

# **Measuring the level of satisfaction of pre-university students of Universiti Malaysia Sabah towards the ITEL platform**

## **ABSTRACT**

With the prompt implementation of online platform in educational institutions across the globe in response to the COVID-19 pandemic in 2020, the online teaching and learning environments have expedited the upgrading of software and hardware to meet the need of a more holistic and effective online class environment. As major stakeholders, students, lecturers, and service providers have explored and understood the endless possibilities that online learning and teaching platform could offer. This understanding underscores the need for continuous improvement. In February 2023, Universiti Malaysia Sabah introduced a new platform called ITEL to replace SMARTv3 to cater the demand for a more efficient learning experience for students and the academic staff. This paper aims to study the students' satisfaction as end-users of ITEL with the objective of assessing students' acceptance, measuring overall satisfaction, and proposing improvements to the teaching and learning process via ITEL. To understand the students' overall acceptance towards ITEL better, a quantitative study approach was performed. Based on the results, it was indicated that the quality of information, platform usefulness, platform usage characteristics are highly acceptable with significant overall satisfaction. Considering the future, several recommendations are proposed to improve end-user satisfaction levels.