

The Factors that Affect Online Learners' Satisfaction

Ozlem Cakir

Ankara University, Faculty of Educational Sciences, Department of Computer Education and Instructional Technology

E-mail: ocakir@ankara.edu.tr, ozlemcak@yahoo.com

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ABSTRACT In distance learning systems, students' satisfaction is a significant issue in terms of student attendance and not feeling lonely. In this study, the relationship between online students' satisfaction and their demographic characteristics were examined. Screening model was used in the study. With this study, whether satisfaction levels of students who are continuing in the program in which various information and midterm examinations were given online significantly differ in terms of age, computer literacy levels, internet accessibility and computer experience intended to be examined. Besides, whether there is a relationship between student achievement levels and satisfaction scores was tested. Within the scope of this study, Online Students' Satisfaction Scale developed by researcher was used. The scale includes 38 items, it has a three-factor structure (The Structure and the Process of the Program, Interaction with the Instructors, and Interaction with Other Students), and it is a valid and reliable scale that explains 67.95 % of total variance and whose coefficient of internal consistency calculated by Cronbach alpha coefficient was 0.97. As a result of the statistical analysis of student data, which was obtained from an online program, it was found out that while online students' satisfaction levels did not significantly differ in terms of age, computer literacy levels and internet accessibility, it significantly differs in terms of internet experience.