

The Impact of E-Learning Quality on Student Satisfaction in the Jordanian Private Universities in Amman City

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Abstract

The study aimed to identify the impact of the quality of E-learning in its dimensions (responsiveness, security, material requirements, educational interaction, sympathy, educational outcomes) on student satisfaction in private Jordanian universities from the students' point of view, to achieve the objectives of the study, the descriptive and inductive approach was adopted. The study was applied to the Jordanian private universities in the city of Amman, which numbered (10) universities, and the study population consisted of all students in these universities. An electronic questionnaire was designed and distributed to a random sample of students, whose number reached (411) questionnaires. A set of statistical methods were used that fit the nature of the study through the Statistical Package of Social Sciences (SPSS) program to be able to extract descriptive statistics measures such as arithmetic averages and standard deviations, and inductive statistics measures such as the multiple linear regression test to answer the study's questions and test its hypotheses. The results of the study showed that the quality of e-learning in all its dimensions (responsiveness, security, material requirements, educational interaction, sympathy, and educational outcomes) has achieved high degrees of relative importance. The results also confirmed the existence of a statistically significant effect at the level ($\alpha \leq 0.05$). for the quality of e-learning in its dimensions (responsiveness, security, material requirements, educational interaction, sympathy, and educational outcomes) on student satisfaction in private Jordanian universities. The study reached a set of recommendations, the most important of which is

Increasing the interest of private Jordanian universities in the city of Amman in the quality of e-learning and raising its level to the extent possible and working to develop and improve it continuously because of its direct positive effects in achieving student satisfaction about e-learning, and the study also recommended that universities work continuously to develop and improve the degree of security In all electronic programs that are created and developed.

Key Words: E-Learning Quality, Student Satisfaction, Material supplies, educational interaction, educational outcomes