

Evaluating Asynchronous E-Learning Systems: The Development of a  
Satisfaction-Based Multiple Criteria Framework

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Abstract

The asynchronous e-learning system (AELS) has been prevalent in both academia and industry. However, conventional evaluation of the AELS has leaned heavily towards the technical aspects of information systems. Since user satisfaction has been extensively proved and recognized as being a critical factor in influencing the success of information systems, this study deals with AELS evaluation from the perspective of user satisfaction. A survey of college students was carried out to collect data, which was then analyzed by analytic hierarchy process. The results show that the most important dimension of decision criteria was the learner interface. Operational stability, ease of accessing shared data, useful content, and capability of controlling learning progress top each dimension, respectively.

Key words : Analytic hierarchy process; Asynchronous e-learning system;  
Multi-criteria decision making