COMPUTER LABS TRAINING PROGRAMS: STUDENTS' PERSPECTIVES

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ABSTRACT

Student's level of satisfaction of information technology training is as important as the word customer satisfaction which is based on their experiences on a particular service encountered. It can be thought that it is the overall evaluation of service experience of students based on their experience of using computer labs to enhance their information technology skills. In fact, student's level of satisfaction of using computer labs is an attitude which can be positive or negative based on individual experience. The focus of the research was on formal feedback provide the best opportunity to gain insight information offered by the heavily users of the computer labs. The main purposes of this research were to survey student's level of satisfaction who received information technology training in computer labs in Suan Sunandha Rajabhat University and to find ways to ameliorate the level of satisfaction of these students. This was a qualitative research method by utilizing an in-depth interview and small focus group of target students. A total of 20 students who were heavy users of the computer labs for semester 2 of the year 2018. About 10 female students and 10 male students were selected randomly from the pool of students who were willing to participate in the in-depth interview. The results of this study revealed that there were four important factors that had impacts on satisfaction of students who received information technology training via using computer labs. These factors included quality of service, quality of information technology staff and trainers, quality of computer, software, internet, and facility, and quality of policy and management of computer labs. However, the overall level of satisfaction of students who received information technology training via using computer labs at Suan Sunandha Rajabhat University was reported as a high level of satisfaction.

Keyword: Level of Satisfaction, Computer Labs, Students, Heavy Users.

Introduction

Information and technology training and English proficiency are both required by the minister of education and higher education organizations to ensure that students who are about to graduate must be competent and have a satisfaction level of knowledge and skills to perform in the job market. Therefore, students are required to take a test to measure their level of proficiency and any student whose score do not meet the standard may need to enroll in the training class to improve their knowledge and skills. The computer labs of the university normally have professional technical IT training and IT management. There are actually many courses and programs that designed to fit students' needs and wants which may design for high impacts and to upgrade student career. Moreover, there are some programs that design to enhance student knowledge and skills for industry specific related training. IT training and IT tutorial are the best part of the computer labs mission that come out as a yearly strategy to enhance students of Suan Sunandha Rajabhat University both in instructor led training or online computer-based training. The two options allow students to choose at their convenient and suit with their needs. The training aims to help students to enhance their problem-solving knowledge and skill about the real. World practical computer issues and help to keep organization's network safe and secure.

In modern higher education level, it is widely accepted that student's level of satisfaction of information technology training is as vital as the word "customer satisfaction" in modern business which is based on their experiences on a particular service encountered by students. It can be certainty that it is the overall evaluation of service experience of Suan Sunandha Rajabhat University students based on their experience of using computer labs to enhance their

information technology skills. In general, student's level of satisfaction of using computer labs is an important feedback and it is an attitude which can be positive or negative based on individual experience. The researcher is interested in studying and focusing the research was on formal feedback provide the best opportunity to gain insight information offered by the heavily users of the computer labs, Suan Sunandha Rajabhat Unvirsity, Bangkok, Thailand.

Findings

Table 1 Importance of Quality Factors Impacts on Satisfaction

	Percentage
Quality Factors	
1. Quality of Services	90
2. Quality of Information Technology	85
3. Quality of Staff	85
4. Quality of Trainers	80
5. Quality of Equipment	75
6. Quality of Facilities	75
7. Quality of Internet	70
8. Quality of WIFI	65
9. Quality of Manager	65
10. Quality of Rooms	65

There were ten important quality factors that needed to pay heed to and the focus group had rated that the ten quality factors were important according to the percentage that they voted. The important rank can be reported as following. The first in the rank of important quality factor was "Quality of Services" with 90 percentage. The second in the rank of important quality factor was "Quality of Information Technology" with 85 percentage. The third in the rank of important quality factor was "Quality of Staff" with 85 percentage. The fourth in the rank of important quality factor was "Quality of Trainers" with 80 percentage. The fifth in the rank of important quality factor was "Quality of Equipment" with 75 percentage. The sixth in the rank of important quality factor was "Quality of Facilities" with 75 percentage. The seventh in the rank of important quality factor was "Quality of Internet" with 70 percentage. The eighth in the rank of important quality factor was "Quality of WIFI" with 65 percentage. The ninth in the rank of important quality factor was "Quality of Manager" with 65 percentage. Finally, the first in the rank of important quality factor was "Quality of Rooms" with 65 percentage.

Moreover, the results of this qualitative research study revealed that there were four important and necessary factors that had high impacts on satisfaction of students who received information technology training via using computer labs at main campus of Suan Sunandha Rajabhat University, Bangkok, Thailand. These factors included quality of service, quality of information technology staff and trainers, quality of computer, software, internet, and facility, and quality of policy and management of computer labs. However, the overall level of satisfaction of students who received information technology training via using computer labs

at Suan Sunandha Rajabhat University was reported as overall happy with high level of satisfaction.

Suggestions

There are five suggestions for the computer labs to be implement in order to enhance the level of satisfaction from students. These suggestions gather from the feedback of focus groups that students who often use the services of computer labs. First, the computer labs need to upgrade the computer rooms from the old classroom style to be modern active learning style. Second, the computer labs need to have siting manager at the computer labs to be able to manage the requests and complains from students and be able to solve problems as soon as possible. Third, the computer labs need to improve the speed and the stability of WIFI system. Fourth, the computer labs need to need to improve the stability and equipment related to internet system. Finally, the computer labs need to upgrade the facilities to be modernized and be able to compete with other higher education organizations all over Bangkok.

Acknowledgement

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