

Title of Thesis	A Study of Factors Affecting Satisfaction in Online Learning among College Students in Miri
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ABSTRACT

The development of technology on the invention of the internet has changed the way colleges conduct online classes. The colleges in Malaysia have started to practice online learning for students during the Covid-19 pandemic struck as a supplement to lectures. During the Movement Control Order, colleges have started to conduct online learning. At the end of December 2020, the Ministry of Higher Education has announced that all institutions of higher learning will be fully conducted through online-only learning activities until March 2021. Reduce in physical classes and activities on campus seems ideal as the risk to exposure and spreading of Covid-19 can also be reduced with the avoidance of crowds forming and with students learning from the comfort of their homes. However, the satisfaction of students in online learning was still considered unknown in Miri, Sarawak. This study investigates the factors affecting satisfaction in online learning among college students in Miri. The four underlying factors affecting student satisfaction are learning platform, technologies support, social presence, and course structure. Besides, this study enhances the understanding of the effectiveness and student's satisfaction with online learning during the pandemic outbreak.