

Role of Digital Informational Services on Students Satisfaction in Online Education: A Study on Islamabad Universities During Covid-19

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ABSTRACT

In Pakistan, at the time of first wave of COVID -19, the University began offering online Teaching & student learning; this was a new style of teaching & learning for all education institution. In that era, the Educational institutions were closed and as a result it was difficult to Engaging students in virtual learning & providing Digital information services for all. The primary goal of this research paper is to explore the existing Policy SOPs of online education & existing infrastructure & practices of digital technologies in the universities. The paper also seeks to examine the present level of understanding among students and faculty regarding use of digital learning Devices & experience. In this paper, the effects of digital information services and use by the students & faculty along with satisfaction was reviewed through survey. This study is descriptive in nature. Mix method is used as research design of the study. The first stage was identifying the existing infrastructure of IT in universities. For this sake through checklist explore the data of universities & through survey examine the Students satisfaction level of online learning and soliciting their recommendations for solutions. This paper is in process so results and recommendations will be added after completions.

Keywords: COVID-19, online learning, virtual learning, satisfaction, university students, instruction

INTRODUCTION

Corona Virus Disease 2019 (COVID-19) is a form of viral chronic infection of lungs that manifested as a common pneumonia in December 2019 in Wuhan, China (Zhong et al., 2020). This disease was wider spread in world and became the cause of death. The World Health Organization referred to the virus's spread to other nations as a pandemic (WHO, 2020). Pakistan is a neighboring country of china and due to good country relation with each other, there is free entry & exit n the both countries. Therefore in the month of February 2020, the first COVID-19 case was reported. To stop its spread, the government of Pakistan was announced the strict shutdown of educational institutions. The ministry of education & higher education commission had issued guidelines for online learning in the meantime to make up for the lost instructional time. At that time the big issued was infrastructure of technology & prescribed policy for all was needed. So first time in Pakistan, online education policy & SOPs were designed. The educational institutions changed from offline to online learning as a result (Dhawan, 2020). Teachers who had no prior expertise with online education began teaching there (Wang, Zhang et al., 2020).