and adoptability), all have shown a significant high positive relationship with online learning student satisfaction. The model is statistically significant and acceptable with more than 74.8% variance with the dependent variables. The results give valuable insights to Sri Lankan Universities on developing an effective virtual learning environment.

Keywords: Virtual education, Student satisfaction, Program design, Covid-19

