Doctoral Dissertation Abstracts

A Study of Student Support Services in e-Learning Courses at Higher Education in India

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This study made an effort to explore the types of student supports services in e-Learning Courses useful for Higher Education Studies. The scope of the study is limited to Indian Higher Education and eLearning. Eight constructs namely Admission Support, Technology Support, Academic Support, Evaluations Support, Course Fitment, Course Engagement, Course Evaluations/ Course Completion are identified as very important from extensive literature review and the model is proposed. There are upward trends seen everywhere in the acceptance and usage of this new methodology of teaching and learning. The main factors for eLearning adoption are cost, time and flexibility. The student support is one of the most important challenges talked by many researchers in their study. This research stresses on the need to find out better model for student support as the learner are becoming more and more technology savvy. The major focus of this research is to find gaps with respect to student support and constructs associated with the topic. With this study, new model for the student support is proposed which leads to satisfaction and course completion using identified eight constructs. Based on the proposed model, the input model using AMOS is designed and presented in this research.